

ERWIN LOSEKOOT

I: PERSONAL DETAILS

Date of Birth : 26 December 1967

Place & Nationality : Purmerend, The Netherlands. Dutch.
New Zealand permanent resident since 2011

Scopus ID: 6504579169

ORCID ID: <https://orcid.org/0000-0001-6077-3724>

Age last birthday: 56

II: EDUCATION AND QUALIFICATIONS

2020 BDSQ (Basiskwalificatie Didactische Bekwaamheid) NL Teaching Certificate (one year course completed 23/6/20)

2015 Auckland University of Technology, Auckland, New Zealand
PhD "Factors influencing the airport customer experience: A case study of Auckland International Airport"

2000-'09 Strathclyde Business School, University of Strathclyde, Glasgow
PG Cert AAS; PG Cert Research Methods.

1994-'95 Edinburgh University Management School, University of Edinburgh, Edinburgh
Master of Business Administration (MBA) postgraduate degree

1986-'90 Scottish Hotel School, University of Strathclyde, Glasgow
BA, Class 2ii, joint Honours in Hotel Management with Marketing

1978-'86 Ardingly College, Haywards Heath, Sussex.
4 A-Levels, 10 O-Levels

III: PROFESSIONAL MEMBERSHIPS

2011 Appointed Fellow of the Royal Geographical Society (FRGS)

2010 Member of SKÅL professional travel association (Auckland)

2007 Appointed Fellow of the Higher Education Academy (FHEA) (formerly ILTinHE)

2006 Appointed Fellow, Institute of Hospitality (FIH). Committee member and Branch Secretary of Glasgow & West of Scotland Branch 1999-2001. Student member since 1986.

1998 Associate member of the Chartered Quality Institute (ACQI)

IV: EMPLOYMENT HISTORY

2024 (Jan) – date

SENIOR LECTURER at Edith Cowan University, Perth, Australia.

2018 (Oct) – 2023 (December)

PROFESSOR OF HOSPITALITY STUDIES, NHL Stenden University of Applied Sciences, Leeuwarden, The Netherlands. Responsible for leading research into hospitality studies and hospitableness at the Stenden HMS Research Centre and for supporting staff and students across the Hotel Management School and NHL Stenden. Editor-in-Chief of the journal *Research in Hospitality Management*. Research supervision of students on the Masters of International Hospitality and Service Management and Bachelor programmes. Local organiser of THE-INC 2020 conference. Interim Team Leader of MP Supervision Team of 29 academic staff for academic year 2020-2021. Chair of the Organising Committee of CHME2023 (23-26 May). Preparation for mid-term and full audit reviews. PhD supervisor for PhD students registered at University of Groningen (3), University of Tilburg and Oxford Brookes University UK.

2018 (Feb) – 2018 (Sept)

SENIOR LECTURER, RMIT University Vietnam, HCMC. Developing and teaching courses in Rooms Division Management, Facilities Management and Design, Service Quality Management (online) and Food and Beverage Management. Building industry networks, assisting with student recruitment, and developing and teaching course materials for a totally online course. Taught two full 12 week semesters. Conference Chair for TTRA APac 2018 until Sept 2018.

2015 (Sept) – 2018 (Jan)

ACADEMIC HEAD (Hospitality & Tourism Programmes) at Auckland Institute of Studies (AIS), Auckland, New Zealand. Responsible for the operation of hospitality and tourism programmes at the Asquith campus of AIS. Duties include oversight of academic and management areas, staffing recruitment, performance reviews, budgeting, quality assurance and teaching.

2009 (July) – 2015 (August)

SENIOR LECTURER in hospitality management at Auckland University of Technology, Auckland, New Zealand. Lecturing to Diploma and Bachelor students on the following courses: Accommodation Operations, Accommodation Management, Room Division Management, Facilities Design & Development, and supporting students on their Hospitality Co-Operative Education Project. Supervising Masters students for the MIHM thesis. Member of Faculty Research Committee and School Board of Study 2009-2011. Awarded Vice-Chancellor's Doctoral Scholarship award Jan 2014. Graduated with PhD July 2015.

1999 (Feb) – 2009 (July)

SIR HUGH WONTNER LECTURER in Hotel Management, The Scottish Hotel School, University of Strathclyde, Glasgow. Lecturing to first, second and third year BA undergraduate students, postgraduate students, and facilitating the Integrative Core in the Business School Faculty.

I held the posts of Advisor of Studies, Director of Teaching & Learning, Overseas Exchanges Co-ordinator, Disability Co-ordinator, Director of the BA Tourism Management (full-time) programme at HKU SPACE in Hong Kong, member of Faculty Academic Committee, member of the Bursaries Committee, member of

University Senate and Ordinance 16 Staff Appointments Panel and the Management Development Programme First Year Co-ordinator.

1998 (March) - 1999 (Feb)

OPERATIONAL AUDITOR. Part of the Operational Audit team based at Technicolor's Wembley production facility. Responsible for carrying out Compliance Audits, Operational Audits and Process Audits at the company's production facility and its distribution facility in Coventry. Represent the QA manager at meetings in his absence, and report to other managers and Directors on Client Complaints and internal Corrective Action measures for their resolution and prevention.

1996 (Feb) -1998 (March)

NIGHT MANAGER at Holiday Inn Crowne Plaza London-Heathrow. Duty Manager with responsibility for the running of this 375 bedroom international four star deluxe hotel between the hours of 21:00 and 09:00, including a team consisting of night managers, auditors, porters, security and a duty engineer. This position included Guest Relations and auditing responsibilities.

1993 (Aug) - 1994 (Aug)

Employed at Cameron House Hotel & Country Estate, Loch Lomond, as NIGHT AUDITOR. Auditing the previous day's business, I was also night Duty Manager, providing Reception/Switchboard cover. Together with the Night Porters, monitored Room Service food and beverage orders and staff transportation. Performed regular computer maintenance and did backup tapes of the previous day's business. Did whole hotel cash, cheque and credit card bankings after balancing.

1992 (Jan) - 1993 (Aug)

Employed by the Sheraton Grand Hotel, Edinburgh as BANQUETING HEAD WAITER. Responsible for the daily running of conference and dinner functions for up to 500 persons. As well as liaising with the client, it was my job to recruit, interview and train a pool of over 50 casual members of staff. In addition to allocating duties and ensuring the smooth running of functions, I was responsible for ensuring the correct levels of food and general stores in the Banqueting Department, and for communicating with the Kitchen, Stewarding and Maintenance departments within the hotel.

1990 (Aug) - 1991 (Dec)

Employed by P&O PRINCESS CRUISE LINES, sailing out of Vancouver, Los Angeles and San Juan. I worked on board the TSS Fair Princess and the MV Star Princess as part of a 4 and 6 man Front Office Team.
COUNTER ASSISTANT PURSER: Duties included cash handling, account enquiries, shipboard information, embarkation/disembarkation procedures.

V: PROFESSIONAL ACTIVITIES AND EXPERIENCE

Teaching, course development and research supervision

- Reviewed and redesigned the courses taught (Accommodation Management, Rooms Division Management) in the light of student feedback, mentor comments and CEPD input

- Supervised over 60 undergraduate BA degree student Co-operative Education Projects (2009 - 2015)
- Supervised MIHM part-time student Cyril Peter from WelTec for Directed Reading paper and their Masters thesis which I co-supervised with Dr Jill Poulston <http://hdl.handle.net/10292/4217>
- Primary supervisor for MIHM part-time student Rosalind Kelly from AIS 2013-2015 with Assoc Prof Valerie Wright-St.Clair <http://hdl.handle.net/10292/8739>
- Member of AUT Faculty Research Committee for Applied Humanities (2009-2011)
- Member of AUT School of Hospitality & Tourism Board of Study
- Member of AIS Academic Board (2015-2018)

External academic activities and evidence of esteem and international recognition

Chair of the Conference Organising Committee for *CHME 2023: 'Game-changers in the hospitality industry and education'*, Leeuwarden, 23-26 May 2023.

Co Track Chair Service Management stream for *CAUTHE 2021: Transformations in uncertain times: Future perfect in tourism, hospitality and events* (online), 9-12 February, 2021.

Chair of the Conference Organising Committee for *THE-INC 2020: Revisiting value co-creation and co-destruction in tourism, hospitality and events (10-11 June)*. Online conference hosted by NHLStenden University of Applied Sciences, Leeuwarden, The Netherlands.

Editorial Board Member of the *Journal of Quality Assurance in Hospitality & Tourism*. Regularly review papers for submission to the journal

Editorial Board Member of the *Journal of Tourism Futures*. Regularly review papers for submission to the journal

Scientific Committee Member for *THE INC 2024*.

Examiner for PhD theses from University of Groningen, Netherlands (April, 2023); Orebro University, Sweden (October, 2021); Durban University of Technology, South Africa (March, 2021).

Audit committee experience: HSMS Zuyd University of Applied Sciences (June 2023, Chair); Besluit accreditatie nieuwe opleiding hbo-master Leading Hospitality Innovation (joint degree) van Zuyd Hogeschool, Technological University Dublin and IQS School of Management Barcelona (October 2022); Mid-term Audit Panel for Zorg en Welzijn Academy, NHL Stenden UAS (December 2021, Chair); Mock Audit Panel for Tourism, Leisure & Events Academy, NHL Stenden UAS (September 2019, Chair).

Reviewer for *International Journal of Contemporary Hospitality Management*

Reviewer for *Journal of Hospitality, Leisure, Sport and Tourism Education*

Reviewer for *Journal of Hospitality & Tourism Research*

Reviewer for *Journal of Consumer Studies*

Reviewer for *Journal of China Tourism Research*

Reviewer for *Journal of Hospitality & Marketing Management*

Reviewer for *Journal of Retailing & Consumer Services*
Reviewer for *Journal of Tourism & Hospitality Research*
Reviewer for *CAUTHE2024 conference* (Hobart, Tasmania)
Reviewer for *EuroCHRIE Conference 2023* (Vienna)
Reviewer for *CHME 2022 Conference* (Napier, Edinburgh)
Reviewer for *ApacCHRIE Conference 2010* (Phuket)
Reviewer for *British Academy of Management 2009 conference*
Book reviewer for *Managing Service Quality*
Past member of SKÅL (Auckland) professional travel agents' association

VI: TEACHING AND RESEARCH INTERESTS

Teaching

- Principles of Hospitality Management
- Accommodation Operations
- Accommodation Management
- Rooms Division Management
- Hospitality Co-Operative Education
- Facilities Development and Management
- Food and Beverage Management
- Eco-tourism and Sustainable Hospitality Management
- Qualitative research methods

Research

- Service Operations Management
- Quality assurance in hospitality businesses
- Facilities management
- Customer satisfaction
- Sustainability

PhD

An investigation into the customer experience of airports.

Supervisory team: Assoc. Prof. J Nevan Wright, Assoc. Prof. Michael Lück, working across the Faculty of Business & Law and the Faculty of Culture & Society

D01 approved February 2010; D09 approved February 2012; Ethics approval May 2012; Graduation July 2015

VII: RECREATION

Travel, running, scouting (warranted leader 2007 – 2018 in UK & NZ), reading.

VIII: PUBLICATIONS

PhD

Losekoot, E. (2015). *Factors influencing the airport customer experience: A case study of Auckland International Airport's customers*. (Unpublished Doctoral Thesis):

Auckland University of Technology, New Zealand. Available from:
<https://openrepository.aut.ac.nz/items/1bb70140-5bd2-4cb9-b295-928f15b73b57>

Book chapters:

LOSEKOOT, E., & Small, J. (2021). The airport experience, in J. Small (Ed.), *The Passenger Experience of Air Travel: A critical approach* (pp. 44-72), Bristol, UK: Channel View Publications

Benhadda, L., and LOSEKOOT, E. (2021). Stepping internationally with DBE, in R.J. Coelen, G. Geitz, A. Dekker and H. Assen (Eds.), *Stepping into Design-Based Education* (pp. 61-73), NHL Stenden University of Applied Sciences.

LOSEKOOT, E., Lasten, E., and Cuong, T. P. (2019). Tourism Education in Vietnam. in C. Liu & H. Schänzel (Eds.), *Tourism Education and Asia* (pp. 125-142), Springer.

Alexander, M. J., and LOSEKOOT, E. (2000) Are restaurant dress codes in decline? in Wood, RC (2000), *Strategic Questions in Food and Beverage Management*, (pp. 195-207), Butterworth-Heinemann.

Refereed journal papers:

Assen, H., Benhadda, L., LOSEKOOT, E., & van Diggelen, M. (2023). Design thinking in hospitality education: Lessons learned and future opportunities. *Journal of Hospitality, Leisure, Sport & Tourism Education*, 32, 100439.
<https://doi.org/10.1016/j.jhlste.2023.100439>

Duursma, G., LOSEKOOT, E., & de Jong, G. (2023). The role of volunteers in creating hospitality: Insights from museums. *Journal of Hospitality and Tourism Management*, 54, 373-382. <https://doi.org/10.1016/j.jhtm.2023.01.008>

Zhang, R. & LOSEKOOT, E. (2021). How do employees really feel about team building? An exploratory netnographic investigation. *Research in Hospitality Management*, 11(2), 151-158. <https://doi.org/10.1080/22243534.2021.1917797>

Singleton, P. and LOSEKOOT, E. (2020). Exploring the key components of a contemporary hospitality servicescape: Architecture, theology and community. *Research in Hospitality Management*, 10(1), 13-20.
<https://doi.org/10.1080/22243534.2020.1790205>

LOSEKOOT, E., and Hornby, J. (2019). What is the future of foreign food experiences? *Research in Hospitality Management*, 9(1), 49-54.
<https://doi.org/10.1080/22243534.2019.1653603>

LOSEKOOT, E., Lasten, E., Lawson, A. and Chen, B. (2018). The development of soft skills during internships: The hospitality student's voice. *Research in Hospitality Management*, 8(2), 155-159. <https://doi.org/10.1080/22243534.2018.1553386>

LOSEKOOT, E., and Theresa, Z., (2018). Retirement villages: Hospitals or hospitality operations – Management attributes and traits. *Journal of Hospitality and Tourism Management*, 34(March), 75-81. <https://doi.org/10.1016/j.jhtm.2017.12.003>

Taumoepeau, S., Towner, N., and LOSEKOOT, E. (2017). Low-cost carriers in Oceania, Pacific: Challenges and opportunities. *Journal of Air Transport Management*, 65, 40-42.

Crutzen, J., LOSEKOOT, E., and Staal, A. (2016). Facilities management professional development: A New Zealand case study. *Open Journal of International Education*, 1(1), 45-67.

Kelly, R., LOSEKOOT, E., and Wright-StClair, V.A. (2016). Hospitality in hospitals: The importance of caring about the patient. *Hospitality & Society*, 6(2), 113-129. https://doi.org/10.1386/hosp.6.2.113_1

Neill, L., Johnston, C., and LOSEKOOT, E. (2016). New ways of gazing: the refractive gaze. *International Journal of Tourism Anthropology*, 5(1/2), 138-151.

LOSEKOOT, E. and Wong, L. (2014). Culturally responsible curriculum development in hospitality, tourism and events management. *Ara Journal of Tourism Research*, 4(1), 61-69.

Peter, C., Poulston, J. and LOSEKOOT, E. (2014). Terrorism, rugby and hospitality: She'll be right. *Journal of Destination Marketing & Management*, 3, 253-261. <https://doi.org/10.1016/j.jdmm.2014.03.001>

Legget, J.A., LOSEKOOT, E., Neill, L. and Wood, Y. (2014). Are posters worth the paper they are printed on? The pedagogy of posters in hospitality and tourism management education. *SCHOLE: A Journal of Leisure Studies and Recreation Education*, 29(1), 91-101.

Kim, BCP, LOSEKOOT, E. & Milne, S. (2013). Consequences of empowerment among restaurant servers: Helping behaviors and average check size. *Management Decision*, 51(4), 781-794. <https://doi.org/10.1108/00251741311326563>

Kokkranikal, J., Antony, J., Kosgi, H., & LOSEKOOT, E. (2013). Barriers and challenges in the application of Six Sigma in the hospitality industry: Some observations and findings. *International Journal of Productivity and Performance Management*, 62(3), 317-322. <https://doi.org/10.1108/17410401311309203>

Schitko, D., & LOSEKOOT, E. (2012). An Investigation of the Attitudes of Travel and Tourism Intermediaries to Mature Travellers. *Journal of Tourism*, 13(1), 61-78.

LOSEKOOT, E., & Hull, J. S. (2012). Customer orientation of cruise destinations in Newfoundland and Labrador, Canada - exploring key issues for ports and the cruise lines.. *Tourism: An International Interdisciplinary Journal*, 60(1), 71-90. Retrieved from <http://hrcak.srce.hr/turizam>

Losekoot, E (2009) 'Hospitality – a people and profit thing', *The Hospitality Review*, April, pp 5-10.

- LOSEKOOT, E, Leishman, E, & Alexander, MJ, (2008) 'How change does not happen: The impact of culture on a submarine base', *Tourism and Hospitality Research*, Vol 8, No 4, pp255-264
- Losekoot, E (2008) 'Breaking the mould', *The Hospitality Review*, April, pp 5-10.
- Losekoot, E (2007) 'Is Hilton my Forte?', *The Hospitality Review*, April, pp 5-11.
- Losekoot, E (2006) 'Half brains- half luck', *The Hospitality Review*, April, pp 5-12.
- Losekoot, E (2005) 'Success on a plate', *The Hospitality Review*, April, pp 5-10.
- Hassanien, A & LOSEKOOT, E (2002) 'The application of facilities management expertise to the hotel renovation process', *Facilities*, Vol 20, No 7/8, pp230-238
- Tantawy, A & LOSEKOOT, E (2001) 'An assessment of key hotel guest contact personnel in handling guest complaints', *Journal of Quality Assurance in Hospitality & Tourism*, Vol 1, No 4, pp21-43
- LOSEKOOT, E & Wood, RC (2001) 'Scottish tourism employment', *Scottish Affairs Journal*, Issue 34, pp91-106
- LOSEKOOT, E, Verginis, CS, Wood, RC (2001) 'Out for the count: some methodological questions in 'publications counting' literature', *International Journal of Hospitality Management*, Vol 20, Issue 3, September pp233-244.
- LOSEKOOT, E, Wezel, R van, Wood, RC (2000) 'Conceptualising and operationalising the research interface between Facilities Management and Hospitality Management' *Facilities*, Vol 19, No 7/8 pp296-303
- Losekoot, E (2000) 'The quality movement - new paradigm or money for old rope?', *The Hospitality Review*, July, pp 55-59.

Report:

Nickson, D. Baum, T. LOSEKOOT, E., Morrison, A. Frochot, I. (2002) '*Skills, organisational performance and economic activity in the hospitality industry: a literature review*', 5 ed Universities of Oxford and Warwick, SKOPE: Economic and Social Research Council Centre for Skills, Knowledge and Organisational Performance (SKOPE)

Encyclopedia entries

Losekoot, E. (2022), 'Hospitality Servicescape' in D. Buhalis (ed.), *Encyclopedia of Tourism Management and Marketing*, Edward Elgar Publishing.

Losekoot, E. (2005). 'Merchandising' and 'On-line booking' in A. Pizam (ed.), *International Encyclopedia of Hospitality Management*, Elsevier Butterworth-Heinemann.

Refereed conference papers:

Spring, J. & LOSEKOOT, E. (2023, May 23-26). *Bounded hospitality and group re-enactments of a violent past: Exploring the nature of hospitality for armies of international visitors* [Paper presentation]. CHME 2023: Game changers in the hospitality and education. Hotel Management School, NHL Stenden University of Applied Sciences, Leeuwarden, The Netherlands.

Assen, H., LOSEKOOT, E., Veldman-Dam, J., Kooijker, D., Busscher, C., & Bossema, J. (2023, May 23-26). *The future of hospitality, care and well-being – a student-focused pilot event at Lubbelinkhof assisted living* [Poster presentation]. CHME 2023: Game changers in the hospitality and education. Hotel Management School, NHL Stenden University of Applied Sciences, Leeuwarden, The Netherlands.

Chatterjee, S. & LOSEKOOT, E. (2023, May 23-26). *Balancing world heritage sites, wellness and luxury: A case study of the financial, operational and cultural issues surrounding the proposed development of AMBOKKA, Sri Lanka* [Poster presentation]. CHME 2023: Game changers in the hospitality and education. Hotel Management School, NHL Stenden University of Applied Sciences, Leeuwarden, The Netherlands.

Kitchen, E., Drake, C., Goh, E., Harkison, T., LOSEKOOT, E., Robertson, M., Steriopoulos, E., & Waterston, L. (2023, May 23-26). *Authentic learning in higher education environments: Teacher insights into student experience – a reflection of process and purpose* [Poster presentation]. CHME 2023: Game changers in the hospitality and education. Hotel Management School, NHL Stenden University of Applied Sciences, Leeuwarden, The Netherlands.

Wen, M., & LOSEKOOT, E., (2023, May 23-26). *What can I do as a facilitator to get the students to articulate the thinking process and integrate knowledge to develop lifelong learning* [Poster presentation]. CHME 2023: Game changers in the hospitality and education. Hotel Management School, NHL Stenden University of Applied Sciences, Leeuwarden, The Netherlands.

Losekoot, E. (2023). Hostmanship - new wine into old wineskins? Paper presented at *West, East, South, North: Redirecting research in tourism, hospitality and events* (pp. 218-221). 7-9 February, Fremantle, Australia.

Kitchen, E., Steriopoulos, E., Harkison, T., Drake, C., Goh, E., Robertson, M., Waterston, L., & LOSEKOOT, E. (2023). Authentic learning in higher education environments: Teacher insight into student experience. Paper presented at *West, East, South, North: Redirecting research in tourism, hospitality and events*, (pp. 327-327). 7-9 February, Fremantle, Australia.

Fernandes, M., LOSEKOOT, E., Velten, L., Vlokhoven, R. van, Vries, A. de. (2022 May 24-27). Welcome - please have a seat: Campfires as a tool for learning about hostmanship. *CHME 2022 30th Annual Research Conference: The Human Touch in Hospitality*, Edinburgh Napier University, Edinburgh, UK.

LOSEKOOT, E. & Spring, J. (2021, February 9-12). Bounded hospitality [Working paper]. *CAUTHE 31st Annual Conference (online): Transformations in uncertain time - Future Perfect in Tourism, Hospitality and Events*.

Erickson, A. & LOSEKOOT, E. (2021, February 9-12). If COVID-19 does not kill you, Uber Eats will: Hospitality entrepreneurs' views on food aggregators [Working paper]. *CAUTHE 31st Annual Conference (online): Transformations in uncertain time - Future Perfect in Tourism, Hospitality and Events*.

LOSEKOOT, E. & Duursma, G. (2020). Hospitable behavior and museum volunteers. Paper presented at *THE-INC 2020: Revisiting value co-creation and co-destruction in tourism, hospitality and events (10-11 June)*. Online conference hosted by NHLStenden University of Applied Sciences, Leeuwarden, The Netherlands.

Harkison, T. & LOSEKOOT, E. (2020). 'Hospitality as a force for good: Case studies from Saigon, Leeuwarden and London'. Paper presented at *CAUTHE2020: 20:20 Vision - new perspectives on the diversity of Hospitality, Tourism and Events (10-14 February)*, Auckland, New Zealand: AUT University.

Lawson, A. & LOSEKOOT, E. (2020). 'Exploring career experiences of Maori in hotels'. Paper presented at *CAUTHE2020: 20:20 Vision - new perspectives on the diversity of Hospitality, Tourism and Events (10-14 February)*, Auckland, New Zealand: AUT University.

Huizinga, H. & LOSEKOOT, E. (2019). Closing the credibility gap in hospitality education and industry - is DBE the answer? Paper presented at *CHME 2019 conference Transforming Hospitality*, 21-24 May, University of Greenwich: London, UK.

LOSEKOOT, E. & Xhali, T. (2019). Innovations in hospitality management: Case studies from Stenden Hotel Management School's training hotel. Paper presented at *CHME 2019 conference Transforming Hospitality*, 21-24 May, University of Greenwich: London, UK.

LOSEKOOT, E., Zhang, R. & Hornby, J. (2019). Developing a code book for content analysis of popular movies showing hospitable moments. Paper presented at *CHME 2019 conference Transforming Hospitality*, 21-24 May, University of Greenwich: London, UK.

LOSEKOOT, E. & Hornby, J. (2019). What is the future of foreign food experiences? AIHR Conference: Local food for vital regions-facts and myths, (26-27 March), NHL Stenden University, Leeuwarden, The Netherlands.

Elakis, C., Ong, L.T. & LOSEKOOT, E. (2018). Responsible tourism – but is it ChildSafe? TTRA APac Conference: Travel & Tourism Research in the Global South: Advancing through Cooperation and Collaboration, (1st – 3rd December), RMIT University, Saigon, Vietnam.

Lasten, E., Ong, L.T. & LOSEKOOT, E. (2018). A conceptual model of tourism destination mapping: Structures or smiles? TTRA APac Conference: Travel & Tourism Research in the Global South: Advancing through Cooperation and Collaboration, (1st – 3rd December), RMIT University, Saigon, Vietnam.

McDonald, S., LOSEKOOT, E. & Ulhaq, I. (2018). The food gaze of foreigners in Vietnam. TTRA APac Conference: Travel & Tourism Research in the Global South: Advancing through Cooperation and Collaboration, (1st – 3rd December), RMIT University, Saigon, Vietnam.

Nguyen, N., Ong, L.T., LOSEKOOT, E. & Giang, N.N.T. (2018). Zero waste attitudes in Vietnam. *TTRA APac Conference: Travel & Tourism Research in the Global South: Advancing through Cooperation and Collaboration*, (1st – 3rd December), RMIT University, Saigon, Vietnam.

LOSEKOOT, E., Addison, A., and Theresa, Z. (2018). Why is it critical for hospitality to be studied in an airport setting? *Critical Hospitality Studies Symposium II: Hospitality IS Society*, (2-4 July). Auckland, New Zealand.

LOSEKOOT, E., & Theresa, Z. (2017). Rest home managers – Where are they all coming from? In C. Lee, S. Filep, J.N. Albrecht & W.J.L. Coetzee (Eds.), *Time for big ideas? Re-thinking the field for tomorrow. CAUTHE 2017 Conference Proceedings (7-10 Feb)* (pp. 704-706). Dunedin, New Zealand.

Towner, N., Taumoepeau, S. & LOSEKOOT, E. (2017). Air travel on the Sabbath in Tonga: Economic necessity or culturally offensive big idea? In C. Lee, S. Filep, J.N. Albrecht & W.J.L. Coetzee (Eds.), *Time for big ideas? Re-thinking the field for tomorrow. CAUTHE 2017 Conference Proceedings (7-10 Feb)* (pp. 845-848). Dunedin, New Zealand.

LOSEKOOT, E., & Lugosi, P. (2016). A New Zealand Airport Customer Experience Model. (pp 102-113). Proceedings Editors: McMahan-Beattie, U. and Boyd, S. *CHME2016 Conference: Inspire, Innovate, Succeed within Hospitality Management*, Ulster University Business School, Belfast, UK. Awarded best theme conference paper.

Crutzen, J., LOSEKOOT, E., & Staal, A. (2015). FM Kiwi-style: The development of FM professionals in New Zealand. *European Facility Management Conference (1-3 June)*. Glasgow, Scotland, UK.

Losekoot, E. (2015). Airports: Places or Non-places - Who cares? *2nd Symposium of the Transport and Tourism Special Interest Group*, Auckland, New Zealand, 15 Apr 2015 - 17 Apr 2015. Proceedings Editors: Luck M. 2nd Symposium of the Transport and Tourism Special Interest Group. 16-16. (15 Apr) (Awarded Best Paper)

Neill LJ, Johnston C, LOSEKOOT, E. (2015). The gaze of hospitality employability. *AIRAAZ 2015 Conference: Pacific Employment Relations*, Auckland, New Zealand, 03 Feb 2015 - 05 Feb 2015. 05 Feb 2015

Wood, Y., LOSEKOOT, E., Neill, L. J., & Legget, J. (2014). How high is the gloss on cooperative education posters?. In *New Zealand Association for Cooperative Education 2014 Conference Proceedings: Embracing Change* (pp. 1-49). Christchurch New Zealand: New Zealand Association for Cooperative Education. Retrieved from <http://www.nzace.ac.nz/>

LOSEKOOT, E., & Wright. (2014). Heideggerian Da-sein in the airport customer experience. In *Council for Hospitality Management Education 2014 Annual Research Conference*. Buxton, UK. Awarded best theme conference paper

LOSEKOOT, E., & Wright, N. (2013). A conceptual model of the management of creativity and innovation in airports. In J. Fountain, & K. Moore (Eds.), *Tourism and global change: On the edge of something big. CAUTHE 2013 Conference Proceedings* (pp. 463-468). Christchurch, New Zealand.

LOSEKOOT, E., & Sherlock, D. (2013). Alcohol and hospitality - Operational decisions on a marae. In J. Fountain, & K. Moore (Eds.), *Tourism and Global Change: On the edge of something big. CAUTHE 2013 Conference Proceedings* (pp. 469-473). Lincoln, New Zealand: Lincoln University.

Peter, C., LOSEKOOT, E., & Poulston, J. (2013). Be prepared or she'll be right? Terrorism, hotels and mega events in New Zealand.. In J. Fountain, & K. Moore (Eds.), *Tourism and Global Change: On the edge of something big. CAUTHE 2013 Conference Proceedings* (pp. 591-603). Lincoln, NZ: Lincoln University.

Wright, N., & LOSEKOOT, E. (2012). Interpretative Research Paradigms: Points of Difference. In *Proceedings of the 11th European Conference on Research Methods* (pp. 416-422). Retrieved from http://gateway.webofknowledge.com/gateway/Gateway.cgi?GWVersion=2&SrcApp=PARTNER_APP&SrcAuth=LinksAMR&KeyUT=000308297200050&DestLinkType=FullRecord&DestApp=ALL_WOS&UsrCustomerID=cd817305531d2eca5213c6dd3db75c82

Losekoot, E. (2012). Security v Hospitality in airports - a pyrrhic victory?. In *Security of Geography/Geography of Security Annual Conference 2012 Proceedings* (pp. 189). London, UK: RGS-IBG. Retrieved from <http://conference.rgs.org/conference/sessions/View.aspx?heading=Y&session=464efe4-8a95-45c7-96f6-2024754d4980>

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