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2023 APacCHRIE Conference

@Clark
Philippines



The 21st Asia-Pacific CHRIE 2023 conference, jointly hosted by The T.H.E. International Management Schools, The Council of Hotel and Restaurant Educators of the Philippines, Angeles University Foundation, Systems Plus College Foundation, and The Hong Kong Polytechnic University, was held from 25 to 27 May 2023, with the theme of "4N in Hospitality and Tourism on FIRe: Where Creativity Meets Technology". The conference was attended by over 500 participants coming from different parts of the world. In the main conference, 118 papers were presented. In the youth conference, 31 papers were presented.





During the conference, the founding chairman of APacCHRIE Prof. Kaye Chon presented the Lifetime Achievement Award to Ms. Sylvia Chung who is the Chief Business Impact Officer of Chinachem Group. The trophies of appreciate were also awarded to the past presidents including Prof. Peter Kim, Prof. Pearl Lin, Ms. Margaret Heng, and Prof. Sam Kim, as well as the current president Ms. Joji Bian.



2023 APacCHRIE Conference

@ Clark Philippines







2024 APacCHRIE Conference

@SEOUL, SOUTH KOREA



Board Meeting

APacCHRIE had its federation board meeting on 25th May 2023 (Thursday). It was held from 9am to 12pm (GMT+8). 33 memebrs attended the hybrid meeting. The board members reported their works and achievements since the last meeting. Before the end of the meeting, Ralf Burbach (President of ICHRIE) and Ed Kastli (Director at Large of EuroCHRIE) attended it and shared their updates about ICHRIE and EuroCHRIE respectively.







Annual General Meeting

The Annual General Meeting of APacCHRIE was held on 27th May 2023 (Saturday), from 8:30am to 9am (GMT+8). By the end of the meeting, the President of APacCHRIE introduced the board members in 2023-2024.







Council on Hotel, Rentaurant, and Institution Education
The Hospitality & Tourism Educators

APacCHRIE 2022-

Third Webinar

Understanding M-Z generation Student as a Faculty

Friday, April 28, 2023 14:00 - 15:00 (Hong Kong Time)



https://bit.ly/3UaRCyh
stay tuned for apacchrie webinar serie

Panelists



Prof. Bin (Peter) Wang

Dean of Hilton School
of Hospitality Management,



Prof. Bongkosh Rittichainuwat

Director of Hotel & Tourism
Management,
Sign University Theiland



Dr. Hayato Nagai
Associate Professor,
Wakayama University, Japan



Dr. Choongbeom Choi Associate Professor, Sejong University, South Korea

The APacCHRIE has organized three webinars in 2022-2023. The webinars focused on three major areas including research, industry, and education. While the research-focused webinar was organized in 2022, the industry-focused webinar titled "Sustainability Benchmarking in Hospitality and Tourism Industry" was held in February 2023 and the educationfocused webinar titled "Understanding M-Z generation Student as a Faculty" was held in April 2023.

The industry-focused webinar has recorded 198 registrants. Among which, 143 registrants have participated in the webinar. The education-focused webinar has recorded 181 registrants. Among which, 63 registrants have participated in the webinar.



HONG KONG BECOMES THE EVENTS CAPITAL OF ASIA AGAIN!!!

As the tourism door of Hong Kong is re-opened, Hong Kong is back on the map for mainland Chinese and global travelers. On 15 May 2023, the Hong Kong Tourism Board (HKTB) announced that over 2.45 million and 2.89 million travelers visited Hong Kong in March and April respectively. As shown in Table 1, most visitors to Hong Kong came from Mainland China. By the last weekend of the month preceding the Labor Day Golden Week, the number of Chinese visitors showed a remarkable increase.

To allure more travelers, the HKTB launched the global promotional campaign namely "Hello Hong Kong" in February 2023. The government and the tourism authority sent its greatest welcome to the world with 500,000 free air tickets and visitor consumption vouchers to entice travelers to come to experience Hong Kong's diverse appeals. Apart from issuing freebies, Hong Kong have been actively hosting various kinds of events in year 2022 and 2023 in order to showcase the dynamic of

Country/Region of Residence	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Mainland China	280,525	1.109,885	1,970,777	2,303,943
Non-Mainland China	218,164	352,084	483,316	588,313
Short-haul markets (e.g. Tawan, Japan)	84,098	165,119	229,968	277,775
Long-haul markets (e.g., USA, UK)	54,109	75,018	130,750	170,108
New markets (e.g., India, Russia)	6,343	12,349	17,785	30,810
Total	498,689	1,461,969	2,454,093	2,892,256

the city. The list of completed and upcoming events include, but not limited to, Hong Kong Cyclothon, Hong Kong Marathon, Hong Kong Rugby Sevens, Hong Kong International Dragon Boat Races, Clockenflap Music Festival, Art Basel, Hong Kong Wine and Dine Festival, and New Year Countdown Celebrations.

HONG KONG CYCLOTHON 2022

The Hong Kong Cyclothon - the largest outdoor sports event in town - made a comeback after four years. Co-organized by the HKTB and Sun Hung Kai



Hong Kong

Source: https://partnernet.hktb.com/en/industry_news/hktb_updates/index.html?

Properties, the Hong Kong Cyclothon 2022 returned with the previous three-tunnel, three-bridge route (including Tsing Ma Bridge, Ting Kau Bridge, and Stonecutters Bridge) and other iconic landmarks across six districts. With over 400 cyclists participating in the events and races on 18 December 2022, the event showcased Hong Kong's vibrant facets to global travelers to entice them to

HONG KONG WINTERFEST 2022

visit Hong Kong and join the event in person in the

future.

Staged by the HKTB, the Hong Kong WinterFest 2022 presented waves of new surprises to locals and global travelers. Apart from the six-storey Christmas tree, the HKTB opened season-limited Christmas Wonderland during the five-day Christmas period (23-27 December 2022) on the west side of the West Kowloon Cultural District. Featuring eight thematic Christmas lodges which invite the public to create festive memories, the Christmas Wonderland transformed into a unique photo checkpoint and showcased the vibrancy of Christmas celebration in Hong Kong to travelers worldwide.

HONG KONG NEW YEAR COUNTDOWN CELEBRATIONS 2022

On 31 December 2022, the Hong Kong New Year Countdown Celebrations featured cultural and

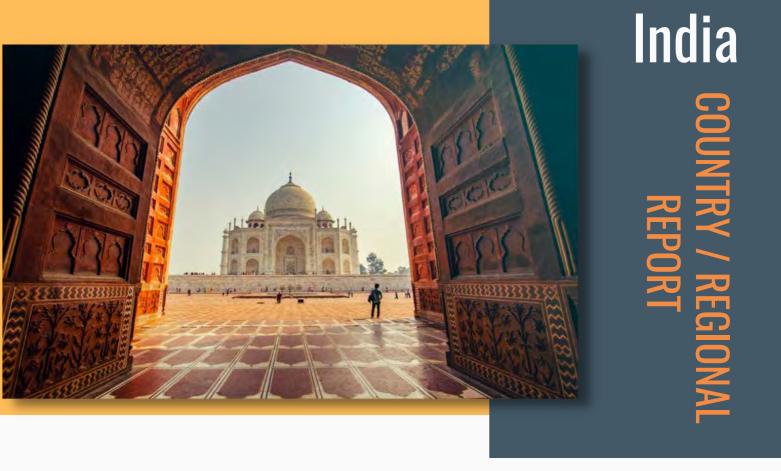
sports performances, a creative animation, together with a pyrotechnic and multimedia light show against the backdrop of iconic Victoria Harbour and the sensational Hong Kong skyline. This celebration event was a sensory extravaganza to showcase Hong Kong's irrepressible dynamism and connect the people of Hong Kong with a global audience for a New Year's Eve of extraordinary spirit and energy.



Source: https://partnernet.hktb.com/en/industry_news/hktb_updates/index.ht ml?id=5128

Dr. Daniel Leung Hong Kong Representative of APacCHRIE





INDIA: THE TRANSITION FROM LAND OF SNAKE CHARMERS TO SUPERPOWER

India, officially known as the Republic of India, is a diverse and culturally rich country located in South Asia. The seventh-largest country in terms of land area and the second-most populous country in the world, with over 1.3 billion people, its history spans thousands of years, with a rich tapestry of ancient civilizations, empires, and dynasties and closely knit fabric of all hues from saffron, green, white and others. The undeniable fact is that the tourism sector has become a significant economic force with the potential to drive development. In addition to promoting growth, it has the ability to enhance people's lives by generating various types of employment opportunities on a large scale. The tourism industry also contributes to environmental conservation efforts, promotes diverse cultural heritage, and promotes world peace. Domestic tourism together with inbound tourism emerged as a key driver of economic growth.

In year 2022, India recorded Foreign Tourist Arrivals (FTAs) of 6.19 million (Provisional) with a growth of 305.4% over same period of the previous year which account for Foreign Exchange Earnings (FEEs) of

Rs.1,35,543 crore (Provisional estimates) with a growth of 106.77%. Besides, as per the data furnished by State/UT Government and other information available with the Ministry of Tourism, there were 677.63 million Domestic Tourist Visits (DTVs) all over the country during the year 2021. As of December 2022, e-visa facility has been extended to the nationals of 165 Countries under 5 sub-categories i.e 'e-Tourist visa', 'e-Business visa', 'e-medical visa', 'e-Medical Attendant Visa' and 'e-Conference Visa'. The latest country added is Togo. The e-Visa is valid for entry through 29 designated Airports and 5 designated seaports. The visa fee has been rationalized and has been fairly reduced wherein e-Tourists Visa fee reduced to \$80 for 5 years, \$40 for 1 year and one-month e-tourist Visa fee reduced to \$10 for lean season and \$25 for peak season. Under PRASHAD scheme. destinations have been identified at present in 31 States/UTs for development. Since the inception of the scheme, for major categories of projects, an amount of Rs.1586.10 crore has been sanctioned for 45 projects in 25 States/UTs with the cumulative release of Rs.844.34 crore till 31.12.2022. With the











mantra of 'vocal for local', the scheme has been revamped namely Swadesh Darshan 2.0. The Ministry has sanctioned 76 projects under the scheme since its inception under 13 themes for a revised sanctioned cost of Rs. 5315.59 crore and has released Rs. 4734.11 crore (till 31.12.2022).

The Ministry's efforts to address the issue of seasonality and position of India as a year-round destination have led to the identification. diversification, development, and promotion of niche tourism products throughout the country. This approach is aimed at attracting tourists with specific and leveraging India's advantages to encourage repeat visits. The Ministry has established various boards, task forces, and committees dedicated to promoting Medical/Wellness, Cruise, and Adventure Tourism in India. Furthermore, the Ministry has created guidelines to facilitate the development of Golf, Polo, Medical, and Wellness Tourism.

To support these efforts, a workshop by Prof. Harold Goodwin on the theme "Rethinking Tourism: A Sustainable Gateway Workshop on Responsibility for Tourism" was organized on 16th and 17th September 2022 by Faculty of Hospitality and Tourism, Amity University Uttar Pradesh. Prof. Harold Goodwin discussed that responsible tourism is a way

of travelling - it offers a better experience, a movement which is diverse particular to cultures, places and organizations, which is characterized by transparency.

Another, two-day workshop on "National Tourism Policy and G20: LiFE Uniting Earth, People and Tourism" was organized on 23rd and 24th February 2023 with Prof. Harold Goodwin by Faculty of Hospitality and Tourism, Amity University Uttar Pradesh.

In addition, the students of Amity Institute of Travel and Tourism also participated in Seminar on India's G20 Presidency: A Golden Opportunity for India Tourism, organized by Foundation for Aviation and Sustainable Tourism, in association with Ministry of Tourism India on 26th April 2023.



Area Consultant IV: Indian Sub-continent



Over the past three years, the COVID-19 pandemic has had a profound impact on Japan's tourism industry, leading to travel restrictions, border closures, and a decline in international arrivals. To counter the loss of international visitors, promoting domestic tourism and encouraging local spending became essential strategies. Yet, Japan has consistently been ranked as the top post-corona travel destination by international tourists, as per the Japan External Trade Organization.

Upon the reopening of national borders in October 2022, there was a significant surge in inbound tourists. Consequently, major destinations such as Tokyo, Osaka, and Kyoto started facing issues of over-tourism. While there is global pressure to address environmental concerns, such as Sustainable Development Goals (SDGs), the boost in inbound tourism is hindering the industry's

ability to fully implement sustainable practices and strike a balance between preserving cultural heritage and managing the influx of tourists.

One of the primary challenges faced by Japan's tourism and hospitality industry is the scarcity workers. This skilled challenge compounded by an aging population, declining birth rates, and evolving career preferences, which have created an image of 'vulnerable industry'. The attractiveness of the tourism and hospitality sector as a career choice has diminished for many graduates, making it difficult to attract and hire new employees. Additionally, the pandemic led to a significant number of employees leaving their positions in the industry. Consequently, many hospitality organisations struggle to accommodate the ever-growing number of inbound tourists with limited human resources.



Addressing these labour shortages requires innovative approaches to employee recruitment and retention. While technology-driven solutions such as automation and Al can help bridge the labour gap in the short term, it is crucial to recognise that the tourism and hospitality sector relies on people. Acquiring talented workers is not only essential for organisational success but also for the industry's survival.

In addition to attracting foreign employees, rethinking traditional hiring methods is imperative, considering the industry's vulnerability exposed by the pandemic. Innovative approaches must be adopted to answer the question: "Why should one work in the tourism and hospitality industry?" Such adaptations will shape a resilient and sustainable industry for the future.

The convergence of COVID-19 challenges, over-tourism pressures, and labour shortages presents significant hurdles for Japan's tourism and hospitality industry. By implementing alternative hiring practices, fostering collaboration, and adapting to changing circumstances, Japan aims to ensure a thriving tourism sector that appeals to international audiences while continuously delivering the essence of "omotenashi" (quality service) to them.



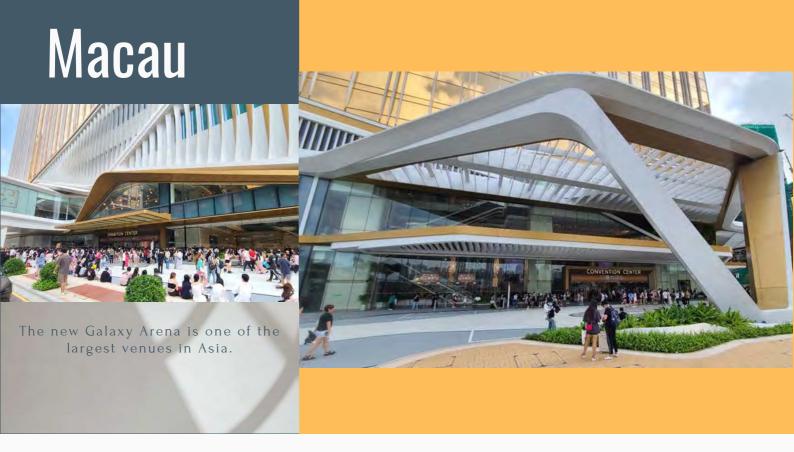
Dr. Hiroaki Saito Japan Representative of APacCHRIE



A STRONG REBOUND

In February 2023, Macau reopened to the world following a relaxation of COVID-19 pandemic prevention measures. Though the city has been reopened for only a short period of time, there is already a surge in number of tourist arrivals, especially during the Chinese New Year and Golden Week holidays. The influx of tourists matches the expectation of tourism authorities, and also reflects the success of the efforts put in promoting Macau. For example, to attract more overnight visitors, free return tickets were given to those arriving Macau from Hong Kong through bus or ferry and staying for at least one night. A wide range of new attractions and events would be another reason for the strong rebound in tourist arrivals. From renovated museums and new facilities in integrated resorts to new Michelin-Starred restaurants, the city has been continuously diversifying its offerings to welcoming more international visitors as the postpandemic world gradually returns to normal. According to MGTO, nearly 5 million visitor arrivals

were recorded in the first quarter of 2023, with the majority arriving from nearby locations such mainland China, Hong Kong, and the Philippines. As of 10 May 2023, more than 7.92 million tourists have arrived in Macau. Worldfamous stars and celebrities have further energized the city. Legendary footballer David Beckham, the global ambassador of Sands China, was back in town to promote the rebranded The Londoner Macao that features the invitation-only Suites by David Beckham. Celebrity Chef Gordon Ramsey's first restaurant in Macau, The Gordon Ramsay Pub & Grill, is also expected to officially open later this year at The Londoner Macao. A series of concerts and shows have also kicked off at different arenas in the Cotai Strip. The recently opened 16,000-seat Galaxy Arena at Galaxy Macau is one of the largest venues in Asia and the largest indoor arena in town. Other new attractions include Studio City's brand-new indoor water park which is part of the property's Phase 2



expansion; and the first-ever outdoor zip line at the Lisboeta resort. In addition to new attractions and facilities, the restaurant industry is also striving to impress diners. The Michelin Guide recently unveiled its recognition of 17 Michelin-Starred restaurants in Macau in 2023, with two additional ones joining the list.

Despite the speedy recovery, experts suggest that the city will compete with emerging regional rivals who are exploring the feasibility of developing gaming such as Japan and Thailand for mainland Chinese visitors. Although Macau's positioning is still unique with its distinctive cultural and geographic advantages, diversification of tourism products and tourist sources will be crucial for the destination to remain competitive.

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Dr. Soey Sut leng Lei Macau Representative of APacCHRIE



UNVEILING OF THE PHILIPPINE NATIONAL TOURISM DEVELOPMENT PLAN (NTDP) 2023-2028*

Simply stated, the Philippine Department of Tourism (DOT), shall work to "establish a Philippine tourism industry anchored on Filipino culture, heritage, and identity, which aims to be sustainable, resilient, and competitive in order to transform the Philippines into a tourism powerhouse in Asia."

This is in response to the call of President Ferdinand R. Marcos. As emphasized by the Philippine Tourism Secretary, Christina Garcia-Frasco, Philippines can be a tourism powerhouse, by not only focusing on promotions but more importantly, product development to unlock the roadblocks that prevent the Philippines from occupying a more primary role in Southeast Asia. Moreover, the

DOT will address connectivity, to make the country at par with its ASEAN neighbors as the Marcos administration has engaged with both international and domestic airlines to resume flights halted during the pandemic, as well as adding more flights not just into Manila but importantly to the different destinations across the country.

The NTDP provides a framework to guide the development and implementation of programs, projects, and activities towards a sustainable, innovative, inclusive, and globally competitive tourism industry. NTDP's seven strategic goals include: 1. Improvement of Tourism Infrastructure and Accessibility; 2. Cohesive and Comprehensive Digitalization and

*Based from published bulletins of the Presidential Communications Office, Office of the President, Republic of the Philippines, the Department of Tourism and the Adobo Magazine



Philippines

Connectivity; 3. Enhancement of the Overall Tourist Experience; 4. Equalization of Tourism Product Development and Promotion; 5. Diversification of the Tourism Portfolio through Multidimensional Tourism; 6. Maximization of Domestic and International Tourism; and 7. Strengthening Tourism Governance through Close Collaborations with National and Local Stakeholders.

The Philippines as a tourism powerhouse in Asia will be a referred destination possessing significant influence. resources. and capabilities in the tourism industry. It will be distinguished by a robust and active tourism sector that draws a huge number of visitors, creates major economic advantages, and exercises great influence over global travel tourism powerhouse, patterns. As Philippines will be seamlessly connected with a diverse and appealing tourist infrastructure, great hospitality services, successful marketing strategies, and conducive business а environment. As such, the Philippines tourism industry will play a significant role in generating tourism-related activities, creating job opportunities, and fostering general socioeconomic progress.

The tourism chief reported 2022 to be a fruitful year for the Philippines tourism industry, underscoring that last year's international arrivals reached 2.65 million, exceeding the initial target of 1.7 million foreign visitors. This figure, she noted, translated to Php 214 billion or roughly US\$ 4 Billion in estimated revenues, thereby boosting the country's Gross Domestic Product (GDP) in the post-pandemic era and exceeding the targeted revenue of Php155.03 billion by 38.06 percent.

It is expected by DOT that by 2028, a total of 51.9 million tourist arrivals and 34.7 million tourism-related jobs have been accumulated.



Dr. Benigno Glenn R. Ricaforte Philippines Representative of APacCHRIE



TAIWAN'S TECHNOLOGY AND SUSTAINABLE TOURISM

The widespread outbreak of pandemic of COVID-19 in early 2020 has damaged the global economy, causing not only inbound and outbound travel restrained by Taiwan's Tourism Bureau, but also strict controls on visitor's immigration procedures and international transportation the world over. If the pandemic is well-controlled globally, travel to Taiwan from international visitors will be probably climbing at a snail's pace in 2022 under the promotion project on international tourism from Taiwan Tourism Bureau. It is roughly estimated the tourism market will have an emerging and larger capacity in 2023. However, there is greater chance of a full recovery for tourists to Taiwan in 2024, returning back to year 2019 level if the tourists from Mainland China fall short of expectations.

As the development of intellectual technology emerges, Taiwan Tourism Bureau in recent years has promoted the integration application of

tourism services and ICT, providing touring visitors to Taiwan with seamless and friendly tourist information services, such as the set-up of Data Bank of Taiwan Tourism, tour clouding service infrastructure and contents in progress, continuous added-value application of business model on tourism promotion and service. In the future, the core ideas of intellectual service and management marketing based on 'Internet Environment' and 'Customer-oriented' will become the mainstream. From the collection of data center and travel information integration to the added-value application of data information on tourism-related industries, Taiwan Tourism Bureau will make Taiwan gradually a smart tourist destination based on the tourists-oriented core. With the analysis function of clouding technology of big data, and advanced technology on Social Media and Mobile development trend, a variety of smart tourist services will be integrated step by step.





BEAUTIFUL CARVING BOAT AT ORCH

2017 was announced as International Year of Sustainable Tourism Development by United Nations World Tourism Organization. Since then, Taiwan Tourism Bureau has been promoting "Tourism 2020-Taiwan's Sustainable Tourism Development Project," and bearing the responsibility with the core target of "Innovating Sustainability & Building a Local Happiness Industry," Pluralistic Development to Create Addedvalue for Tourism," and "Safe and Secure Implementation of Social Responsibility for Tourism." Under the five development strategies, such as "expanding multiple markets, activating national tourism, guiding industrial transformation, smart tourism developing and promoting experiential tourism," Taiwan Tourism Bureau will continue to strengthen the foundation of international tourism and enlarge the international market, hoping to shape Taiwan into an important

tourist destination in Asia with "friendliness, wisdom, and experience." After the Taiwan Tourism Bureau is upgraded to the Tourism Administration in May 2023, the staff and budget will increase significantly, and we will fully promote "sustainable tourism", hoping to quickly reach the goal of the 2030 Tourism Policy White Paper.



Prof. Meng-Lei (Monica) Hu Taiwan Representative of APacCHRIE



SUSTAINABLE TOURISM IN THAILAND: A RESPONSIBLE WAY TO EXPLORE THE LAND OF SMILES

Thailand has been a popular destination for tourists worldwide. The country is recognized for its stunning natural beauty, rich cultural heritage, and warm hospitality. However, the COVID-19 pandemic has significantly impacted the tourism industry. Despite the challenges, Thailand is committed to promoting sustainable tourism practices that prioritize environmental protection and support local communities while facilitating tourism development and recovery. To achieve this goal, in 2021, Thailand has announced its adoption of the Bio-Circular-Green Economy (BCG) model as part of its national agenda. The BCG model emphasizes a circular economy approach that promotes resource efficiency, reduces waste. enhances environmental sustainability. adopting this approach, Thailand is taking

significant steps towards sustainable tourism development that balances economic growth with environmental and social responsibility. The adoption of the BCG model also aligns with the country's commitment to the United Nations' Sustainable Development Goals and the Paris Agreement on climate change.

To promote sustainable tourism, the Tourism Authority of Thailand (TAT) has recently cooperated with various organizations, such as the Thai Organic Consumers Association (TOCA) to develop green products or activities in several local destinations. For example, in Phuket, tourists can engage in eco-friendly activities, such as visiting organic farms or participating in low-carbon activities. In Koh Mak, Trat, tourists can also choose eco-friendly





Source: Canva.com

transportation options such as biking, walking, or public transportation to reduce their environmental impact. In destinations, such as Suan Sampran, Nakhon Pathom, tourists can stay in locally owned guesthouses, eat at family-owned restaurants, and shop at markets selling locally produced goods. This helps support the local economy and preserve local culture and traditions.

The BCG model also has the potential to create new business opportunities and job prospects for the local population. By promoting sustainable tourism practices, Thailand aims to enhance its competitiveness as a tourism destination while also ensuring a sustainable future for the country. By applying the BCG initiatives, Thailand is expected to recover from the pandemic and reclaim its position among the world's most popular destinations while

ensuring a sustainable future for the country. Ultimately, Thailand aims to establish a "Happy Model" in its tourism industry through the adoption of the BCG economy. This model envisions a sustainable tourism ecosystem where all stakeholders benefit in terms of good nutrition, well-being, and economic prosperity



Dr. Pipatpong Fakfare
Thailand Representative of APacCHRIE

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