

ABOUT THE AUTHORS

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María del Mar Alonso-Almeida is Lecturer of Business Administration at Autonomous University of Madrid, Madrid, Spain. Her research interests focus on the corporate governance and sustainability in organisations. She has written several articles and has participated as co-author in two books about sustainability from the strategic, operational and practical perspective. In addition, she is interested in the study of the operations that affect these companies, as well as in the analysis of their organizational structures and the role of women in sustainability development.

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Marisol Alonso-Vazquez is Academic Associate in the Tourism and Event Management clusters in the University of Queensland and Griffith University. She is also a Research Contractor for entertainment-related ventures. Marisol holds a PhD from the University of Queensland, Business School, Australia; a Master's degree in Marketing from the Autonomous University of Madrid, Spain; and a Bachelor in Foreign Trade from the Autonomous University of San Luis Potosi, Mexico. She has previous experience in assisting micro-, small- and medium-sized ventures to improve their competitiveness via business consultancy and adoption of new technologies. One of her research streams focuses on entrepreneurs' behaviours in disruptive economies.

María José Álvarez-Gil is Full Professor of Operations and Supply Chain Management in Universidad Carlos III de Madrid, Madrid, Spain. Her research interests focus on the following paths: (1) Total Environmental Quality Management, (2) Advanced Manufacturing Technologies, (3) Supply Chain Environmental Management, (4) Performance Measurement Systems and (5) Innovation and New Technologies in the services sector, with special consideration in the health and hospitality industries. These five branches start from a common trunk that is the investigation of the Corporate Strategy of Operations and the new challenges posed today by the Circular Economy movement. She has published in leading international journals and has co-authored two well-known operations management textbooks (in Spanish) and three research-oriented books in the areas of Reverse Logistics, Advanced Manufacturing Technologies and Supply Chain Management 4.0. She is the co-supervisor of a dozen PhD proposals and acts as reviewer in many academic journals in the service and operations management areas.

Stavros Arvanitis is Associate Professor in Applied Economics, Department of Accounting and Finance, School of Management and Economics, TEI of Crete. He graduated from the Macedonia University of Business and Economics (BA in Economics, 1985), from the University of Aix-Marseille III (DEA Economie Mathématique et Économétrie, 1987) and from the University of Piraeus (PhD in Labor Economics, 2006). Since 1990 he has worked for the TEI of Crete. He has professional experience as a scientific staff in the Region of Crete and has collaborated in national and EU operational programmes and frameworks. His research and writing interests include labour economics, businesses economics and econometric models. His articles have been published by international journals and have been presented at conferences.

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Hongfei Bao is Lecturer in Tourism Management at Jeju National University of South Korea, and serves for Jeju tourism organisation as a Researcher. Hongfei has authored and co-authored accredited journal articles related to incentive tours, tourism information service and young Chinese tourists. She has been engaged with the project from Industry–Academic Cooperation Foundation, Jeju Free International City Development Center, Jeju Tourism Organization, Korea Tourism Organization and Jeju Special Self-Governing Province. Her study areas include cruise, casino and business tourism.

Sébastien Bédé is Associate Professor in Strategy at the EM Strasbourg Business School in France, and a Researcher at the Humans and Management in Society (Humanis) Research Centre. His primary research interests focus on governance of tourism destination. His research fields concern remembrance tourism and wine tourism. He completed his PhD at Nice Sophia Antipolis University, France, in 2013. Dr Bédé's teaching deals with wine tourism, organisational theory, strategy of internationalisation and strategic management. His professional experience in hospitality industry spans over five years as a business manager and marketing manager in France and in Asia. Sébastien Bédé is member of Association Francophone de Management du Tourisme (AFMAT).

Yosr Ben Tahar completed her PhD on entrepreneurial burnout at University of Montpellier, France, in 2014. Her primary interests focus on entrepreneurship and organisational behaviour. Her research fields expanded to include marketing and wine business as she is a permanent member of the Chair 'Wine and Tourism'. Her teaching deals with strategy, organisational behaviour, occupational stress and research methods.

Elricke Botha is currently the Acting Coordinator for Postgraduate Studies in the College of Economic and Management Science, University of South Africa (Unisa). She is also Senior Lecturer in the Department of Entrepreneurship, Supply Chain, Transport, Tourism and Logistics Management. Her research focus areas include ecotourism, tourism management and related subfields on the topics. Her passion for these research fields is also evident in the consultations with the tourism industry. Elricke completed her PhD at North West University, Potchefstroom, and since then has published on the topic in both international and local academic journals. Elricke is External Examiner and moderator for many universities offering tourism qualifications and is a local

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Evelyn G. Chiloane-Tsoka is currently Professor of Entrepreneurship in the School of Public and Operations Management Sciences at the University of South Africa. She obtained her Doctoral degree in 2009. She has valuable years of experience and her research focus is on small business and entrepreneurship. She is currently researching on youth unemployment, climate change and social entrepreneurship. She has published extensively in accredited journals and has presented at both national and international conferences. She is co-author of multi-disciplinary research with other scholars from universities in South Africa. She is Editor of entrepreneurship and emerging economies. She holds a fellowship award from Academy of Business Retail and Marketing (ABRM) based in London. She also holds a prestigious award for Southern SADEC best female entrepreneurship of 2013. Her landscape in entrepreneurship ecosystem is informed by seeking ways to resolve youth unemployment and women by creating awareness that entrepreneurship is a career.

Sylvie Christofle is Associate Professor at the University of Nice Sophia Antipolis and is Specialist in geography, event and tourism studies. After graduating from the University of Montpellier in Geography and in History, she received her PhD in Geography, at the University of Montpellier and a Certificate in Tourism and Leisure Planning at the School of Architecture of Languedoc-Roussillon. Her research interests include territorial urban strategies, their influence on city planning and development, particularly in the tourism and event fields. She is the author of several articles edited in journals, presented at conferences and published a book about Convention tourism. Sylvie is also Director of the Master in International Hospitality, at the IAE, Business School of the University of Nice Sophia Antipolis.

Leticia Estevez has over 10 years of experience in the tourism sector and has worked in both public and private organisations as a Consultant, specialised in project development and management of tourism. She has a Tourism and Hospitality degree and a Master's degree in Tourism Development and Management. She is Former Fellow of the Indian ITEC Programme Course 'Capacity Building Programme on Learning South-South Cooperation'. She currently works as a Consultant at the Ministry of Tourism in Argentina and as Professor at the National University of Avellaneda and Universidad Autonoma de Chiapas, Mexico. Previously, she has worked in Brazil, Spain, Turkey and the Netherlands, representing Argentina's national tourist board at events promoting international tourism. She worked as Consultant on an Argentinian International cooperation project at Dominica Island. She has also contributed as a writer for the book *Collaboration in Tourism Businesses and*

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Vanessa Guerrier-Buisine is Lecturer at the University of Nice Sophia Antipolis and Specialist in web marketing, social media and digital communication in hospitality. After graduating from the University of Nice, she works now for several years as a Journalist. Her articles focus on social media, digital marketing and tech trends affecting the tourism industry. She helps hospitality stakeholders to enhance their guests' experiences and to optimise their digital efforts. She is also considered as an expert in digital communication, running that 'blog des experts' column in *L'Hôtellerie Restauration* magazine. Vanessa is also Professional Lecturer at the Master 2 'Hôtellerie Internationale', at the IAE Nice, Graduate School of Management, University of Nice Sophia Antipolis.

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Eugenia Papaioannou received her PhD degree from the Department of Applied Informatics, University of Macedonia, Greece. She received her Master's degree in Computing from the same university. Moreover, she has received Diploma in Marketing from Newcastle University of UK. Her Bachelor's degree in Business Administration is from TEI of Serres, Greece. Dr Papaioannou's current research interests include e-commerce services, service quality issues and management and entrepreneurship. She is member of the Scientific Committee of the International Conference on Contemporary Marketing Issues (ICCMIs) and she took part in several European and National projects as a researcher. She works as Assistant Professor (Adjunct) at the Business Administration Department of the Technological Educational Institute of Thessaloniki, Greece. Furthermore, she is Director of a lifelong learning centre Iason.

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Msindosi Sarah Radebe has been Lecturer at the University of South Africa (UNISA) since January 2006. For the past eight years she has been lecturing General Management courses. At present, she is in the entrepreneurship section offering entrepreneurship and family business management courses. She studied a junior degree at Vista University and measured in Education and Business Management. She also did her postgraduate studies at Vista University (Bcom Hons in Business management) and Master's in Business Management at the University of Johannesburg (UJ). Being published in one of the international

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Nkoana Simon Radipere was Associate Professor and Chair of the Department of Entrepreneurship, Supply Chain, Transport, Tourism and Logistics Management at University of South Africa (UNISA) before his passing in October 2017. He holds a BCom (Hons), an MCom and a DCom degrees in Business Management. With over 15 years of academic experience, Professor Radipere served as Head of the Entrepreneurship Section, and had previously worked as Lecturer at the former Vista University. He was Chair of Centre for Sustainable Small Business Development. He was involved in various community engagement projects in the entrepreneurship field. Before his departure on earth, he was one of the facilitators and leaders for the business and entrepreneurship track at the Young African Leadership (YALI – President Barack Obama’s initiative).

Jesús Rivas holds a doctor cum laude in Economics and is Professor at the Department of Business Administration (International University of La Rioja), Postgraduate in Applied Economics (University of Oviedo), Degree in Economics (University of Oviedo) and Diploma in Law (UNED). He is also Director of Marketing and Strategy at SEPTEM EDICIONES, first university press group of Asturias. He has been a visiting and guest professor at the Autonomous University of Guadalajara (Mexico) and at the Autonomous University of Colima (Mexico) among other universities. Professor Rivas has published over one hundred of academic works related with public finances, experimental economics, applied economics, environmental economics and tourism.

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Magdalena Petronella (Nellie) Swart is an Associate Professor in Tourism at the University of South Africa, and Certified Meeting Professional. She developed a service quality scorecard to predict business tourist retention for a DCom in Leadership Performance and Change (University of Johannesburg). Nellie has authored and co-authored accredited journal articles, book chapters and a number of accredited conference proceedings articles. Her community engagement project includes the offering of various guest lectures as part of the National Department of Tourism (NDT) capacity building programme. Nellie is Executive Committee member of the Tourism Educators South Africa (TESA) and the Southern African Association for the Conference Industry (SAACI) Tshwane branch. She is Programme Leader for the Executive Development Programme for Women in Tourism (EDP for WiT), commissioned by NDT. Since 2011 she has been the primary researcher for HuntEx, Africa's biggest hunter and sport shooter expo.

Anne Taylor is an academic, having held Senior Lecturer position at the University of Johannesburg at the School of Tourism and Hospitality for many years, before taking up an opportunity in Romania. She holds a Master's degree in Education from the University of the Witwatersrand, where her thesis focused on the differing knowledge forms in academic and vocational knowledge at institutions of higher education, and the challenges and explanations they hold for higher education planning. Anne is Head of MSc programme at the American Hotel Academy in Brasov, a private tourism and hospitality academy in Romania. Her role includes the management of the programme which is done in partnership with Manchester Metropolitan University in the UK; and programme development and writing of future programmes within the Hospitality and Tourism Education spectrum for the Academy. Her years of experience within the higher education teaching and learning spectrum for hospitality allows for a deep understanding of the challenges that meet both educators and students to ensure qualified and experienced students enter the

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Cina van Zyl is Professor in Tourism Management and currently acting Head of the Office of Graduate Studies and Research in the College for Economic and Management Sciences, at the University of South Africa (UNISA), where she has been employed since 1988. She obtained HonsBEcon in Transport Economics at the University of Stellenbosch, MPhil (cum laude) in Tourism Management at the University of Pretoria, and DCom in Tourism Management at UNISA. Her special research interests are in the fields of transport, tourism and logistics. She is author or co-author of specialist publications in national and international professional journals and has also read papers at national and international conferences.

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