



Tourism and Hospitality Management

Introduction

RMIT Vietnam's Tourism & Hospitality Research Cluster addresses high-impact issues in the fields of travel, tourism, and hospitality through an interdisciplinary, synergistic, and collegial approach to the scholarly pursuit of knowledge and its subsequent dissemination and application to the resolution of real-world problems. The Cluster's main areas of focus are the development of predictive models of tourist behavior, the impact of culture on tourist behavior, sustainable tourism and sustainable tourism development, and tourism teaching and learning, especially at the tertiary level. Due to its privileged geographic location, RMIT Vietnam's Tourism & Hospitality Research Cluster specializes in tourism and hospitality research in the Asia-Pacific Region, with special emphases in Southeast Asia and Vietnam.

Key Themes

- Tourist behavior
- Cross cultural tourism research
- Hospitality management
- Sustainable tourism development
- Tourism education

Notable Events

- What's Next for Vietnam Tourism? Challenges and Opportunities 2021 and Beyond. Tourism Roundtable. RMIT Vietnam University, Saigon, Vietnam: January 2021.
- Managing in Uncertain Times and the Way Forward. Tourism Forum. RMIT Vietnam University, Hanoi, Vietnam: December 2021.

Key Publications

- Duarte Alonso, A., Martens, W., & Ong, J. L. T. (2021). Food tourism development in wine regions: perspectives from the supply side. *Current Issues in Tourism*, 1-19. (ABDC: A; SJR: Q1)
- Nguyen, A.T., Pansuwong, W., McClelland, R.J. (2021) Exploring residents' support for integrated casino resort development: a new gaming destination in Vietnam *Tourism Recreation Research* (ABDC: A; SJR: Q1)
- O'Shea, M., Duarte Alonso, A., Kok, S. K., & Vu, O. T. K. (2021). Entrepreneurial action and unprecedented uncertainty: The cases of New South Wales regional hospitality and tourism firms. *Tourism and Hospitality Research*. (ABDC: B, SJR: Q1)
- Pang, J. M. (2020). Adopting "East Asian" cultures and themes in hotel branding: a study of the M. Mandarin. *Asia Pacific Journal of Tourism Research*, 25(10), 1085-1097. (ABDC: A; SJR: Q1)
- Ribeiro, N. F. (2021). Culture-based gamification for global education: A case study from Vietnam. In *Stagnancy Issues and Change Initiatives for Global Education in the Digital Age* (pp. 236-258). IGI Global. (ABDC: C)

Names of Cluster Members

Cluster Leads



Dr Nuno Ribeiro

Senior Lecturer
Tourism & Hospitality Management

Dr Nuno Ribeiro is a passionate educator, researcher, and entrepreneur. He has devoted his career to understanding how culture impacts travel behavior, and how different stakeholders can use this knowledge to better plan and develop tourism destinations and enhance the delivery of hospitality services. Having grown up in the hospitality business, Dr Ribeiro's background is in hospitality and international tour operations management. He has over a decade's higher education experience in hospitality, tourism, and cross-cultural research.



Dr Justin Matthew Pang

Lecturer
Tourism & Hospitality Management

Dr Justin Matthew Pang graduated from Hong Kong Polytechnic University with a doctorate in hotel and tourism management. He spent more than a decade working in hotel and resort management, ranging from the Raffles Hotel in Singapore to the Thistle Park Hotel in London and the Marriott Surfers' Paradise Resort on Australia's Gold Coast. Dr Pang's research interest is in hospitality education, hotel branding and operations management.

Cluster Members

- Assoc Prof Nguyen Quang Trung
- Dr Abel Alonso
- Dr Daisy Kanagasapathy
- Dr Lei Tin Ong (Jackie)
- Dr Scott McDonald
- Dr Vu Thi Kim Oanh
- Dr Phil Smith
- Mr Nguyen Huu Nhan

Associate Members

- Professor Mathews Nkhoma
- Professor Robert McClelland
- Dr Dang Pham Thien Duy
- Dr Han Jung Woo
- Ms Linh Le Dang Thuy

Cluster PhD Students

- Ms Hang Pham
- Ms Truong Tuyet Ngan

