About the Contributors

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cultural resources in the island of Crete, Greece. Alexandros’s research interests and publication activity mainly focuses on the tourism industry (the examination of individual preferences through stated preferences discrete choice modelling) and comprises of over 30 contributions to textbooks and peer-reviewed academic journals. In particular, Dr Apostolakis has been conducting research on the evaluation of individual preferences for future policy initiatives in hospitality, tourism and the cultural sector. Alexandros acts as associate editor in the Anatolia Journal, and the Regional Science Enquiry Journal. At the same time, he acts as guest editor and reviewer for all mainstream high impact peer review journals in the tourism field (Annals of Tourism Research, Tourism Management, Tourism Economics, Journal of Travel Research and others).

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Marília Durão is a Research Fellow at the University of Aveiro, Portugal, and has been granted a Doctoral scholarship by the Portuguese Foundation for Science and Technology (FCT). She holds a Masters degree in Tourism Planning and Management from the University of Aveiro where she is currently a PhD candidate in the Tourism Doctoral Program. Her PhD thesis is devoted to employee turnover, well-being at work and job burnout in the tourism industry. Over the past few years she has been actively involved in several research projects whose topics are closely related to her research interests and publications, namely development and management of tourism destinations, socio-economic impact assessment, human resources management, employment and gender equality in the tourism sector. She is also member of the Research Unit in Governance, Competitiveness and Public Policies (GOVCOPP) within the Tourism and Development Group.

Marina Efthymiou is Lecturer in Aviation and Tourism at University of West London. Previously she was working at the European Organisation for the Safety of Air Navigation, EUROCONTROL. Her research interests focus on Performance Indicators in Air Traffic Management, Airport Planning and Development, as. well as Transport and Tourism Policy.

Azizul Hassan is a PhD candidate at the Cardiff Metropolitan University, UK and a member of the Tourism Consultants Network of the Tourism Society, UK. His main areas of research interest are technology supported marketing in tourism, innovative marketing dynamics, destination branding in tourism, cultural heritage tourism, heritage interpretation and sustainable management/marketing alternatives for cultural heritage industries.

Anne-Mette Hjalager is Professor at University of Southern Denmark. She works with innovation issues, and she is interested in rural and regional development issues in particular. She edits the Journal of Gastronomy and Tourism.

Christian Kahl received his PhD at FSU Jena in Germany where he concentrates his study as well his research on international teaching and learning methods, cultural education and education history. Over the last ten years he lived in China and Malaysia where he widespread his research interest on cultural differences in teaching and learning. Currently he is working as a senior lecturer at the Graduate School of Hospitality and Tourism Management at Taylor’s University in Malaysia and teaches Intercultural Management as well provides teaching training in and outside of the university. In 2013 he gave training to the Westin Hotel Management on how to work with Generation Y graduates, to support the hotel philosophy of harmonious working culture. In 2014 he received several best paper awards for his research on cultural understanding and cultural management of Generation Y youth in today’s society.
Kijpokin Kasemsap received his BEng degree in Mechanical Engineering from King Mongkut’s University of Technology Thonburi, his MBA degree from Ramkhamhaeng University, and his DBA degree in Human Resource Management from Suan Sunandha Rajabhat University. He is a Special Lecturer at Faculty of Management Sciences, Suan Sunandha Rajabhat University based in Bangkok, Thailand. He is a Member of International Association of Engineers (IAENG), International Association of Engineers and Scientists (IAEST), International Economics Development and Research Center (IEDRC), International Association of Computer Science and Information Technology (IACSIT), International Foundation for Research and Development (IFRD), and International Innovative Scientific and Research Organization (IISRO). He also serves on the International Advisory Committee (IAC) for International Association of Academicians and Researchers (INAAR). He has numerous original research articles in top international journals, conference proceedings, and book chapters on business management, human resource management, and knowledge management published internationally.

Henna Konu, Lic.Sc. (Econ. and B.A.) is Project manager/Researcher at the University of Eastern Finland, Centre for Tourism Studies and she has worked in various national and international tourism research and development projects. Her research interests are in service development, customer involvement, consumer/tourist experiences, experiential services, and wellbeing and nature tourism. She is currently writing her doctoral dissertation on the customer involvement in experiential tourism service development. She is also a substitute member of Management Committee of COST action IS1204 Tourism, Wellbeing and Ecosystem Services. Her publications include articles in several scientific journals and she has also co-authored several book chapters in international edited books in tourism field.

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Elina (Eleni) Michopoulou is a Senior Lecturer in Business Management at University of Derby. She teaches on subjects relating to the management and marketing of Tourism, Hospitality, Events and Spa industries. She holds a PhD in Accessible Tourism Information Systems from University of Surrey, UK. Her research interests include technological applications and information systems in tourism, online consumer behaviour and technology acceptance.

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Shengnan Zhang works as a Senior Guest Relations Officer at one of the 5-star luxury resort in Maldives. She has around 3 years of experience in the Guest Service field including China, Malaysia and Maldives. She developed an interest in hotel industry after experiencing working in several hotels in China in early 2010. Later on, Shengnan went to overseas to strengthen her knowledge of hospitality industry in 2011. She holds a Master Degree in International Hospitality Management from the University of Taylor’s, Malaysia and University of Toulouse, France.