



Day 1 | Wednesday, 19th February 2020

14:00 – 16:00	Registration
14:30-16:00	Opening ceremonies Keynote speech (Dr. Catherine Prentice)
16:00-16:25	Coffee-break
16:30-18:00	Parallel sessions

PARALLEL SESSION 1 - 16h30-18h00

	16.30-16.45	16.45-17.00	17.00-17.15	17.15-17.30	17.30-17.45
ROOM 1 - [session in English] Chair: Goretti Silva	Basis of Ecologization Concept in Hospitality Authors: Viktoriia Krasnomovets	Amateur cooking class best practices to enhance well-being : A videographic research Authors: Virginie Bregeon De Saint Quentin and Ophélie Mugel	Cultural Heritage and local identity as determinants of tourist attractiveness: The case of sea villages in the Alto Minho region, Portugal Authors: Goretti Silva and Mariana Oliveira	Quelles stratégies rendent compatibles les enjeux de la conservation de la nature et de la croissance économique des aires protégées? Authors: Imene Diaf	Technology in higher education in tourism Authors: Elisabeth Kastenholz, Ana Balula, António Moreira, Celeste Eusébio, Gillian Grace Moreira, Zélia Breda and Augusto Neves
ROOM 2 - [session in Portuguese] Chair: Bruno Sousa	Satisfação dos clientes hoteleiros e os métodos de avaliação de desempenho utilizados pelos hotéis Authors: Catarina Nunes and Maria João Machado	A study of events and their contribution to local development: an applied study Authors: Ana Rita Dias, Bruno Sousa, Adrian Lubowiecki-Vikuk	Sustainable Development of the Tourist Destination: Ponte de Lima Case Study Authors: Sara Fernandes, Daniela Ferreira, Tatiana Alves and Francisco Gonçalves	A relevância do evento Viagem Medieval para o crescimento do turismo sustentável da cidade de Santa Maria da Feira – Portugal Authors: Miguel Ribeiro, Marlene Cunha and Annaelise Machado	Contributos dos museus para a integração sistémica do visitante no Destino Turístico – o caso do Museu José Malhoa, Caldas da Rainha, Portugal. Authors: Salete Silva, Jesús López Bonilla and António Sérgio Almeida

<p>ROOM 3 - [session in English]</p> <p>Chair: Sílvia Raquel Pereira</p>	<p>Why and who visit regional destinations</p> <p>Authors: Catherine Prentice and Aaron Hsiao</p>	<p>Systematic literature review on emotional intelligence and conflict management</p> <p>Authors: Michael Aswin Winardi, Catherine Prentice and Scott Weaven</p>	<p>Innovation in small tourist destination: the case of the municipality of Póvoa de Varzim</p> <p>Authors: Américo Silva and Rúben Carvalho</p>	<p>English for Specific Purposes and English for Tourism and Hospitality Purposes: Correlation and Guidelines</p> <p>Authors: Sílvia Raquel Pereira</p>	<p>Factors influencing young employees' online knowledge sharing</p> <p>Authors: Tuyet-Mai Nguyen and Marie-Louise Fry</p>
<p>ROOM 4 - [session in Portuguese]</p> <p>Chair: Francisco Gonçalves</p>	<p>Tourist-resident relationship and tourismphobia: The case of Porto</p> <p>Authors: Diogo Cardoso, Raquel Mendes and Laurentina Vareiro</p>	<p>Managing motivation (outside) business contexts: tourism and teambuilding</p> <p>Authors: Jéssica Ferreira, Bruno Sousa and Nuno Costa</p>	<p>Loyalty to popular festivities: does their authenticity matter?</p> <p>Authors: Diana Faria, Laurentina Vareiro and Alexandra Malheiro</p>	<p>The design and development of a seasonal jobs digital platform in the tourism sector: The "Groow Tourism's" case</p> <p>Authors: Nuno Martins, Sérgio Dominique and Cátia Lopes</p>	<p>Bridging tourism and architecture: design and development of a digital script of the Portuguese Contemporary Architecture</p> <p>Authors: Nuno Martins, Sérgio Dominique and Carla Pinheiro</p>

Day 2 | Thursday, 20th February 2020

09:00 – 12:00	Registration
10:00-11:00	Keynote speech (Luís Pedro Martins)
11:00-11:25	Coffee-break
11:30-13:00	Parallel sessions
13:00-14:30	Lunch
15:00-16:30	Parallel sessions
17:00-18:00	Closing ceremonies
20:00-23:00	Gala Dinner and awards ceremony

PARALLEL SESSION 2 - 11h30-13h00

	11.30-11.45	11.45-12.00	12.00-12.15	12.15-12.30
ROOM 1 - [session in English] Chair: Shane Mathews	The image and identity of a destination through its industrial landscape Authors: Tânia Guerra, Maria Pilar Moreno and António Sérgio Araújo de Almeida	A systematic literature review on emotional intelligence, cultural intelligence, and leadership diversity Authors: Purnima Nandy, Catherine Prentice and Aaron Hsaio	Managing eWOM for hotel performance Authors: Shane Mathews, Catherine Prentice, Alice Tsou, Clinton Weeks and Lisa Tam	Contribution of a cultural and touristic event to sustainable development: the case of Serralves em Festa! Authors: Catarina Nadais, Elvira Vieira, Ana Pinto Borges
ROOM 2 - [session in Portuguese] Chair: Paula Cabral	Capitólio (Brazil) as a nature tourism destination: A focus on tourism planning Authors: Annaelise Fritz Machado, Bruno Sousa, Laurentina Vareiro and Magno Angelo Kelmer	Óbidos, the creative capital Authors: Paula Cabral, Luis Miguel López Bonilla and Verónica Oliveira	Families with children – a neglected market in wine tourism? Authors: Rafaela C. Malerba, Elisabeth Kastenholz, Diana Teresa G. L. Cunha and Maria João Carneiro	Glamping and the Development of Sustainable Tourism: a preliminary approach in the Portuguese context Authors: Sara Fernandes, Daniela Ferreira, Tatiana Alves and Bruno Sousa
ROOM 3 - [session in English] Chair: Dália Liberato	Generation Z: Technology use and Satisfaction Authors: Pedro Liberato, Cátia Aires and Dália Liberato	The role and impacts of traditional markets: The case of Barcelos Authors: Sérgio Dominique-Ferreira, Benilda Queirós Rodrigues and Rui Braga	The influence of Porto Football Club in Oporto as a Tourism Destination Authors: Dália Liberato, Catarina Moreira and Pedro Liberato	Systematic literature review on AI in the sharing economy Authors: Ying Chen, Catherine Prentice, Scott Weaven and Aaron Hsaio

PARALLEL SESSION 3 - 15h00-16h30

	15.00-15.15	15.15-15.30	15.30-15.45	15.45-16.00	16.00-16.15
ROOM 1 - [session in English] Chair: Hugo Sampaio	Social Media, Tourism Marketing and natural/cultural resources: the case of Littoral Geopark of Viana does Castelo in the northern Portugal Authors: H.A. Sampaio, A.I. Correia, M. Fonseca, S. Marinho and R. Carvalhido	Hotel Service Convergence Innovation: Narrative Research based on the Nansha Grand Hotel, China Authors: Meiyun Li, Aaron Hsiao, Emily Ma and Shang-Jen Li	Questions of sustainability and environment protection in the Hungarian Hotel industry Authors: Attila Albert-Tóth	Customer Acceptance of Use of Artificial Intelligence in Hospitality An Indian Hospitality Sector Perspective Authors: Prithvi Roy	Personal marketing and the recruitment and selection process: Hiring attributes and particularities in the tourism industry Authors: Sérgio Dominique-Ferreira, Benilda Queirós Rodrigues, Rui Braga
ROOM 2 – [session in Portuguese] Chair: Alexandra Malheiro	Understanding consumer evaluation of hospitality services: do critical incidents make a difference? Authors: Alexandra Malheiro	The role of sensory marketing in tourist events: an approach to Rock in Rio Brazil Authors: Annaelise Fritz Machado, Bruno Sousa and Luciano Cardoso de Mello	The importance of museums in the tourist development and the motivations of their visitors: an analysis of the Costume Museum in Viana do Castelo Authors: Sónia de Sousa e Silva, Laurentina Vareiro and Bruno Sousa	Residents' perceived impacts of LGBT tourism: A cluster analysis Authors: Sónia Silva and Laurentina Vareiro	The Galo de Barcelos and Its Role in the Development of Creative Tourism in this Territory. Authors: Francisco Gonçalves and Carlos Costa
ROOM 3 - [session in Portuguese] Chair: Victor Figueira	Where are the tourists with more sustainable travel behaviour coming from? An analysis through Google search engine data Authors: Gorete Dinis and Zélia Breda	The role of DMO Municipality in the development of Guimarães as a destination: a qualitative approach Authors: Rosa Matilde Fontão Fernandes and Sérgio Dominique-Ferreira	Development of a destination through etourism: experience and creativity Authors: Jéssica Ferreira, Bruno Sousa and Francisco Gonçalves	Tourist Routes in Baixo Alentejo: An Exploratory Study of the Municipality of Mértola Authors: Victor Figueira, Maria João Ramos and João Rolha	The role of destination image in the tourist development of Guimarães: a mixed approach Authors: Rosa Matilde Fontão Fernandes and Sérgio Dominique-Ferreira

Day 3 | Friday, 21st February 2020

Morning

City Tour