



Email:dbuhalis@bournemouth.ac.uk

www.buhalis.com

Professor Dimitrios Buhalis

Wednesday, 06 April 2016

Dear Sirs

Professor Dimitrios Buhalis CV

Please see attached my CV demonstrating my research and professional expertise is in strategic management marketing and distribution channels; Management Information Systems, eCommerce, social media; and small business management and entrepreneurship. I have been applying my multidisciplinary research in the tourism, travel, transport, hospitality and leisure service industries as one of the most dynamic testbeds.

Over the years I have developed global leadership in creating technology enabled strategic marketing innovations for the Tourism area and I have developed the eTourism concept globally. My most recent research areas increasingly bring together a number of multidisciplinary areas and focus on innovation, experience creation and cocreation and real time marketing; SoCoMo Social Media/Context Based/Mobile Marketing; Strategic Reputation Management and Crisis Management in the Social Media era.

My research record demonstrates commitment to technology-enabled strategic management and marketing. A number of projects have been funded by the European Commission, Research Councils as well as through generous donations by industry leaders. These activities have always contributed to the research reputation of the Universities I worked and had a major contribution to impact to industry and society in general. Publications have been produced in leading tourism journals Annals of Tourism Research and Tourism Management but also in generic Management, Marketing and Technology journals such as Journal of Service Management, Information & Management, International Journal of Information Management, The Services Industries Journal, Electronic Markets, Qualitative Market Research, Journal of Mobile Human Computer Interaction, International Journal of Fuzzy System Applications. A total of about 20 authored or edited books have also provided leadership in the area.

Over the last 20 years I have undertaken a wide range of teaching and curriculum development activities in leading Universities around the world. I have led or contributed to the successful development of a number of Undergraduate and Postgraduate degrees at the Universities of Surrey, Westminster and Bournemouth. I have also taught topics related to Business, Marketing, MIS, Strategic Management, Tourism and eTourism, at Surrey and Westminster, Bournemouth as well as visiting Faculty in more than 40 Universities. I have been serving as Visiting Professor in several Universities around the world including ESSEC Business School in Paris, Hong Kong Polytechnic University in China, University of Aveiro in Portugal, and University of South Florida Sarasota-Manatee, USA. My textbooks on eTourism and Distribution Channels in Tourism as well as Future trends and Accessible Tourism have set the curriculum for those areas globally. Close collaboration with both industry and research partners from across the world have contributed to my teaching and research and have given live case studies.

I have also undertaken significant Administration duties, having run Postgraduates courses and served in a variety of committees at the University. I have also been elected to serve at the University Senate of both University of Surrey and Bournemouth University for two terms. In addition I have raised the profiles of my Universities in international committees and associations globally. This has a significant contribution to the strategic marketing and reputation management, generating student applications, research students and research grants.

Sincerely Yours,

Dimitrios Buhalis

Professor Dimitrios Buhalis

Creating tourism waves



Professor Dimitrios Buhalis

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Professor Dimitrios Buhalis

Head of Department Tourism and Hospitality
Director eTourism Lab,
Faculty of Management, Bournemouth University,
Talbot Campus, Poole, Dorset , BH12 5BB , UK

Tel: +44 1202 961517 Fax: +44 1202 515707
Email: dbuhalis@bournemouth.ac.uk

Internet [http://www.bournemouth.ac.uk/etourism/etourismlab/](http://www.bournemouth.ac.uk/etourism/etourism/etourismlab/)
Internet <http://www.bournemouth.ac.uk/ictthr/>

Internet [http:// www.buhalis.com](http://www.buhalis.com) Blog: <http://buhalis.blogspot.com/>

EXECUTIVE SUMMARY

Professor Dimitrios Buhalis is a Strategic Management and Marketing expert with specialisation in Technology and Tourism. His research area is cutting across a number of disciplines and is looking into adoption of innovations for creating value for both consumers and organisations. Close collaboration with industry, governments and international organisations from around the world ensures that results have relevance and impact in the real world whilst constantly pushing the boundaries of knowledge and academic excellence.

He is currently Head of Department of Tourism and Hospitality, Established Chair in Tourism, Director of the eTourism Lab and Deputy Director of the International Centre for Tourism and Hospitality Research (ICTHR) and Director of the John Kent Institute in Tourism at the School of Tourism at Bournemouth University and Professorial Observer at the Bournemouth University Senate. In April 2010 he was promoted to Professor 2 (or what is called a Distinguished Professor in other Universities), a level reserved for a small percentage of elite academicians. Professor Buhalis is leading eTourism research and is working with the Bournemouth team for introducing technology in all aspects of tourism research and teaching. His research leadership focuses on strategic management and marketing; distribution channels management; Management Information Systems, eCommerce and Social Media. He has been applying this cutting edge research on the tourism, travel, hospitality and leisure industries and has been creating research results and professional applications for those industries on a global basis. In 2009 he led Bournemouth University successfully through the UNWTO.TedQual Certification Process and is the BU representative to the United Nations World Tourism Organisation. In recognition of his contribution to Tourism research, he was elected in August 2009, as a Fellow of the International Academy for the Study of Tourism. In April 2010 he was also elected as President of the International Federation of Information Technology for Travel and Tourism (IFITT) and he was re-elected for the 2012-2014 period.

Dimitrios graduated in Business Administration from the University of the Aegean in Greece, where he was also a Researcher specialising in Tourism and Technology. He gained his MSc in Tourism Management (with Distinction) and PhD (in Tourism Management and Marketing) degrees from the Department of Management Studies for the Tourism and Hotel Industries, University of Surrey, where he contributed to the teaching, research and international consultancy undertaken by the tourism team. His research concentrated on the impacts of technology on the distribution channels of tourism and the implications for the strategic management and marketing of small and medium sized tourism enterprises in the European periphery. The research was financed by the Surrey Research Group, Contours Consultants, while the field research was sponsored by the Universities of Surrey (UK) and Aegean (Greece), as well as the Greek National Tourism Organisation.

He was previously Programme Leader MSc in Tourism Marketing and MSc in eTourism, Reader in Business Information Management and Leader of eTourism Research at the School of Management, University of Surrey. He was also a member of the University Senate (2003-2007) and the University Learning Technology Committee (2005-2007). Until September 2004, he was also Course Leader, MSc in eTourism and Director of the Centre for eTourism Research (CeTR). Dimitrios has also been Adjunct Professor at the ESSEC MBA in Hospitality Management at the IMHI (Cornell University-Ecole Supérieure des Sciences Économiques et Commerciales ESSEC) in Paris since 1997, Visiting Professor at Hong Kong Polytechnic University, China and Professor Associado at the University of Aveiro, Portugal in 2004 and Distinguished Visiting Professor at the University of South Florida Sarasota-Manatee, USA. In 2007, he was also appointed Visiting Professor and Member of the University Assembly at Modul University in Vienna, Austria. He is regarded as an expert in the impacts of ICTs in the tourism industry, the management of tourism distribution channels as well as in strategic tourism marketing and management.

Dimitrios has been involved with a number of European Commission FP5 and FP6 projects and regularly advises the World Tourism Organisation, the World Tourism and Travel Council and the European Commission in the field of

information technology and tourism. His assignment with Government and Public Sector organisations include to develop an eTourism Strategy for the Egyptian Tourism Authority and the Ministry of Tourism in Egypt as part of the Austrian Twinning project. He also completed a project on the development of Hotel School for the Government of Andorra and has undertaken extensive training for the Government of Malta and Cyprus. In 1998 he also contributed to the development of a Master Plan for the Crimea Region in Ukraine. He regularly organises conferences and seminars for the United Nations World Tourism Organisation to train governments around the world on issues of tourism strategy, technology adoption and social media marketing. Dimitrios is still an active tourism practitioner, listing the positions of Marketing Manager and Web master for his family Hotel Segas, strategic marketing and social media advisor for Aliathon Holiday Village in Cyprus and Hotel Icon in Hong Kong. He has also provided strategic advice to Pestana Hotel Chain, Pomegranate Wellness Spa Hotel and he served on the Board of Directors of Aquis Hotels and Resorts SA, the fastest growing hotel chain in Greece managing 14 hotels; non-Executive Director of yourholidays.com travel agency in his activities. He has also been advising private sector organisations such TUI, Opodo.com, YouTravel.com, on the strategic aspects of their business.

He has written or co-edited a total of about 20 books, including *Tourism Business Frontiers* and *Tourism Management Dynamics* published by Elsevier, *eTourism: Strategic Information Technology for Tourism* published by Pearson (Prentice Hall/Financial Times) and *Tourism Distribution Channels* (Thomson), *Managing alliances in the global hospitality and tourism industry* as well as a series of three books on IT and Tourism. He has recently published four books that deal with *Accessible Tourism* and *European Tourism Planning*. He has also published more than 90 articles in scholarly journals, books, conference proceedings and consultancy reports.

He has a very active role in leading scientific publications and it is one of the most cited author in tourism. He is currently a Member of the Board for Tourism Management; Regional Editor for the *International Journal of Contemporary Hospitality Management* and Reviews Editor for the *International Journal of Tourism Research*. For ten years he served as Books Editor of the *Information Technology and Tourism (ITT) Journal*. He also serves on a number of Editorial Boards, included the *Current Issues in Tourism*; *Anatolia-International Journal of Tourism and Hospitality Research*; *Journal of International Hospitality, Leisure and Tourism Administration*, the *Journal of Sport Tourism*; the *Journal of Hospitality, Leisure, Sport and Tourism Education*; the *Journal of Hospitality and Tourism*, as well as the *International Journal of Hospitality Information Technology*. He served as Assistant Editor of the "Progress in Tourism and Hospitality Research" until its transformation to the *IJTR*. He was Associate Editor for the *Encyclopaedia of Tourism* and ICT section Editor for the *Encyclopaedia of Hospitality*. He is adviser for the *Leisure Recreation Tourism Abstracts (LRTA)* and Editorial Adviser for several tourism and hospitality publishers.

Dimitrios has served as Chairman of the Scientific Committee of the ENTER'98, '99, and 2000 conferences on Tourism and Information Technology, as well as ENTER Destinations Chair for 2002 and ENTER Overall Chair in 2003, 2009 and 2010. In April 2010 he was elected as President of the International Federation of Information Technology for Travel and Tourism (IFITT) of which he is a Founding Member and an ex Vice President. He was reelected in 2012 and served up to 2014 when he completed the maximum period of service. He has also served Chair of Events and Meetings and a Member of the Executive Committee and Council of the Tourism Society as well as Chairman of the Association of Tourism Teachers and Trainers (ATTT). Dimitrios also served as a Specialist Reviewer in Hospitality, Leisure, Recreation, Sport and Tourism for the Quality Assurance Agency for Higher Education in the UK (QAA). He is currently External Examiner for London Metropolitan University having completed his terms as External at the Business School of the University of Kent, at Sheffield Hallam University, the University of Wales at the Swansea Institute, the University of Greenwich, London and Les Roches Hospitality School in Switzerland.

Prior to returning to the University of Surrey in 2000, Dimitrios was Senior Lecturer in Tourism, University of Westminster in London, where he was Module Leader for several Tourism, Business, Marketing, and Technology modules. He also played a critical role to the development of the MBA in Tourism and the MSc in Tourism Management at the University, as well as acted as liaison with the industry, and led Departmental research. His industrial experience includes managerial roles in the Aegean tourism industry, as well as 15 years of international tourism and hospitality research and consultancy. For several years he contributed to projects undertaken by the Surrey Research Group, ConTour Consultants at the University of Surrey, UK, and the University of the Aegean in Greece. He has also been involved in teaching, advising, developing distance learning material, external examining or examining research degrees for Universities and other organisations in Greece, Spain, Italy, Ireland, Austria, Portugal, France, Cyprus, Malta, Bahamas, Hong Kong, China, Macau, Finland, Norway, Slovenia, United Arab Emirates, Romania, Ghana, Trinidad & Tobago, New Zealand, Ivory Coast, Egypt and Indonesia. He has also being assessing research applications for the Social Sciences and Humanities Research Council of Canada and the Austrian Science Fund (FWF) and the COMET Programme (Competence Centres for Excellent Technologies) in Austria.

Whenever he finds some free time he goes to the "lab", as he calls the tourism industry. He has advisory positions with a number of tourism and hospitality organisations around the world and often is working with governments to enhance the competitiveness of their tourism industry. He also loves travelling, swimming, snorkelling, scuba diving, exploring local cultures and cuisines. As ex-professional photographer he is a photography maniac.

PERSONAL STATEMENT

Dimitrios is an innovative tourism and hospitality researcher, teacher and adviser that conceptualises technology-enabled strategic management and marketing solutions on a global scale. His often called to play the role of strategist for International Organisations, National and Local governments and private tourism organisations around the world.

ACHIEVEMENTS

- Strategic Management and Marketing professional with global academic and enterprise recognition
- Innovation and leadership in research, enterprise, curriculum design, teaching, and industry involvement
- Established the Centre for eTourism Research at the University of Surrey in 2003 and the eTourismLab at Bournemouth University in 2011
- Working closely with industry, governments and international organisations from around the world
- Elected in August 2009, as the youngest Fellow of the International Academy for the Study of Tourism
- Elected President of the International Federation of Information Technology for Travel and Tourism (IFITT) in 2010 and re-elected in 2012 to 2014.
- Rated 2nd most cited scholar (whose first publication came after 1990) in the Bob McKercher's paper 'Leading citations by scholars in Tourism', published in *Tourism Management*, 29 (2008) 1226–1232 <http://dx.doi.org/10.1016/j.tourman.2008.03.003>
- Recognised as the author of the #1 and #7 most influential articles written in *Tourism by Law*, Rob , Ye, Qiang , Chen, Wei and Leung, Rosanna(2009) An analysis of the most influential articles published in tourism journals from 2000 to 2007: a Google scholar approach, *Journal of Travel & Tourism Marketing*, 26: 7, 735 — 746 <http://dx.doi.org/10.1080/10548400903284628>
- My papers include the #1, #4, #7 and #16 most cited papers of *Tourism Management* with 1336, 700, 598 and 391 citations [Publish or Perish – 23 October 2013].
- Have written or co-edited 20 books and more than 100 journal articles and book chapters
- Have produced 11 PhD students who all have developed leadership in their areas and examined 25 PhDs around the world
- Have sourced & managed more than €1million research income awarded mainly by the European Commission
- Having worked as Cluster Rapporteur for the IST FP6 programme in Tourism for the European Commission
- Visiting Professor appointments in 4 Universities in France, Austria, Portugal and Hong Kong
- Appointed Professor 2 (Distinguished Professor) in April 2010
- Since 1997 Visiting Professor in ESSEC-Paris, one of the top 10 Business Schools in Europe
- Organised excellent conferences as Overall Chair of the ENTER conference in 2003, 2009, 2010
- Working closely with the World Travel Market to produce one of the most successful event in their show
- Teaching in more than 40 Universities around the world
- Adviser in several private organisations in Strategic Marketing, Technology and Management
- Global presence and work with academics, governments and businesses
- Created the first MSc in eTourism in the world and developed the eTourism curriculum globally
- Member of the Aquis Hotels and Resorts Board www.aquisresorts.com with responsibility on marketing and eTourism
- Invited regularly to present keynotes in academic and practitioner conferences around the world
- Have been working as Advisor, Reviewer, Evaluator and Cluster Rapporteur the European Commission FP programmes, and as adviser for the United Nations World Tourism Organization (UNWTO) and the World Travel Tourism Council. (WTTC)

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Curriculum Vitae: Professor Dimitrios Buhalis

Office: Department of Tourism and Hospitality, Faculty of Management, Bournemouth University,
Talbot Campus, Poole, Dorset, BH12 5BB, UK
Tel: +44 1202 961517 Fax: +44 1202 515707
Email: dbuhalis@bournemouth.ac.uk Internet <http://www.bournemouth.ac.uk/etourismmlab>

Internet <http://www.buhalis.com> Blog: <http://buhalis.blogspot.com/>

EDUCATION:

Ph.D. in Tourism Management and Marketing **January 1992 - October 1995**

University of Surrey, UK, Department of Management Studies for Tourism and Hotel Industries.

Dissertation: "The impact of information technologies upon tourism distribution channels: Strategic implications for small and medium sized tourism enterprises' management and marketing in the European periphery".

Awarded Research Scholarship by Surrey Research Group, Contours Consultants (England) and Sponsorships by the Greek National Tourism Organisation and the Universities of Surrey and Aegean.

M.Sc. in Tourism Management (Distinction) **September 1990 - September 1991**

University of Surrey, UK, Department of Management Studies for Tourism and Hotel Industries.

Dissertation title: "Strategic marketing and management of the small and medium tourism enterprises in the periphery of the European Community. A case study of the Aegean Islands".

B.Sc. (Hons) in Business Administration (Very Good 7.24/10) **September 1985 - July 1989**

University of the Aegean, Greece, Department of Business Administration.

Final year project: "Strategic portfolio analysis of the Holiday Inn Hotels Inc."

High School: B' Gymnasium and Lyceum of Holargos, Athens, Greece, Sept. 1979 - June 1985

4 A' Level equivalent in Mathematics, History, Sociology, and Greek.

EMPLOYMENT, PROFESSIONAL EXPERIENCE AND SKILLS (See Appendix for details)

Teaching and Academic Experience

February 2016 -	Head of Department Tourism & Hospitality, Director eTourismLab Faculty of Management, Bournemouth University , UK
April 2010 -	Professor 2 - Established Chair in Tourism, Deputy Director International Centre Tourism & Hospitality Research, Director eTourismLab & Senate Professorial Observer Bournemouth University , UK
Sept 2007- April 10	Established Chair in Tourism, Deputy Director in the International Centre for Tourism and Hospitality Research, and Senate Professorial Observer Bournemouth University, UK
Feb 2014 – Present	Distinguished Visiting Professor at the University of South Florida Sarasota-Manatee, USA
Feb 2014 – Present	External Examiner, BA and MSc Management Tourism, London Metropolitan University, UK
Sept 2007-2011	External Examiner, BA and MSc Management Tourism, Sheffield Hallam University, UK
June 2008	Visiting Professor, Hong Kong Polytechnic University, Hong Kong, China
Sept 2007-	Visiting Professor & Member of University Assembly, Modul University, Vienna
Nov 2008- Present	Scientific Commission, Tourism Research Group (GITUR), Leiria Polytechnic Portugal
Sept 2007-2011	External Examiner, BA and MSc Management Tourism University of Kent, UK
Sept 2000 – Sept 2007	Programme Leader, MSc in Tourism Marketing and Reader (2006-) Senior Lecturer (2000-2006) in Business Information Management, Course Leader MSc in eTourism (2001-2004), Director Centre for eTourism Research (CeTR) (2002-2004), University of Surrey, UK.
Sept 2003- Sept 2007	Elected (Twice) Member of the University of Surrey Senate. University of Surrey
Sept 2005- Sept 2007	Member of the University Learning Technology Committee (2005-)University of Surrey
Sept 2003-Present	Professor Associado, University of Aveiro, Portugal
May 1997-Sep 2002	Adjunct Professor, ESSEC IMHI (Cornell University-ESSEC), Paris.
March 1998 -Present	Visiting Lecturer in Tourism in several European Universities
January 2002-2005	External Examiner, Business School, University of Greenwich, London.
January 2004-Feb 2005	External Examiner, BBA in Hospitality, Les Roches Hospitality School, Switzerland.
Sept 1999- 2002	Specialist Reviewer in Hospitality, Leisure, Recreation, Sport & Tourism, QAA,UK
September 1999-2002	External Examiner, Swansea Institute, University of Wales
January 1997-2000	Academic Adviser in Tourism, Universities of the Aegean and Piraeus, Greece.
June 1995-Sept 2000	Senior Lecturer in Tourism, University of Westminster , London.
June 1994	Academic Adviser, Polytechnic University of Valencia, Spain.

Oct.1991-January 1996 Associate Lecturer & Postgraduate Demonstrator, **University of Surrey, UK.**

Editorial work and publications experience

April 2015 – Present Journal of Business Research, USA
 June 2012—Present Journal of Travel Research, USA
 June 2012-Present Turismo Visão e Ação Journal, University of Vale, Brazil
 January 2010-Present Editorial Board Member, Tourism Recreation Research
 January 2010-Present Regional Editor, International Journal of Contemporary Hospitality Management
 July 2008-Present Research Editor for Travolution and www.travolution.co.uk
 March 2008-Present Editorial Board Member, ENCONTROS CIENTÍFICOS, University of Algarve, Portugal
 Nov 2007-Present Editorial Advisory Board Member, Academica Turistica Journal, Slovenia
 Jan 2007- Present Board Member, Tourism Management, UK
 Jan 2007-Present Associate Editor eTourism, Int.Journal of Culture Tourism & Hospitality Research, USA
 Dec 2006-Present Board Member, PASOS-Journal of Tourism and Cultural Heritage (Spain)
 March 2004-Present Board Member, Journal of China Tourism Research (Hong Kong)
 March 2003-Present Board Member, The Journal of Hospitality and Tourism (India)
 March 2003-Present ICT Section Editor, Encyclopaedia of Hospitality, Butterworth-Heinemann, UK.
 June 2003-Present Board Member, Journal of Tourism Development, University of Aveiro, Portugal
 June 2002-Present Board Member, Current Issues in Tourism Research Journal, Channel Publications
 July 2001-Present Board Member, the Journal of Sport Tourism; Routledge, UK
 June 2001-Present Board Member, the Journal of Hospitality, Leisure, Sport and Tourism Education;
 June 2001-Present Board Member, The International Journal of Hospitality Information Technology;
 June 2000-Present Board Member, Journal of International Hospitality, Leisure & Tourism Administration
 July 1999-Present Member, Program Advisory Board, LRTA/CAB International publishers.
 January 1999-Present Information Technology & Reviews Editor, International Journal of Tourism Research
 January 1997-Present Publications Adviser, several publisher houses, International.
 January 1998-Present Board Member, Anatolia International Journal of Tourism Research.
 June 1997-2005 Books Editor, Tourism, the Tourism Society Journal, London.
 January 1998-2010 Books Editor, "IT & Tourism Journal", Cognizant, USA.
 March 1997-2000 Associate Editor, Encyclopaedia of Tourism, Routledge, London.
 August 1996-Dec.1998 Assistant Editor, Progress in Tourism and Hospitality Research Journal, Wileys,UK.

Researcher, facilitator, adviser, consultancy and industrial experience

August 2014-Present Strategy marketing and social media advisor Hotel Icon, China
 March 2011-Present Strategy marketing and social media advisor Aliathon Holiday Village, Cyprus
 May -August 2014 Strategy marketing and social media advisor Pomegranate Wellness Spa Hotel, Greece
 June 2014 Technology for Tourism Destinations, Corfu Conference: Tourism Promotion to New Markets <http://ow.lyzdFJR> 18 July "PROSKOPEIO" Hall, Corfu Greece
 June 2014 Research in Tourism and technology, IFITT Summer School, Helsinki Finland
 March 2014 Social Media, Big Data & other Trends, IFITT workshop, ITB Berlin, Berlin Germany
 November 2009-2014 DIGIPRO : eMarketing & eTourism for Hoteliers, Financed by Human Resource Development Authority Cyprus
 February 2014 High Value or High Volume, Small Island Development States and Tourism, United Nations World Tourism Organisation, Bahamas, 19-21 February, Bahamas
 December 2013 eTourism futures, Beijing Union University, 5 December, Beijing, China
 May 2013 Costa Rica UNWTO Technical Seminar Tourism and New Technologies, Costa Rica
 April 2013 eTourism Agenda, UNWTO Seminar WTO Regional Commission for Africa – Tunisia.
 November 2012 Tourism Futures Trends: The Future of Tourism, BU@WTM2012, 9 Nov 2012, London
 October 2012 eTourism innovations and Web 2.0, Advanced Course, Malta Ministry of Tourism, Malta
 October 2012 Technology for Hospitality, 2nd Hoteliers' Meeting of Historic Hotels of Europe Ireland
 July 2012 eTourism Strategies and Benchmarking of Destinations, Australia National Tourism and Events Excellence Conference, 16-17 July 2012, Melbourne, Australia
 April 2012 Technology Tourism and Hospitality Innovations, IFITT Greece, Heraklion Greece
 February 2012 eTourism innovations and Web 2.0, Advanced Course, Malta Ministry of Tourism, Malta
 May 2011 eTourism strategies for hoteliers, Cyprus, 23-26 May 2011.
 April, 2011 eTourism innovations and Web 2.0, Advanced Course, Malta Ministry of Tourism, Malta
 September, 2010 Tourism Megatrends and eTourism, Centro de Investigación y Estudios Turísticos (CIETec) Tecnológico de Monterrey, 6-10 September, Morelia, Michoacan, Mexico
 July, 2010 Tourism Development and eTourism Seminar, LTU-INSTROCT, organised by Lulea University of Technology Sweden 12-17 July Tehran, Iran
 May, 2010 eHospitality and marketing trends, 10-13 May, Limassol, Cyprus

October 2009	Hotel E-marketing & E-Tourism INTO Seminar INTO 2009 International Seminar on Innovation and Tourism, Tècnic d'Innovació Direcció General de R+D+I Conselleria d'Economia, Hisenda i Innovació Govern de les Illes Balears, Mallorca OCT 2009 Spain
October 2009	eHospitality Seminar Agrupación De Cadenas Hoteleras, Mallorca, Spain
May 2009	eTourism Challenges and Trends for industry, Cámara Oficial de Comercio, Industria y Navegación de Las Palmas, Gran Canaria, 12 May 2009, Spain
March 2009	Tourism challenges in the External Environment, TUI Horizon Staff development Programme, 17 March 09, Dorking, UK.
February 2009	eTourism futures and research challenges, University of Technology Sydney, Australia.
February-March 2009	Strategy and Environment consultant, TUI Europe, UK
July 2008	Consultant to Egyptian Tourism Authority and Egyptian Ministry of Tourism, Cairo
June 2008- Present	Strategist and Board of Directors Aquis Hotels and Resorts, Greece
January 2008-Dec2009	Board of Directors mynetwork.travel
May 2008-Present	Member of UNWTO Panel of Tourism Experts, WTO, Spain
July 2007	Consultant to Egyptian Tourism Authority and Egyptian Ministry of Tourism, Cairo
June 1996-Present	Ad-hoc Adviser, World Tourism Organisation (WTO), Madrid, Spain.
April 2003-2007	Member of Advisory Board 2006,e-Business W@tch European Commission, Brussels.
April 2005-Present	Non executive Director, Yourholidays.com, UK
June-Sept 2006	Advisor to the Government of Andorra on Tourism Education, Andorra
July 1999-2006	Expert Evaluator Reviewer & Cluster Rapporteur for IT projects, European Commission
July 2005-Sept 2005	Contributor to the Master on High Management in Policy and Strategy of tourism destinations, Universitat Oberta de Catalunya & World Tourism Organisation (WTO)
June 2005	OPODO – Trimedia: Consultancy in devising best beach holiday formula
September 1998	European Community Expert in Tourism Marketing, TACIS: Crimea, Yalta, Ukraine.
Nov 2001-Nov2003	eCommerce Task Force Member, World Tourism and Travel Council (WTTC), London.
Aug. 1996-Aug. 1998	Researcher, Centre for Tourism & Hospitality Research, Bournemouth University.
Sept.1991-June 1996	External Consultant, Project STAR/EC: AEGEO, University of Aegean, Greece.
Oct.1991-June 1996	Consultant/Researcher, Surrey Research Group, ConTours Consultants, UK.
May 1991 – Oct. 1995	Doctoral Candidate and Postgraduate Researcher, DOMS, University of Surrey, UK
September 1994	Tourism Expert, "Train the Trainers" Project PHARE/EU, Romania.
Nov.1988- Sept.1990	Researcher, Project STAR/EC: SME, DBA, University of Aegean, Greece.
Dec.1989-Sept.1990	Researcher, Project "Tourism Statistics", University of Aegean, Greece.
Mar.1990-July 1990	Researcher, Project "Archipelagos", GNTO and CEDEFOP/EC, Greece.
Dec.1987-May 1988	Researcher, "Locating Polluting Industries", DBA, University of Aegean, Greece.
Summers 1986-1988	Photographer & Manager of Photography Division, Club Med./Fotomat., Greece.
Summers 1986-1987	Assistant Manager, Hippocrates Palace Hotel, Kos, Greece.
Summers 1980-1985	Waiter and Chief Waiter, Kostas Taverna, Athens, Greece.
1980-1985	Part Time Salesman in various retail outlets in Athens, Greece.

Academic curriculum development, member of Academic Boards, Assessor for Research Councils

- 2016, Promotion Committee, Associate Professor, MODUL University, Vienna, Austria
- 2016, Evaluator of PhD provision at Universidade Europeia, Lisbon, Portugal Higher Education University for A3ES (Portuguese Agency of Evaluation and Accreditation)
- 2016, Evaluator PROJETOS ESTRUTURADOS DE ICDT, COMISSÃO COORDENAÇÃO e DESENVOLVIMENTO REGIONAL DO NORTE (CCDRN) Portugal
- 2015-2016 Reviewer of the UNWTO Themis Foundation
- 2015, Evaluator of Portugal Higher Education Universities Coimbra, Portucalense Infante D. Henrique, Evora, for A3ES (Portuguese Agency of Evaluation and Accreditation)
- 2015, Reviewer for the Portugal Northern Region Coordination and Development Commission structured R&D projects.
- 2015, Promotion Committee, Department of Marketing, NEOMA Business School France
- 2015, Evaluator, European Commission Executive Agency for Small and Medium-size Enterprises (EASME) Unit A.1.5 - COSME.Competitiveness Brussels
- 2015, Evaluator, Knowledge Foundation Swedish research funding foundation (Swedish government), Sweden
- 2015, Academic Promotions Board to Professor, Universiti Malaysia Sabah, Malaysia
- 2015, Academic Staff Appointment Board, in Hospitality and Tourism, Cyprus University of Technology
- 2014, FCT, Fundacao para a Ciencia e a Tecnologia, Ministerio da Educacao e Ciencia, Portugal
- 2013, Research Evaluation Norway Council
- 2010, Reviewer eMotion K-Project, COMET (Competence Centres for Excellent Technologies) FFG Austria.
- 2010, Accreditation of BSc in Hospitality and Tourism, BBI Brussels for NVAO (in Dutch: Nederlands-Vlaamse Accreditatieorganisatie - Accreditation Organisation of the Netherlands and Flanders) Brussels.
- 2009, Led Bournemouth University successfully through the UNWTO.TedQual Certification Process

2009, Academic Staff Appointment Board, Senior Lecturer in Marketing, Business School, Bournemouth University
 2009, Academic Staff Appointment Board, Lecturer Business Law, Business School, Bournemouth University
 2009, Academic Staff Appointment Board, Lecturer in Strategy, Business School, Bournemouth University
 2009, Academic Promotions Board to Associate Professor, University of New South Wales, Sydney, Australia
 2009, Academic Promotions Board to Associate Professor, Texas A&M University, Texas, USA
 2009, Reviewer for Grant Applications, Social Sciences and Humanities Research Council of Canada
 2008, Academic Promotions Board, Nanyang Technological University, Singapore
 2008, Board of Outstanding Performance in Research and Scholarly Activities, Hong Kong Polytechnic University, Hong Kong
 2008, Academic Promotions Board, University of Salford, UK
 2008, Member of Professorial Appointment Panel, University Sains Malaysia, Pulau Pinang, Malaysia
 2007, Reviewer Grant Applications, COMET (Competence Centres for Excellent Technologies) Austria.
 2006, Reviewer for Grant Applications, Social Sciences and Humanities Research Council of Canada
 2006, Reviewer for Grant Applications, The Austrian Science Fund (FWF) Austria.
 2006, Member of Academic Staff Appointment Board, School of Arts, Law and Humanities, UniS
 2006, Led MSc in Tourism restructure team for the Quinquennial Review University of Surrey
 2004, Reviewer for Grant Applications, Social Sciences and Humanities Research Council of Canada
 2004, Member of Academic Staff Appointment Board, School of Biomedical & Molecular Sciences, UniS
 2003, Member of Academic Staff Appointment Board, School of Electronics & Physical Sciences, UniS.
 2003, External Member of Validation Panel, MA in Linguistics (TESOL), University of Surrey
 2003, External Member of Validation Panel, BA in Tourism Management, University of Greenwich, London.
 2002, Reviewer for Grant Applications, Social Sciences and Humanities Research Council of Canada
 2002, Leader of the Quinquennial Review proposing team for the MSc in eTourism, University of Surrey
 2002, Member of Academic Staff Appointment Board, Queen Margaret University College, Edinburgh, Scotland.
 2001, Member of QAA Panel Visit to Southbank University, London.
 2001, External Member of Review Assessment Panel, Business School, Middlesex University, London.
 2001, External Member of Validation Panel, PT MA in Tourism, Hospitality, Leisure, Cardiff Institute, Wales.
 2001, Leader of proposing team, MSc in eTourism, University of Surrey, UK
 2001, External Member of Validation Panel, FT MA in Tourism, Hospitality, Leisure, Cardiff Institute, Wales.
 1999, Member of proposing team, MA in Tourism, University of Westminster, London.
 1998, External Member of Validation Panel, MSc in Tourism, Bournemouth University-Dubai Polytechnic, UAE.
 1998, Member of proposing team, MBA in Tourism, University of Westminster, London.

Bournemouth University Administrative duties

January 2010- Present	Education and Student Experience Committee
January 2010 – 2011	Facilitator of the Creative Technologies Multidisciplinary Research Cross Theme
2009-2010	Leader of the Digital Economy Cross University Theme
June 2009 – 2010	ICT Client Services for Bournemouth University
March 2009-Jan 2010	Member of the University Restructuring Committee II, the Riordan Group
Nov 2008 – March 2009	Member of the University Restructuring Committee, the Newton Group
October 2007-Present,	Professorial Observer, Senate

University of Surrey Administrative duties

2003-2007 Member of University Senate (2003-2005) and re-elected (2005-2007)
 2005-2007 Member of University Learning Technology Management Group (2005-)
 2001-2007 School of Management, Programme Leader MSc eTourism (2001-2004) & MSc Tourism Marketing(2004-)
 2005-2007 School of Management, Member of SoM Alumni Committee (2005-)
 2000-2007 Work closely with International, Alumni and Marketing offices for the promotion of UniS/SoM
 2000-2003 School of Management, Member of Teaching and Learning Committee
 2000-2003 School of Management, Member of IT Committee

Research Degrees Supervision

- September 2014 – Present, Kim Boes Smart Tourism Destinations
- October 2013 – 2015 Vimolboon Cherapanukorn Collaborative eCRM, Social Media Applications and Firm Performance: Evidence from the tourism and hospitality sector, Hong Kong Polytechnic University AWARDED
- September 2011 – 2014, Barbara Neuhofer, Experience Marketing through eTourism, AWARDED
- September 2010 – 2014, Zornitza Yovcheva Design of Mobile Context-Aware: Augmented Reality in Tourism, AWARDED
- September 2010 – November 2013, Ivana Rihova Cocreation of experiences in the events context AWARDED
- January 2010 – 2012, Andrew Spencer, The Impact of Technology Acceptance and Information Technology Uptake on Tourism Distribution Channel Choice AWARDED
- September 2009 – 2014, John Fotis, Modeling consumer choice behaviour for travel related products: The impact of social media, AWARDED
- Sept 2007-2014, Filipa Brandao, Information System for Modelling and Managing Tourism Territories, Aveiro University, Portugal (With Carlos Costa) AWARDED
- Sept 2007-March 2011 Qi Shanshan, Fuzzy evaluations on functionality and usability of hotel websites, Hong Kong Polytechnic University (With Rob Law) AWARDED
- Jan 2006- June 2013 , Elina Michopoulou Technology Acceptance of an Informational Tourism System: The Disability Case, University of Surrey, (with Prof Hans van der Heijden) AWARDED
- Jan 2006-Sept 2007, Victoria Eichhorn, The social exclusion of disabled people in nature-based tourism, University of Surrey, (with Prof John Tribe and Dr Graham Miller) AWARDED
- October 2004-May 2009, Li Li, The Use of Learning Technologies for Hospitality Managers' Professional Development, University of Surrey, (with Prof Andrew Lockwood and Dr David Gray) AWARDED
- Sept 2003-2007, Yongho Hyun, Consumer Behaviour and eTourism, University of Surrey, (with Prof Bob O'Keefe) PhD AWARDED

Research Degrees Examiner

- 2015, Revital Cohen. PhD, eTourism Information Searching and Consumer Behaviour: Investigating the discrepancy between Searchers and Purchasers with a mixed methods Approach, Anglia Ruskin University, UK
- 2014, Duangthida Nuntharipat, Holistic investigation of online brand image in hotels, Faculty of Business, University of Surrey UK
- 2013 Niklas Eriksson, Drivers and barriers of mobile travel and tourism service adoption. A study of individual perceptions and business model development in a travel and tourism context. Abo Academi University, Abo, Turku, Finland.
- 2012, Vizaad Ali, PhD, School of Information Management at Victoria University of Wellington, New Zealand.
- 2012, Revital Cohen. PhD, eTourism Information Searching and Consumer Behaviour: Investigating the discrepancy between Searchers and Purchasers with a mixed methods Approach, Anglia Ruskin University, UK
- 2012, Anastasia Mariussen, PhD, A Grounded Theory of Affiliate Marketing Performance Measurement in Tourism and Hospitality Oxford Brookes University, UK
- 2012 Jillian Ney, PhD, The use and influence of social media on a trip purchasing decision, University of Strathclyde Business School, UK
- 2010, Vizaad Ali, PhD, The role of information and communication technology in the "Sunny side of life": e-commerce in the tourism sector of the Maldives, Victoria University of Wellington, New Zealand.
- 2010, Zelia Breda, PhD, Network relationships and the Internationalisation of the tourism economy, Aveiro University, Portugal.
- 2009, Rania Hussein, Internet Adoption in the Travel and Tourism Industry in Egypt: An Empirical Investigation, University of Nottingham, 19 March, Nottingham
- 2008, Ms. Norzalita Abdul Aziz, PhD, Predicting the Antecedents of Travel Websites Adoption Among Malaysian Travellers, Faculty of Business and Accountancy, University of Malaya, Malaysia
- 2008, Sushma Bhat, PhD, The Role and Impact of Cooperation on Destination Marketing: the development of www.purenz.com.', Auckland University of Technology (AUT University), New Zealand.
- 2008, Sean Duffy, PhD, Information and Communication Technology Adoption amongst Micro, Small and Medium-sized tourism enterprises in Ireland, College of Business, University of Limerick, Ireland
- 2007, Barbara Valentine, MPhil, Information, Websites And Conservation Lands In The Southern South Island Of New Zealand, University of Otago, New Zealand
- 2006, Meng-Mei (Maggie) Chen, Upgrade from MPhil to PhD, Hotel Selection: Understanding online Behaviour, University of Surrey
- 2006, Mohamed Essawy, PhD, Assessing the Internet relationship marketing practices of UK based Multi-unit hotel brands, Leeds Metropolitan University, UK.
- 2006, Antje Zopf, MPhil, Investigating the potential of the internet as Tourism Distribution Channel, University of Otago, New Zealand

- 2005, Shalini Sharda, MSc by research, the structure and behaviour of distribution channels linking destination New Zealand to an emerging markets: A case of the Indian Outbound travel Industry, Victoria University of Wellington, New Zealand.
- 2004, Jonna Järveläinen, PhD, Online of offline: motivations behind the purchasing channel choice of online information seekers, Turku School of Economics and Business Administration, Finland.
- 2004, Gianna Faskari, Upgrade from MPhil to PhD, Sustainable Tourism Policies and GIS, University of Surrey
- 2004, Phillip Stuart, MSc by research, Tourism distribution channels for peripheral areas, Victoria University of Wellington, New Zealand.
- 2001, Abdul Twigeri, Upgrade from MPhil to PhD, Tour Operators Networks, University of Surrey
- 2000, Gretel Qumsieh, PhD, Conferences as a proxy for Tourism Destination Marketing and the impact of Information Technology, University of Strathclyde 1998, Tania Lang, MPhil, An Investigation into the Utilisation of the Internet and World Wide Web by the Tourism Industry, Southern Cross University, Australia

Reviewer of Book proposals for the following publishers

- Routledge
- Pearson/Longman
- Butterworth Heinemann
- CAB
- Prentice Hall
- Continuum
- Channel View Publications
- Thomson

Academic Referee for Academic Journals

- Annals of Tourism Research
- Tourism Management
- International Journal of Tourism Research
- International Journal of Tourism and Hospitality Research
- Current Issues in Tourism Research
- Information Technology and Tourism Journal
- Tourism Economics
- European Journal of Information Systems
- Journal of Electronic Markets
- Journal of Vacation Marketing
- Journal of International Hospitality, Leisure & Tourism Administration
- Journal of Tourism Research
- International Journal Of Public Sector Management
- Tourism Economics
- Tourism Review
- Tourism Analysis
- Chinese Travel Review
- International Journal Of Intelligent Systems In Accounting, Finance And Management
- Journal of Quality Assurance In Hospitality And Tourism
- Anatolia

Languages

Fluent: Greek and English, Basic: French, Italian, Spanish

Training Sessions

Sept 2013 -	Senior Leadership Programme	Bournemouth University
March 2012	Senior Strategic Leadership Programme	Leadership Foundation for Higher Education
March 2008	Diversity in the Workplace	Bournemouth University
October 2007	Safety and Security in the Workplace	Bournemouth University
September 2004	Mentoring Skills for Senior Colleagues	University of Surrey
December 2003	Advanced Outlook	University of Surrey
December 2003	Doing Staff Development Reviews	University of Surrey
October 2003	Interviewing Staff	University of Surrey

Information Technology Skills

Proficient computer user in IBM and Macintosh -compatible environments.
 Literate in word processing, spreadsheet, databases, SPSS, Programming in PASCAL language.
 Knowledgeable Internet user: electronic mail, telnet, World Wide Web, bulletin boards.

ACADEMIC AND RESEARCH INTERESTS

Tourism and Hospitality Industries, and particularly:

- eTourism: Applications and impacts of information technologies telecommunications
- Strategic marketing and management for tourism and hospitality industries
- Small and medium-sized tourism and hospitality enterprises
- Destination management: Planning, management, marketing and sustainability
- Consumer behaviour, in relation with facilitated technology in the tourism industry
- Distribution channels of tourism: conflicts and dynamics
- Operational management and Strategic Information Systems
- Island economics and sustainable development
- European Tourism: industry, development & policies
- Tourism in Greece and Mediterranean Destinations
- Education and training for the tourism industry

PROFESSIONAL BODIES

- Board Member (1996-2005) and Vice President (2000-2005) President (2010-2014), International Federation for Information Technology and Tourism
- Fellow, Council Member (1997-2005), Executive Committee member (2001-2004) and Chair Meetings & Events (January 2001-June 2004), of the Tourism Society UK.
 - Institutional Member (2001-) Travel Tourism Initiative
- Fellow, Association of Tourism Teachers and Trainers (ATTT), UK (Chairman 1997-1999).
- Corporate Member, Chartered Institute of Marketing Tourism Industry Group (1997-2000), UK
- Member of Tourism & Leisure Research Network (TOLERN) (1997-), UK
- Member of the Hotel, Catering, International Management Association (MHCIMA), UK. (1992-1997)
- Member of the Hospitality Information Technology Association, International. (1991-)
- Member of Tourism Research Information Network (TRINET), International. (1991-)

RESEARCH GRANTS AND FUNDING

Successful Research Grants

- 2015 IDEAL-TOUR Project: Accessibility Tourism BU € 40,000, with 30,000 €. The total grant for the 18 months project is €180,000 and the budget € 240,000 ENT 127-G-ENT-PPA-14-7722 ENT-EIP-GENSEP-210222726 IDEAL-TOUR Awarded
- 2014 **SMART TOURISM** – Co-funding of PhD by Bournemouth Tourism and National Coastal Tourism Academy, £20k
- 2014 EU GRAIL Holy Grail: mystic Routes and Activities to Improve Local tourism plan, promote and spread Holy Grail's spiritual Route, Supporting the enhancement and promotion of sustainable transnational thematic tourism products Identifier: 70-G-ENT-CIP-13-B-N03S04,
- 2013 ESRC Festival of Social Science Festival of Social Science 2013 – Digital Destinations & Social Media: 'Make or Break' Amount awarded: £1850
- 2012 Australian Tourism Data Warehouse (ATDW) www.atdw.com.au owned and funded by Tourism Australia and all the State/territory tourism organisations in Australia, and the Innovation Program: developing eTourist strategy for Australia, organising workshops on "Australian Tourism Digital Workshop" Melbourne Thursday 12th July, 2012. Towards National Online Strategy for Tourism
- ESRC Digital Destinations: Exchanging Digital Technology Knowledge in Local Tourism Economies, ESRC Knowledge Exchange Alan Fyall, Philip Alford and Dimitrios Buhalis and the Dorset New Forest Tourism Partnership - aim/objectives below. Total value will be about £55k. Principle Investigator Philip Alford
- European Commission FP7 Digital Graffiti DIG, 2011, Research for the Benefit of SMEs" : Identifier: FP7-SME-2011-BSG. Research for the Benefit of SME Associations" http://cordis.europa.eu/fp7/dc/index.cfm?fuseaction=UserSite.CapacitiesDetailsCallPage&call_id=321 €255k for BU
- PESTANA Hotels 2011, Advanced Training for Hotel Group Management Training program, €20000, 19-20 February 2011
- John Kent Institute in Tourism, 2009, Funded by John Kent, October 2009, £300 000
- eAccess+the eAccessibility Network of Excellence, 2009, FP7, PSP-ICT – Associate Partner Status
- Hong Kong Polytechnic University 2009: Determinants for Complaints on e-Channels by Hotel Customers, School of Hospitality Tourism Management, Amount: HK\$204,550 Project Commencement Date: 1 September 2009 Project Completion Date: 31 August 2011 Principle Investigator: Dr Norman Au, Co-Investigator: Professor LAW Chun Hung Roberts and Professor Dimitrios Buhalis
- Hong Kong Polytechnic University 2007: A Retrospective Analysis of eTourism Research, School of Hospitality Tourism Management, Amount: \$50000.00 Approval Date: 07-November-2007, Principle Investigator: DR LAW Chun Hung Roberts Co-Investigator: Professor Dimitrios Buhalis
- Hong Kong Polytechnic University 2006: Usability of DMO Websites in Mainland China, School of Hospitality Tourism Management, Amount: \$50000.00 Approval Date: 07-APR-2006, Principle Investigator: DR LAW Chun Hung Roberts Co-Investigator: Dr Dimitrios Buhalis
- iSeT: integrated Suite for e-Tourism, 2007 European Commission eTEN Main Theme addressed: Services supporting SMEs, Proposal €150K Approval Date: 01-Oct-2007, Principle Investigator: Dimitrios Buhalis
The proposed service is an intelligent internet based suite that targets the integration of the value chain of tourism SMEs by supporting their management activities and providing specific services for specific actors, namely: customers, employers, other small and medium-sized hospitality organizations (SMHOs), hoteliers, public authorities and the wider public.

- WTO: Establishing an Information Communication Technologies Tourism Curriculum with Learning Resources and Tools, World Tourism Organization Education Council. €3000 Starts 1st May 2005 for 6 months (Co-investigators Prof Peter Burns [Univ Brighton] Prof Tribe, Prof Airey)
Project will create an eTourism Modules that will be distributed through the WTO Educational council
- eContent: One-Stop-Shop for Accessible Tourism in Europe (OSSATE), eContent, FP6 European Commission in Negotiations, Total Budget €2m, UniS Budget €522,700. (Started 1st January 2005) for 2 years (Co-investigators Dr Graham Miller, Prof Hans van der Heijden)
Project will investigate the needs of all stakeholders in disability tourism and develop a European portal that will integrate content from various sources and distribute through a multi-channel strategy.
- KTP eLearning and eTraining in Hospitality and Tourism, Knowledge Transfer Partnership, with Hospitality Catering International Management Association (HCIMA), 30 months £107K (Started 1 October 2004) (Co-investigators Prof Andrew Lockwood)
Project will investigate the needs of eLearning in Tourism and Hospitality as well as critical success factors and formulate the eLearning and Qualifications HCIMA strategy.
- FP6 NoE: EPOCH: ICTs for Cultural Heritage, FP6 European Commission-Financed €150K. (Started March 2004) March 2004-January 2009 (Co-investigators Dr Tina Lekakou School of Engineering)
Project will investigate the ICT needs of Cultural Heritage and in particular the needs of visitors/tourism and develop a "pipeline" of technology from the discovery to the dissemination phases.
- EU DG Enterprise Sector Expert for Tourism, Subcontracted by Empirica for the eBusiness W@tch-European Commission Programme- Awarded €8K (June 2002- June 2004, Concluded July 2004)
Project looked at the ICT adoption in European Business and we were particularly involved in the part of the research that addressed the Tourism/Travel/Hospitality Industries.
- FP5 IST Harmonise Project, FP5 European Commission-Financed €27K, project completed successfully December 2002-July 2003.
Project looked at the Interoperability in European Tourism and developed a tool to facilitate data transfers and transactions between proprietary systems.
- FP5 IST SMART-UP, Proposal Submitted to the European Commission, consortium led by Siemens, Austria, Financed, €39K, project completed successfully March 2002-Dec 2003 (with Prof A Lockwood).
Project looked at the ICT adoption in European SMEs and developed an eLearning solution for Tourism/Travel/Hospitality Industries SMEs.
- WTTC eTourism Stakeholders Analysis, Awarded and project completed, £2k Nov 2001- May 2002.
Project looked at the key stakeholders in eTourism and identified key players that influence the ICT adoption in the Tourism and Hospitality.

EVENTS ORGANISER, CHAIRMAN OR CO-CHAIRMAN OF CONFERENCES

Academic year 2015-2016

- SMART TOURISM ##### July 2016 BU Festival of Learning event, eTourismLab, Bournemouth University
- Kos Tourism Conference and Spring School, Kos Island, Caravia Hotel, 1-8 May 2014 Kos Tourism Conference 6-8 May 2016 Spring School 3-8 May 2016 Caravia Beach Hotel Kos Island Greece <http://www.kostourismconferences.com/>
- World Travel Market WTM 2015 London Monday 2 November 2015 SMART TOURISM 12:00-13:30 WTM Global Stage <https://www.eventbrite.co.uk/e/etourism-dynamics-smart-tourism-tickets-17416762004>
- Tuesday 3 November BU Futures Forum 15.00 – 17:00 & Routes and the Holy Grail 17:00-18.00 South Gallery 13&14 <http://www.eventbrite.co.uk/e/bu-tourism-futures-forum-wtm2015-tickets-17416203333>
- EIASM 5rd International Conference on Tourism Management and Tourism Related Issues September, Kos Island, Caravia Hotel 8-9 October 2015 2015

Academic year 2014-2015

- SMART TOURISM 14 July 2015 IFITTtalk-Bournemouth Tourism-BU Festival of Learning event, eTourismLab, Bournemouth University <https://www.ticketsource.co.uk/date/168112>
- Kos Tourism Conference and Spring School, Kos Island, Caravia Hotel, 1-8 May 2014 <http://www.kostourismconferences.com/>
- World Travel Market London November 2014 Monday 3rd November 12:00–14:00 WTM Global Stage <http://buwtmfitt.eventbrite.co.uk> eTourism Dynamics: Technology and hotel distribution online: outstanding competitive practices and exciting trends for the future
- Wednesday 5th November - 14:00-17:00 Room: South Gallery 20 <http://buwtm14.eventbrite.co.uk> BU Tourism Futures Forum @ WTM2014 and launch of the European Tourism Planning books
- 18-19 Sept 2014 - EIASM 4rd 4th International Conference on Tourism Management Rome, Italy, http://www.eiasm.org/frontoffice/event_announcement.asp?event_id=1052#3764
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Academic year 2013-2014

- 5-6 September 2013 UNWTO.TedQual Team Employment in Tourism UNWTO.TedQual Decalogue of future professionals for the tourism sector UNWTO.TedQual Students Advisory Board @ Bournemouth University
- EIASM 3rd International Conference on Tourism Management and Tourism Related Issues October 3-4, 2013 in Barcelona. The conference will be hosted by the Open University of Catalonia Barcelona http://www.eiasm.org/frontoffice/event_announcement.asp?event_id=960
- Monday 4th November 2013 from 11.00 to 14.00 at the BTM Theatre, ExCel London WTM Technology enabling Travel organised by IFITT @ <http://ifitt.eventbrite.co.uk> Gaming and Gamification in Tourism: opening a new Tourism Experience and IFITT e-Tourism Curriculum Launch-Free learning material for the developing world
- Wednesday 6th November 2013 - BU Tourism Futures Forum @ WTM2013 World Travel Market, ExCel, London, 13.00 to 15.00 Room: South Galley 25 + 26 <http://BUfutureforum13.eventbrite.co.uk/>
- Friday 8th November 2013 - ESRC Festival of Social Science 2013 : Social Media: 'make or break your reputation' eTourism Lab School of Tourism Bournemouth University <http://esrc-tourism-socialmedia.eventbrite.co.uk/>
- ENTER2014: eTourism Present and Future Services and Applications, Dublin 21st to 24th of January 2014. <http://www.enter2014.org/>
- INVTUR2014 Dynamics of Tourism University of Aveiro Portugal - Wednesday 7- Friday 9 May 2014 - <http://www.ua.pt/event/invtur2014/>
- eTourism innovations in the digital era, Festival of Learning proposal Wednesday 11 June 2014.

Academic year 2012-2013

- EIASM Int'l Conference on Tourism Management and Tourism Related Issues Nice (France) on the 20-21 September 2012.
- IFITT workshop at the World Travel Market 2011 to discuss Technology and Social Media enabled Real-time Service Management in Hospitality and Tourism. 5 November 2012
- Tourism Frontiers Forum @World Travel Market-Thursdays 8 November 2012
- ENTER2013: eTourism Present and Future Services and Applications, Innsbruck 24th to 27th of January 2013.
- UWNTO Tunisia, April 24-26, 2013 WTO A.M. Meeting on the occasion of the Regional Commission for Africa – Tunisia, April 24-26, 2013 Tourism and Technology
- UWNTO Costa Rica Commission for the Americas Tourism and New Technologies San Jose 11 May - 17 Costa Rica WTO <http://americas.unwto.org/en/event/technical-seminar-tourism-and-new-technologies>
- 10 June 2013 Kimmeridge 13:30 until 20:30 FESTIVAL OF LEARNING eTourism innovations in the Digital era – eTourismLab Bournemouth University <http://etourisminnovations.eventbrite.co.uk/>
- 8th-9th July 2013, IFITT Doctoral Summer School: Vision of eTourism, BU http://www.ifitt.org/home/view/summer_school
-

Academic year 2011-2012

- EIASM Int'l 1ST International Conference on Tourism Management and Tourism Related Issues, Rimini, Italy, September 15-16, 2011
- IFITT at World Travel Market IFITT workshop at the World Travel Market 2011 to discuss Technology and Social Media enabled Real-time Service Management in Hospitality and Tourism. 7 November 2011
- Tourism Frontiers Forum @World Travel Market-Thursdays 10 November 2011
- ENTER2012: eTourism Present and Future Services and Applications, Helsingborg Sweden 24th to 27th of January 2012.
- IFITT @ EyeForTravel Technology Enabled Tourism Experience Economy, Wednesday, 18th April 2012
- INVTUR 2012 Tourism in times of change: Knowledge and practices in the construction of a new direction for the sector, University of Aveiro, Portugal, 16-19 May 2012 <http://www.ua.pt/event/invtur2012/>

Academic year 2010-2011

- Technology and Social Media enabled Real-time Service Management in Hospitality and Tourism, IFITT@ EyeForTravel London Travel Distribution Summit Europe 2011 Business Design Centre London 10 May 2011
- CONTEXT BASED SERVICES IN TOURISM WORKSHOP@ Bournemouth University Thursday 7th July and Friday 8th July -Saturday 9th 2011 Social Programme
- 18th ENTER2011 - 26th-28th January 2011 Innsbruck, Austria <http://www.enter2011.org/>
- Tourism Frontiers Forum @World Travel Market-Thursdays 11 November 2010

Academic year 2009-2010

- INVTUR 2010 | Tourism Research: The State of the Art and Future Perspectives University of Aveiro, Portugal 10-12th March 2010 <http://www.ua.pt/event/invtur2010/>
- Dimitrios Buhalis Inaugural Lecture Wednesday 17th February 2010 Bournemouth University
- Progressing Excellence in Management Research & Journal Rankings for the Services Industries Wednesday 17th February 2010 Bournemouth University
- 17th ENTER2010 - 10th-12th February 2010 @ University of Lugano Switzerland <http://www.enter2010.org/>
- Tourism Frontiers 3030@World Travel Market-Thursdays 12 November 2009
- Tourism and New Media Tourism Society, 24th September 2009, Bournemouth University
- Advances in Tourism Marketing Conference 6th-9th Sept 2009, Bournemouth University

Academic year 2008-2009

- RHODES 24th and 25th October 2008, 3rd International Rhodes Tourism Forum
- TALLIN October 29th Reval Hotel Olümpia Hotel and Travel Online Sales and Marketing Seminar Conference website:
- Tourism Futures: discussion forum, World Travel Market, Thursday 13th November 2008
- ENTER2009, ICT and Tourism, January 2009 Amsterdam

Academic year 2007-2008

- EyeforTravel, Travel Distribution Summit Europe 2008:CRM &Loyalty Strategies Track, London,20-21st May
- 7th eTourism Futures Forum, Bournemouth University,10th-11st April 2008
- Tourism Marketing Dynamics, Bournemouth University, 7th May 2008

Academic year 2006-2007

- EyeforTravel, Travel Distribution Summit Europe 2007:Online Marketing Track, London,23-24th May 2007.
- 6th eTourism Futures Forum, School of Management, University of Surrey 26-27th March 2007
- eTourism Trends: discussion forum, Filoxenia, Friday 19th November 2006
- Tourism Business Dynamics: discussion forum, World Travel Market, Wed 8th November 2006

Academic year 2005-2006

- Cutting Edge Research in Tourism, University of Surrey 6-9th June 2006
- 5th eTourism Futures Forum, School of Management, University of Surrey 27-28th March 2006
- Tourism Business Dynamics,: discussion forum, World Travel Market, Wed 16 November 2005

Academic year 2004-2005

- Achieving and Sustaining Competitive Advantage in the era of eTourism and eTravel maturity, Travel Distribution Summit Europe, EyeforTravel, 8th June 2005
- 4th eTourism Futures Forum, School of Management, University of Surrey 21-22 March 2005
- eMarketing for Tourist Destinations University of Surrey, 23rd February 2005
- The future of tourism: developments and challenges: discussion forum, World Travel Market, Wed 10 November 2004
- Distribution and Pricing Strategies in Passenger Transportation, EyeforTravel, 6-7 October 2004, Amsterdam

Academic year 2003-2004

- 3nd eTourism Futures Forum, University of Surrey, 29-30th March 2004.
- ENTER'04, International Federation of Information Technology in Tourism, Cairo, January 2004.

Academic year 2002-2003

- mTourism, Tourism Society, University of Surrey, 7th May 2003
- 2nd eTourism Futures Forum, University of Surrey, 31st March-1st April 2003.
- ENTER'03: ENTER Overall Chair, International Federation of Information Technology in Tourism, Helsinki, January 2003.
- IST2002- Tourism Information Systems Session, European Commission, November 2003, Copenhagen
- EyeforTravel, eTourism, Amsterdam, 7th-8th October 2002.

Academic year 2001-2002

- Tourism Distribution Channels, Tourism Society, University of Surrey, 12 June 2002
- 2nd Tourism Industry and Education Symposium, Jyväskylä Polytechnic, Finland 16-18 May 2002
- eTourism Destinations, Tourism Society, University of Surrey, 24th April 2002
- 1st eTourism Futures Forum, University of Surrey, 25-26 March 2002
- ENTER'02: Destinations, International Federation of Information Technology in Tourism, Innsbruck, 23-26 January 2002.

Academic year 2000-2001

- European Tourism Education, Tourism Society-University of Surrey, July 2001,
- 2nd Pan European Distribution Strategies for the Travel Industry, Access Conferences, Nice, June 2001
- Entrepreneurship in Tourism, University of Lapland, April 2001.
- eTourism: Challenges-Trends, University of Surrey, Tourism Society, February, 2001.
- 3rd Changing Distribution Channels in travel Industry, Access Conferences, London, December 2000.

Academic year 1999-2000

- ENTER'2000: IT in tourism, International Federation of Information Technology in Tourism, Barcelona, April 2000.
- Information technology and Tourism Management, University of Westminster, London, March 2000.
- Optimising Tourism Impacts, 3rd Tourism Forum, University of Westminster, London, December 1999.

Academic year 1998-1999

- Marketing tourism destinations for the future, Tourism Society, London, May 1999.
- Information technology and Tourism Management, University of Westminster, London, March 1999.
- Tourism Education in the new Millennium, Association of Tourism Teachers & Trainers, London, Feb 1999.
- Urban Tourism: Issues and challenges, Madeira, Portugal, February 1999.
- ENTER'99: IT in tourism, International Federation of Information Technology in Tourism, Innsbruck, Jan.
- Sustainable Tourism: Eco-loving or Marketing Plot, 2nd Tourism Forum, Univ. of Westminster, Dec 1998.
- Information Technology for Tourism, OECD-Korean National Tourism Organisation, Seoul, November 1998.

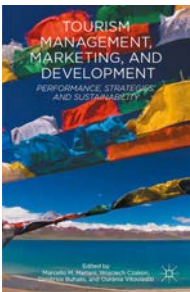
Academic year 1997-1998

- Planning the management of tourism for the future, Tourism Society, London, March 1998.
- Tourism Education: International Perspective, Association of Tourism Teachers & Trainers, London, February 1998.
- ENTER'98: IT in tourism, International Federation of Information Technology in Tourism, Istanbul, January.
- Tourism in the Mediterranean, 1st Tourism Forum, University of Westminster, London, December 1997.

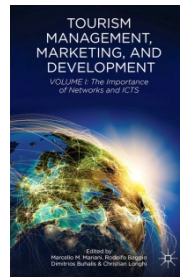
PUBLICATIONS

Books: authored, co-authored, edited or coedited

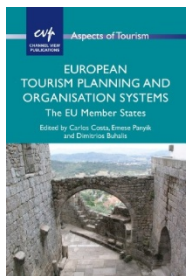
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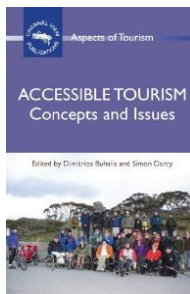
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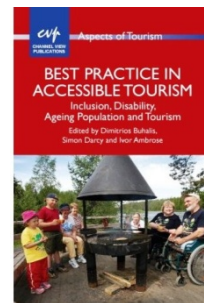
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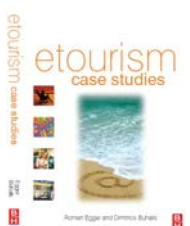
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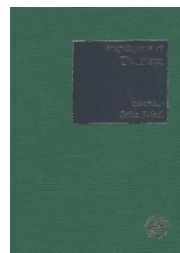
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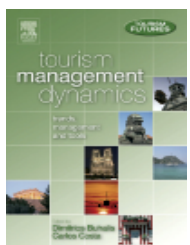
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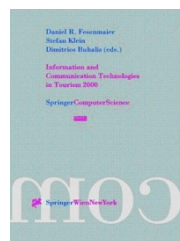
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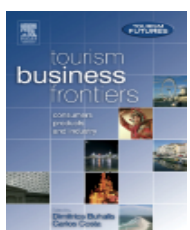
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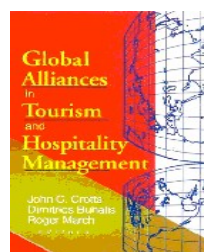
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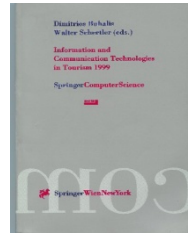
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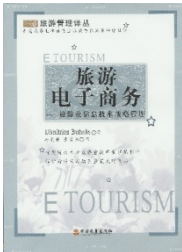
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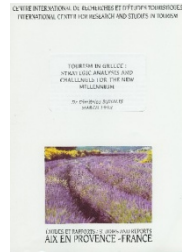
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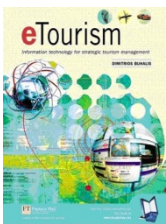
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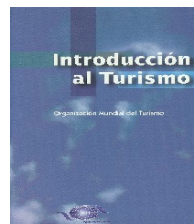
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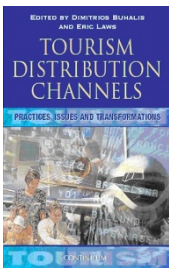
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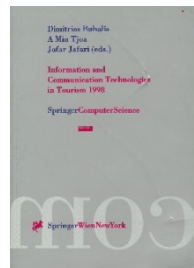
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- * Buhalis, D., 1997, Tourism in the Greek Islands: The issues of peripherality, competitiveness and development, International Tourism Research Conference: Peripheral area tourism, Bornholms Forsningscenter, Denmark, 8-12 September.

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- Buhalis, D., 1996, Tourism demand trends : from sea-sun-sand-sex to sophistication-specialisation-segmentation-satisfaction: Implications for tourism enterprises, Environments for tourism II, University of Nevada, Las Vegas, June 3-5.
- Buhalis, D., Main, H., 1996, Technology in small/independent Greek and Welsh hotel, Third Annual Conference, Hospitality Information Technology Association Management, University of Napier, Edinburgh, 17-20 May.
- Buhalis, D., 1996, Information and Telecommunication Technologies as a strategic tool for tourism enhancement at destination regions, in Schertler, W., Schmid, B., Tjoa, A.M., Werthner, H., (Eds), Information and Communication Technology in Tourism: Re-engineering in Tourism, ENTER'96, Springer-Verlag, Wien-New York, ISBN 3211827986, pp.131-142.
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- * Buhalis, D., 1995, Information and Telecommunication Technology as a strategic tool for economic, social and environmental benefits enhancement of destinations tourism, Indonesian-Swiss Forum on Culture and International Tourism- "Towards the Millennium: Global Civilisation in Change?", Yogyakarta, Indonesia, 23-27 August, pp.336-359, (invited).
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- * Buhalis, D., and Litinas, N., 1993, Teleworking and Tourism Product, Paper presented at the International Conference: Overcoming Isolation: Telematics and Regional Development, University of the Aegean, Chios, 30 April-2 May, (invited).
- Buhalis, D., 1992, SWOT analysis for the small and medium tourism enterprises: The case study of the Aegean Islands, Greece, Presented at the First Conference of Hospitality Management Education, Birmingham Polytechnic, 14-15 April.
- Buhalis, D., and Litinas, N., 1992, Strategic tools for regional tourism development: The case of new information and telecommunications technologies for the small and medium tourism enterprises of the Aegean Archipelagos, Paper presented at the IV World Congress of the Regional Science Association International, Palma de Mallorca, University of the Balearic Islands, May 26-29.
- Cooper, C., and Buhalis, D., 1991, Strategic planning issues in the tourism industry: An Aegean case study, Proceedings of Third International Journal of Contemporary Hospitality Management Conference: Planning for Uncertainty in Hospitality Markets, 17-18 October, Bournemouth Polytechnic, pp.163-170.

Invited keynote conference presentations and papers

- * Buhalis, D., 2016, Innovation policies for connecting the digital tourist, Exceltur 8th Forum, Madrid, Fitur.
- * Buhalis, D., 2015, Short Course on eMarketing, UNWTO Themis foundation, 13-15 December Doha Qatar.
- * Buhalis, D., 2015, Accessible Tourism and eMarketing, 4 December Perugia Italy
- * Buhalis, D., 2015, SMART tourism: Combining Ambient Intelligence, Semantic Web, Big Data, Internet of Everything and knowledge based economy Third International Conference on Emerging Research Paradigms in Business and Social Sciences (ERPSS-2015) 24-26 Nov Middlesex University Dubai, United Arab Emirates
- * Buhalis, D., 2015, SMART tourism and hospitality, Digi.travel EMEA Conference & Expo Athens, Greece 17-18 November 2015 <http://www.digi.travel/digi-travel-emea-conference-expo/>
- * Buhalis, D., 2015, SMART tourism 2^o Seminário Internacional de Tecnologia & Turismo - TecTur, uma realização da Faculdade de Turismo e Hotelaria (FTH) da Universidade Federal Fluminense (UFF) 12-13 November Rio Brazil <http://www.tectur.uff.br/>
- * Buhalis, D., 2015, Tourism, careers, trends and challenges, 3rd Kalamata Tourism School -30 November - 1 December Elite City Resort Kalamata Greece <https://www.facebook.com/events/1692864380928851/>
- * Buhalis, D., 2015, Using smart tourism for tourism routes, INTERNATIONAL CONGRESS ICCTOUR 2015- GRAIL PROJECT Jaca (Huesca), Spain 26-29 November, 2015 <http://www.holygrailcongress.com/>
- * Buhalis, D., 2015, Smart tourism and interconnectivity the research agenda, Third International Conference on Emerging Research Paradigms in Business and Social Sciences Tuesday 24th – Thursday 26th November 2015 Venue: Park Hyatt Dubai, Dubai Creek www.mdx.ac/conference
- * Buhalis, D., 2015, Smart tourism and hospitality, Digi.travel EMEA Conference & Expo Athens, Greece 17-18 November 2015 <http://www.digi.travel/digi-travel-emea-conference-expo/>
- * Buhalis, D., 2015, 2^o Seminário Internacional de Tecnologia & Turismo - TecTur, uma realização da Faculdade de Turismo e Hotelaria (FTH) da Universidade Federal Fluminense (UFF) 12-13 November Brazil <http://www.tectur.uff.br/>
- * Buhalis, D., 2015, World Travel Market WTM 2015 SMART TOURISM WTM Global Stage London Monday 2 November 2015
- * Buhalis, D., 2015, BU Futures Forum 15.00 – 17:00 & Routes and the Holy Grail 17:00-18.00 South Gallery 13&14 World Travel Market WTM 2015 London Tuesday 3 November
- * Buhalis, D., 2015, Smart Tourism and destination competitiveness, PATA Tourism and the Experience Economy 19-21 October, 2015 Shangri-La Hotel Guilin, China <https://www.pata.org/portfolio/9th-unwtopata-forum/>
- * Buhalis, D., 2015, Smart tourism and tourism competitiveness, International Smart tourism conference in Hangzhou China 16-18 October <http://www.ismarttourism.org/en/index.html>
- * Buhalis, D., 2015, Medical and Accessible tourism, International Health & Wealth Conference (IHW) Herdade dos Salgados Grande Hotel October 15-17 Algarve Portugal www.ihw-conference.com
- * Buhalis, D., 2015, strategic tourism marketing EIASM 5th International Conference on Tourism Management and Related Issues, Kos October 8-9, http://www.eiasm.org/frontoffice/event_announcement.asp?event_id=1128
- * Buhalis, D., 2015, Smartness and strategic tourism marketing, 4th International Conference on Strategic Innovative Marketing, September 24-27, 2015, Mykonos, Greece
- * Buhalis, D., 2015, Smartness and Tourism Marketing 2nd International Symposium on Tourism Marketing <http://imat-symposium.com/> 2-3 July 2015 Valencia Spain
- * Buhalis, D., 2015, eTourism and destination competitiveness, See Portugal - 2nd Internal Tourism Forum Turismo do Centro Portugal, Aveiro, Portugal, June 25-26th, 2015
- * Buhalis, D., 2015, Smart Tourism Destinations TMI Digital Destinations Masterclass 18th June, Birmingham, UK
- * Buhalis, D., 2015, Technology eTourism and destination competitiveness, 5th International Conference on Tourism and Hospitality Management June 5th – 7th 2015 <http://dratte.gr/DRATTE/1-CALL.html> Athens, Greece
- * Buhalis, D., 2015, Technology eTourism and destination competitiveness, International Academy for the Study of Tourism, Conference 20-28 May 2015, Rhodes Greece
- * Buhalis, D., 2015, "Tourism as a Tool for Development and Growth" 1 – 8 May 2015, Conference and Summer School Kos Greece
- * Buhalis, D., 2015, eTourism and Sustainability, Sustainable Tourism for the development of Europe, Jean Monnet Institute University of Athens, 26 March, Greece
- * Buhalis, D., 2015, eTourism and Social Media strategy for hospitality, Loutraki Tourism Organisation, 27-28 March, Greece
- * Buhalis, D., 2015, eTourism and Sustainable Tourism, Sustainable Tourism and Development in the European Union - Athens 26th March 2015 University of Athens Greece
- * Buhalis, D., 2015, eTourism and Social Media strategy for hospitality, Hotel & Catering Show, 18 February, Bournemouth

- * Buhalis, D., 2015, eTourism and the future of Mobile, TTI's Spring conference, 17 February, London
- * Buhalis, D., 2015, eTourism and hospitality agility in the era of smartness, Macau Institute for Tourism Studies, 13 February, China
- * Buhalis, D., 2015, eTourism and Hospitality Marketing, Hong Kong Polytechnic University, 12 February, China
- * Buhalis, D., 2015, eTourism and Smart Tourism, University of Lisbon, 23 January, 2015, Lisbon, Portugal
- * Buhalis, D., 2014, Technologies for tourism Destinations, 3rd Global Summit on City Tourism: "New Paradigms in City Tourism Development" in Barcelona, of Barcelona Turisme, the Barcelona City Council and the Catalan Tourism Board, World Tourism Organization (UNWTO) on 9-10 December, 2014
- * Buhalis, D., 2014, Entrepreneurship and Tourism, CONGRESSO AECIT, Benidorm, 26-28 November 2014, Spain <http://www.congressoaecit.org/>
- * Buhalis, D., 2014, Tourism and Technology innovations, 3rd International Tourism Conference; Tourism and Innovation The University of the West Indies, Mona, Montego Bay, 9-11 November, Jamaica
- * Buhalis, D., 2014, Technology innovations "Innovation and Competitiveness in Tourist Areas" ICAT2014 5-7 November, University of Alicante, Spain,
- * Buhalis, D., 2014, Strategies for Smart Destinations, Forum Benidorm, 30-31 October, Spain,
- * Buhalis, D., 2014, Future Tourism Trends – Online tools SETE Tourism and Development 21-22 October Athens, Greece
- * Buhalis, D., 2014, Technology for Brand, ETOA, Showcase.travel/Digital, 30 September, London
- * Buhalis, D., 2014, Tourism Marketing and technology developments, 4th International Conference on Tourism Management and Related Issues, September 18-19, Rome, Italy, http://www.eiasm.org/frontoffice/event_announcement.asp?event_id=1052
- * Buhalis, D., 2014, Tourism technology and social media Tourism Research and Management in a Rapidly Changing World" 15th and the 16th of September 2014., Leuven Belgium
- * Buhalis, D., 2014, 3-5 September, Tourism Security and Marketing, Tourism Congress, Zamora Michoacán Mexico <http://www.congresoturismo.mx/>
- * Buhalis, D., 2014, Tourism and Social Media, International Academic Conference on Social Sciences (IACSS 2015) Istanbul, Turkey on 25-26 July 2015.
- * Buhalis, D., 2014, June 19, Technology for Tourism Destinations, Corfu Conference: Tourism Promotion to New Markets <http://ow.lyzdFJR> 18 July "PROSKOPEIO" Hall, Pyli Agiou Nikolaou, Faliraki, Corfu Greece
- * Buhalis, D., 2014, June 5, Technology for hospitality trends British Hospitality Association 2014, The Hospitality & Tourism Summit 2014, London
- * Buhalis, D., 2014, 6-8 June, Research in Tourism and technology, IFITT Summer School, Helsinki Finland
- * Buhalis, D., 2014, AGILE HOSPITALITY : eTourism future developments and revolutions, Council for Hospitality Management Education - 2014 Annual Research Conference, University of Derby, Buxton
- * Buhalis, D., 2014, 19th -21st May, eTourism Futures, The International Conference of Tourism, Hospitality and Recreation 2014 (EJTHR 2014) that will take place in Poznan (Poland), is co-organized by the GITUR – Tourism Research Unit of the Polytechnic Institute of Leiria (Portugal) and two Polish universities: the University School of Physical Education in Poznan and the University of Economy in Bydgoszcz. <http://www.ictur.byd.pl/index.php?i>
- * Buhalis, D., 7–10th May 2014 International Tourism Conference INVTUR 2014 Tourism: When we travel we fabricate new societies - University of Aveiro, Portugal <http://www.ua.pt/invtur/#>
- * Buhalis, D., 2014, eTourism Challenges, Tourism Challenges Lisbon 12 April. Portugal
- * Buhalis, D., 2014 eTourism Trends, Belgrade International Tourism Conference-BITCO 2014, March 27-29, 2014, Belgrade Serbia.
- * Buhalis, D., 2014, Social Media, Big Data and other Trends, IFITT workshop, ITB Berlin, 6 March, Berlin
- * Buhalis, D., 2014, High Value or High Volume, Small Island Development States and Tourism, United Nations World Tourism Organisation, Bahamas, 19-21 February, Bahamas
- * Buhalis, D., 2014, Using technology for profitability, HORECA, 8th February, Athens, Greece
- * Buhalis, D., 2013, eTourism futures, Beijing Union University, 5 December, Beijing, China
- * Buhalis, D., 2013, 25 years of Turismo, 1988-2013, University of Aveiro, 15 -18 October, Portugal,
- * Buhalis, D., 2013, X Seminário Anual da Associação Nacional de Pesquisa e Pós-Graduação em Turismo 2013, 15 - 18 October, Caxias do Sol, Brazil
- * Buhalis, D., 2013, The "Mediterranean Luxury Travel Summit 2013: Regional Cooperation and Development", 7th and 8th of October at Divani Apollon Palace & Spa.
- * Buhalis, D., 2013, 3rd International Conference on Tourism Management and Tourism Related Issues October 3-4, 2013 in Barcelona
- * Buhalis, D., 2013, 2nd International Conference on Strategic Innovative Marketing September 13-17, 2013 Prague, Czech Republic
- * Buhalis, D., 2013, IV International Congress on Tourism for All, Foundation ONCE, Avila, Spain 26 to 28 June

- * Buhalis, D., 2013, 13th Biennial Conference of the International Academy for the Study of Tourism will be held on 2 - 7 June 2013 REAL Marina hotel in Olhao, Algarve Portugal
- * Buhalis, D., 2013, 5th International Scientific Conference Tourism Planning Management and Policy, University of the Aegean, Department of Business Administration, 29th of May till the 2nd of June 2013, Rhodes Island, Greece
- * Buhalis, D., 2013, Costa Rica WTO <http://americas.unwto.org/en/event/technical-seminar-tourism-and-new-technologies>, Costa Rica
- * Buhalis, D., 2013, eTourism Agenda, Tunisia, April 24-26, 2013 WTO A.M. Meeting on the occasion of the Regional Commission for Africa – Tunisia.
- * Buhalis, D., 2013, Conference on Strategic and Creative Marketing TRAVEL ZOOM, BLED conference 25. – 27. March 2013 in Bled, Slovenia
- * Buhalis, D., 2013, Campus Encounters 13, Research and learning methods in sales and service development, HAAGA-HELIA and Laurea Universities of Applied Sciences at Porvoo Campus in Finland during 21-22 March 2013.
- * Buhalis, D., 2013, New Technologies in Travel and Tourism, HORECA Exhibition, 10 February 2013, Athens Greece
- * Buhalis, D., 2013, Consumer experiences in the new Technologies era, Travel Technology Europe 2013, Earls Court, 6 February 2013, London
- * Buhalis, D., 2013, Tourism opportunities for Lithuania: E-Tourism and EU Presidency: Advices and best-practice cases, 2 February 2013, Enterprise Lithuania, Vilnius, Lithuania.
- * Buhalis, D., 2013, Various presentations ENTER2013 Innsbruck Austria 24-26 January 2013 www.enter-2013.org
- * Buhalis, D., 2012, Technologies for restaurant of the future, Restaurant of the future, International Seminar, 29 November, Lamego, Portugal
- * Buhalis, D., 2012, Global Summit on City Tourism | Destination Management, 14 – 16 November 2012. Haliç Congress Centre, World Tourism Organisation
- * Buhalis, D., 2012, eTourism experiences and augmented reality, “Obiettivo Turismo” 14th November 2012 in the Lugano Convention Centre Switzerland
- * Buhalis, D., 2012, Tourism Futures and Trends, BU@WTM2012 Workshop : The Future of Tourism, Thursday 9 Nov 2012
- * Buhalis, D., 2012, Technology enabled tourism experience, IFITT@ World Travel Market 2012, Monday 5th November 2012
- * Buhalis, D., 2012, eTourism innovations and Web 2.0, Advanced Course, Malta Ministry of Tourism, 15-17 October 2012
- * Buhalis, D., 2012, Technology for Hospitality, 2nd Hoteliers' Meeting of Historic Hotels of Europe from 7th to 9th October 2012 in Ireland
- * Buhalis, D., 2012, Tourism and Technology trends, RDO The Resort Development Organisation (RDO) Conference at the Pestana London <http://www.rdoconference.org/> 24-25 September 2012
- * Buhalis, D., 2012, eTourism developments and challenges, eTourism Summit, 5th Annual E-Tourism Africa Summit 2012 September 15th- 16th 2011, Cape Town South Africa.
- * Buhalis, D., 2012, eTourism Strategies, Como Summer School, 23 July 2012, Como Italy
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- * Buhalis, D., 2012, Technology Tourism and Hospitality Innovations, IFITT Greece, Friday 20th April 2012, Heraklion Crete, Greece
- * Buhalis, D., 2012, Technology Enabled Tourism Experience Economy @ EyeForTravel Travel Distribution Summit Europe in London London, 18th April 2012
- * Buhalis, D., 2012, Technology for the Future of Tourism, Timeshare Association TATOC, Manchester , 9-10 March 2012
- * Buhalis, D., 2012, Technology for restaurants and hospitality, Restaurant of the Future, Porto, Portugal, 17 February 2012
- * Buhalis, D., 2012, eTourism innovations and Web 2.0, Advanced Course, Malta Ministry of Tourism, 8-10 February 2012
- * Buhalis, D., 2012, Various presentations ENTER2012 Helsinborg, Sweden 25-27 January 2012 www.enter2012.org
- * Buhalis, D., 2011, Tourism Futures and Trends, BU@WTM2011 Workshop : The Future of Tourism, Thursday 10 Nov 2011 14:00-16:00 North Gallery Rooms 6 + 7 <http://www.wtmlondon.com/page.cfm/Action=Seminars/SeminarID=56>
- * Buhalis, D., 2011, Technology and Social Media enabled Real-time Service Management in Hospitality and Tourism, IFITT@ World Travel Market 2011, Monday 7th November 2011 Platinum Suite 1 from 10.00 - 12.00 <http://www.wtmlondon.com/page.cfm/action=Seminars/SeminarID=1>

- * Buhalis, D., 2011, eTourism developments, International Conference on Tourism & Management Studies School of Management, Hospitality and Tourism of the University of the Algarve – Algarve 2011, 26-29th October 2011. <http://www.esght.ualg.pt/conferencia/index.php>
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- * Buhalis, D., 2011, Education and Industry Advancing together Belgrade Serbia <http://www.eiat-conference.org/index.html> 23-25 September 2011
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- * Buhalis, D., 2011, Destination Marketing through User Personalised Content (UPC) and Web 2.0 Academy for the Study of Tourism Taiwan June 2011
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- * Buhalis, D., 2011, WTM Vision Conference – Milan 13-14 April 2011
- * Buhalis, D., 2011, eTourism innovations and Web 2.0, Advanced Course, Malta Ministry of Tourism, 4-6 April 2011
- * Buhalis, D., 2011, eTourism, Gastronomy and Food experience, IMIC2011, Valuing the food experience, February 2011
- * Buhalis, D., 2011, Athens Tourism Symposium, PhD Workshop coordinator <http://ats.conferences.gr/> February 2011.
- * Buhalis, D., 2011, EyeForTravel, eTourism & Travel Distribution for Southern Europe & Mediterranean - Conference & Expo
- * Buhalis, D., 2011, eTourism, ENTER 2011 Innsbruck Austria
- * Buhalis, D., 2010, 3rd Arab International eTourism and eMarketing Conference, IOETI conference 2010, 13th-16th Dec 2010 Luxor-Egypt
- * Buhalis, D., 2010, eTourism Futures, BTO Buy Tourism Online 18 and 19 November 2010 Stazione Leopolda, FLORENCE, ITALY
- * Buhalis, D., 2010, BU Tourism Futures Forum, World Travel Market Tourism Futures Forum, World Travel Market, 11 November 2010, London
- * Buhalis, D., 2010, eTourism Futures for Destinations, OpenTravel conference, The Evolution of Destination Distribution, 10 November 2010, London
- * Buhalis, D., 2010, eTourism Challenges, Login International Summit and T20 Tourism Ministers meeting, 11-4 October, Buyeo, South Korea.
- * Buhalis, D., and Fotis, J., 2010, Social Media influence on Consumer Behaviour: Travel Strategies and Online Marketing in Eye for Travel Travel Strategies Summit in Prague, Czech Republic.
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- * Buhalis, D., 2010, eTourism Challenges, I SPEED, European Project INTERREG IV, 21-23 September Heraklion, Crete, Greece
- * Buhalis, D., 2010, eTourism Futures, Chios Sustainable Tourism Summer School CIMA, 13-17 September, Chios, Greece
- * Buhalis, D., 2010, Tourism Megatrends and eTourism, Centro de Investigación y Estudios Turísticos (CIETec) Tecnológico de Monterrey, 6-10 September, Morelia, Michoacan, Mexico
- * Buhalis, D., 2010, Tourism Development and eTourism Seminar, LTU-INSTROCT, organised by Lulea University of Technology Sweden 12-17 July Tehran, Iran
- * Buhalis, D., 2010, eTourism trends, Hong Kong Polytechnic University, 3rd June 2010, Hong Kong China
- * Buhalis, D., 2010, eHospitality and marketing trends, 10-13 May, Limassol, Cyprus
- * Buhalis, D., 2010, eTourism trends, 6th World Congress of Snow and Mountain, World Tourism Organisation, Andorra.
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- * Buhalis, D., 2007, eTourism Challenges and Trends, Patronato de Turismo, May, Gran Canaria
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- * Buhalis, D., 2005, Information Technology tools for Small and Medium Tourism Organisations and Destinations, Tourism4Me Project, Newry Institute, Northern Ireland, October.
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- * Buhalis, D., 2004, eTourism Destinations, networks and clusters, Network University Finland.
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- * Buhalis, D., 2001, Teaching eTourism, ENTER conference, University of Quebec at Montreal, April 25th.
- * Buhalis, D., 2001, Small Tourism Enterprises at Crossroads: The IT challenge and opportunity, Entrepreneurship in the Experience Economy, University of Lapland, Finland, 8 April.
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- * Buhalis, D., 2000, Information technology for developing destinations, United Nations Conference for Trade and Development, 18-20 September, Geneva.
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- * Buhalis, D., 2000, Information technology as a strategic tool for tourism, ITEP, Athens, 24-25 August.
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- * Buhalis, D., 1999, Trends in Technology: Challenges for the tourism and hospitality sector, Tourism Industry and Education Symposiums, Jyväskylä Polytechnic Finland, 23-26 September, pp.18-24.
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ATTACHED PAGES**Teaching and academic experience**Established Chair in Tourism and Deputy Director in the International Centre for Tourism and Hospitality Research., Bournemouth University, UK Sept 2007- Present

In September 2007 I rejoined the School of Services Management at Bournemouth University as Established Chair in Tourism and Deputy Director in the International Centre for Tourism and Hospitality Research. He developed the eTourism Lab to do cutting edge research in Tourism and Tehcnology. I also joined the Senate of Bournemouth University and I have been contributing to the restructuring exercise of the entire University, leading the development of the Cross Theme collaborations for the University.

This job enables me to work in the Number one rated tourism School in the UK and to assist the management and leadership of the well established International Centre for Tourism and Hospitality Research. It also enabled me to be involved in the strategic management of the University and to work with academic leaders across the University for managing resources and addressing the REF challenges better.

Programme Leader MSc in Tourism Marketing, Reader (2006-) Senior Lecturer (2000-2006) in Business Information Management, University of Surrey, September 2000-Sept 2007

In September 2000 I rejoined the School of Management Studies for the Service Sector as Senior Lecturer in Business Information Management. I led the development of the MSc in eTourism and the Centre for eTourism Research (CeTR) and I was responsible for their development. Following the restructuring of the School I was appointed Programme Leader of the MSc in Tourism Marketing. I am also teaching modules in Strategic Information Technology Management, Management Information Management as well as eTourism related modules. I am also involved in the development of the distance learning delivery of the Master programme as well as the supervision of PhD students. Until 2003 I contributed to the Teaching and Learning Committee, the Marketing Committee and I was the Deputy Chair of the Information Technology Committee and the Continuing Education Board in the SMSSS.

This job enabled me to develop and lead the IT provision as well as to expand the eTourism domain in the leading tourism School in the world. It enabled me to develop and operate a unique Master stream and a specialised research centre as well as to contribute to the further expansion of the school in all areas. In addition it enabled to develop a research team on the areas of Information Technology, E-commerce, and Distribution and to develop the first and still only MSc in eTourism in the world.

Professor Associado, University of Aveiro, Portugal Sept 2003-Present

Professor Associado at the University of Aveiro Teaching the "Strategic Tourism Destination Planning, Management and Marketing". Close collaboration with Carlos Costa for projects and publications.

This job enables me to work with Portuguese students and to teach destination management within a Mediterranean environment and to work with the best Portuguese University in tourism for research.

Adjunct Professor, Institut de Management Hotelier International (Cornell University-ESSEC),Paris May 1997-Present

Adjunct Professor at the Institut de Management Hotelier International (Cornell University-Ecole Superieure des Sciences Economiques et Commerciales ESSEC). Teaching two modules on "Strategic Tourism Management and Marketing" and "Strategic Tourism Information Technology" at the MBA in Hospitality Management as well as teaching on the Executive Education courses. Also collaboration with Peter O'Connor and Michael Nowlis in developing case studies in the use of technology in tourism and hospitality organisations.

This job enables me to work with MBA students from all over the world and to provide a very interactive teaching style. Students' experiences and participation is an integral part of the classes. The School offers a multicultural environment. Using Cornell University and ESSEC's facilities and alumni provides a great opportunity for research.

Visiting Professor in Tourism in several European Universities

March 1998 -Present

I have been contributing to curriculum development as well as short courses and seminars on "Information technology and Marketing for Tourism" and "Tourism trends" in several postgraduate courses in tourism and hospitality in a number of countries in Europe as illustrated in the following table. I have also been involved in teaching, advising and developing distance learning material for Universities and other organisations in China, USA, Greece, Spain, Italy, Ireland, Portugal, Mauritius, France, Finland, United Arab Emirates, Romania, Ghana, Ivory Coast and Indonesia.

China Hong Kong Polytechnic University Beijing Union University (BUU) Beijing International Studies University (BISU)	USA University of South Florida Sarasota-Manatee, USA
Spain University of the Balearic Islands University Polytechnic of Valencia University of Valencia Escola Universitària d Hosteleria i Turisme-CETT , Barcelona University of Taragonna University of Alicante La Laguna University Tenerife	Italy University Ca Foscari di Venezia University of Lecce University Federico II, Naples ILUM University, Milan
France Institut de Management Hotelier International (Cornell University- ESSEC, Paris University of Savoie	Norway Norwegian School of Economics and Business Administration
Austria University of Innsbruck MCI Innsbruck Modul University Vienna	Finland Jyväskylä Polytechnic Lapland University Haaga Institute
Turkey Bogazici University	
Greece University of Piraeus University of the Aegean Islands University of Patras	Ireland CERT Newry Institute
Mauritius University of Technology, Mauritius	Slovenia University of Ljubljana
Portugal University of Aveiro University of Algarve	Romania National Institute of Tourism Training, Bucharest

Involvement with European Tourism Universities enables me to exchange views on the European Tourism Education matters and to contribute to their curriculum development by providing experience from international Tourism programmes. This activity encourages interaction with academics and students in Tourism globally and provides experience in teaching students and working with colleagues in an multicultural environment. It also propels research collaboration and joined publications.

External Examiner,

BA Tourism Management and MSc Management Tourism University of Kent, UK	Sept 2007-2011
Tourism courses Business School, University of Greenwich, London	January 2002-Sept 2005
BBA in Hospitality, Les Roches, Switzerland	January 2004-Feb 2005
School of Leisure & Tourism, Swansea Institute, Wales	Sept 1999-July 2002

External examining enables me to participate in examiners board and exchange ideas with colleagues from other Universities about academic standards. It also offers me the opportunity to compare curriculum and to provide feedback for the improvement of their provision.

Specialist Reviewer in Hospitality, Leisure, Recreation, Sport and Tourism, QAA, UK Sept 1999-Present:

Quality Specialist Reviewer for University programmes on Hospitality, Leisure, Recreation, Sport and Tourism, for the Quality Assurance Agency for Higher Education (QAA), the Governmental Agency ensuring

the quality of degree courses in the United Kingdom. Duties include visiting University Departments offering these courses and evaluating their quality through a week-long assessment of both documents and teaching performance.

This job enabled me to evaluate the quality of tourism and hospitality teaching in several institutions in the UK and to participate in high level panels of discussion for quality control and curriculum development.

Academic Adviser in Tourism, Dept of Business, Universities of Aegean & Piraeus January 1997-January 2000

Adviser on the new MSc in Tourism at the University of the Aegean and the MBA-Tourism at the University of Piraeus working closely with Professor Gerassimos Zacharatos (Aegean) and Professor Manolis Kondylis (Piraeus). Both Universities offer well-recognised business qualifications and would like to expand to tourism. In both institutions I have been contributing to the design of their curriculum and assisting them to develop their programmes.

Co-operation with two Greek Universities enables the development of academic links with other institutions. It also enables me to continue my research activity on Greek Tourism. Designing new postgraduate courses provides a great opportunity for close interaction with senior academics and the transfer of international experience back to my birthplace.

Senior Lecturer and Researcher in Tourism, University of Westminster, June 1995-September 2000

From June 1995 to September 2000, I was employed in the Dept of Tourism, School of Built Environment, University of Westminster, London as Lecturer in Tourism (from 1st June 1995) and Senior Lecturer in Tourism and Planning (from 1st September 1995). Also led the tourism research of the School and I was in charge of the conferences organised by the Dept of Tourism and developed the Annual Tourism Forum. I was also responsible for developing international relationships with academic and industrial organisations. Acted as Year course tutor as well as Module Leader for the "Business Studies"; "Tourism Planning and Development", "Information Technology and Tourism" and "final year project" modules. I also contributed to the development of the BA (Hons) in Tourism Planning and (Hons) Tourism and Business courses and have supported the teaching on the Tourism Industry, Tourism Marketing, Tourism Impacts and Tourism Destinations modules. I was also Module Leader for the "Managing IT for Tourism" and "Strategic use of IT in Tourism" modules for the newly established postgraduate degrees MBA and MA in Tourism, as well as co-ordinator of the Doctorate programme. My administration duties included liaison with industry and fund raising, contribution to the School marketing strategy and student recruitment. In addition, I was responsible for the development of tourism resources in the Project Support Centre and designed a database for the management of tourism publications and promotional material, while I facilitated the electronic networking of the tourism group. As far as research is concerned I was responsible for the design of the Tourism impact study of the Jubilee Line Extension, a project commissioned to the University of Westminster by London Underground. The Department also prepared several research projects in Urban tourism, Tourism in London, Small and Medium Tourism Enterprises and Information technology and Tourism.

This job enabled me to develop and lead tourism related modules for dynamic tourism degrees at both undergraduate and postgraduate levels. It also facilitated close interaction with academics and professionals from the planning and environmental disciplines, while it provided opportunities for interaction with the tourism industry and encouraged me to pursue my research interests. Contributed to the development of the undergraduate and postgraduate degrees in Tourism as well as to the establishment and growth of the Tourism Department. This job also enabled me to undertake research on tourism and to develop my research management skills.

Academic Adviser, Distance learning course on Tourism, Polytechnic University of Valencia, Spain June 1994

A project commissioned by the Department of Postgraduate Studies, Polytechnic University of Valencia in Spain, to develop the framework and learning material for a long distance learning module in Tourism. In collaboration with Eduardo Fayos-Sola, Professor of Tourism Economics at the University of Valencia and Head of the World Tourism Organisation Tourism Education and Training Department, and Prof. Amparo Sancho-Perez, I prepared a 20 Units Module, covering all aspects of the tourism industry, accompanied by case studies, exercises, assignments and exam questions. A later version of this work was published in Spanish by the WTO in 1998.

This project provided me with experience on course design and development, selection of teaching material and development of open learning modules. It enabled me to make comparisons in both educational systems and tourism industry operations with the rest of Europe.

Associate Lecturer and Postgraduate Demonstrator, MSTHI, University of Surrey October 1991 - January 1996

From October 1991 to January 1996, I contributed to the teaching of Macroeconomics, Microeconomics, Properties Management, European Tourism and Hospitality and Introduction to Tourism modules for the BSc (Hons) in Hotel, Catering and Retail Management, and BSc in Hospitality and Tourism Management, as well as Research Methods for the postgraduate students of the Department of Management Studies for the Tourism and Hotel Industries, in close co-operation with Dr J. Fletcher, Dr C. Cooper, Mr J. Westlake, Dr D. Gilbert and Dr Y. Guerrier. Also I act as Research Adviser for MSc Students, under the capacity of Associate Lecturer (October-December 1991 and October 1995-January 1996) and Postgraduate Demonstrator (April 1992-October 1995).

This job offered to me considerable teaching experience in a wide range of academic disciplines. It also enabled me to become involved in teaching techniques, marking and learning material preparation. It also provided the challenge to teach in a leading tourism education establishment, in close co-operation with world experts in their fields.

Editorial work and publications experience

Information Technology and Reviews Editor, "International Journal of Tourism Research", UK Jan 1999-Present

Following the re-launch of Progress in Tourism and Hospitality Research I was "promoted" to Reviews Editor responsible for all reviews for the journal. This includes book, conference, web site and state of the art reviews. In addition my responsibilities include the identification of new areas of interest and researchers and invite contributions. Working closely with Professor John Fletcher (and Prof. Chris Cooper up to 2001), as well as staff from Wiley, I am also involved in the management and future development of the Journal.

This position enables me to follow the cutting edge of tourism research and to have a close interaction with authors, publishers and conference organisers. It also enables me to identify and pursue dynamic areas for tourism research.

Books Editor, "Information Technology & Tourism Journal", Cognizant, USA January 1998-Present

Working closely with the Editor in Chief Prof. Hannes Werthner I am responsible for book reviews as well as for developing this new Journal and for developing the body of knowledge in this dynamic area of study.

Bringing together the two fields of study offers a challenging opportunity to contribute to the body of knowledge. This is achieved by publishing critical book reviews that support the cross-fertilisation of knowledge between the two disciplines.

Books Editor, Tourism, the Tourism Society Journal June 1997-Present

Responsible for allocating books to reviewers and for publishing reports at Tourism, the Tourism Society Journal.

Member of Editorial Boards for several scientific Journals in Tourism, Hospitality, and Leisure

The Journal of International Hospitality, Leisure and Tourism Administration
 Journal of Hospitality, Leisure, Sport and Tourism Education
 The Journal of Sport Tourism;
 Anatolia International Journal of Tourism Research.
 The Journal of Hospitality, Leisure, Sport and Tourism Education;
 The International Journal of Hospitality Information Technology;
 Current Issues in Tourism

Being involved in these editorial boards brings me to the centre of Scientific research on the tourism, hospitality and leisure areas and enables me to identify key research issues. It also provides me with an insight to the publication world and allows me to be in constant contact with main publishers around the world.

Member, Program Advisory Board, LRTA/CAB International publishers July 1999-Present

Member of the Advisory Board of the Leisure Recreation Tourism Abstracts, the CAB publication reviewing all publications in Leisure, Recreation Tourism and Sports.

This involvement enables me to keep up to date with current research and to work closely with leading experts in their field.

Publications Adviser, Several publisher houses January 1997-Present

Reviews editor on tourism and hospitality books for several publishing houses and in particular for Pearson, Butterworth-Heinemann, Pitman, Routledge, CAB, Prentice Hall and Continuum. This involves revising book proposals and evaluating the quality of the proposed book, as well as assessing its ability to reach its commercial targets. Proposing improvements, which will enable the improvement of the book and suggesting marketing strategies for attracting new market segments.

This activity gives me insight information about tourism and hospitality publications and keeps me informed with developments in the publications world and market. Also it enables me to discuss with publishers future developments and to assist setting the publication agenda.

Associate Editor, Encyclopaedia of Tourism, Routledge, London. March 1997-2000

Working closely with Professors Jafar Jafari and Graham Dann I was responsible for the dictionary entries, as well as for several additional entries of the encyclopaedia, and also for contributing several terms myself. The encyclopaedia is the first of its kind and brings together expertise from around the world in defining all relevant tourism terms. It offers a great contribution to the body of knowledge by providing a critical reference tool.

Working with international experts in their field and editing their entries provided an excellent editorial experience. Also working closely with Prof. Jafari enabled me to develop critical skills in editing tourism papers and publications.

Assistant Editor, Progress in Tourism and Hospitality Research, August 1996-December 1998

As Assistant Editor I worked with Prof. Chris Cooper and Prof. Andy Lockwood in the development, administration and promotion of the journal. I was also responsible for pursuing and commissioning authors to contribute state of the art reviews on tourism-related topics, as well as reports on recent conferences and new books. I also participated in the panel of reviewers for the journal. The journal was re-launched as the International Journal of Tourism Research and my role was enlarged to Reviews Editor.

This role stimulated my interests in a wide range of tourism and hospitality research while it required networking with leading academics and researchers from around the world aiming towards the enhancement of the understanding of tourism. It also enabled me to keep up to date with contemporary research in the tourism and hospitality fields.

Researcher, adviser, consultancy and industry work

February-March 2009 Strategy and Environment consultant, TUI Europe, UK

Consultant to TUI the largest tour operator in Europe, assessing the external environment and creating a tool for high level management to assess their external environment. Delivered a workshop as part of their Horizon Staff development programme.

This project enabled me to work closely with the largest Tour Operator in Europe and to engage in meaningful dialogue with top executives with regards the external environment of tourism and business

July 2008 Consultant to Egyptian Tourism Authority and Egyptian Ministry of Tourism, Cairo

Consultant to the Egyptian Government and particularly to the Egyptian Tourism Authority and Egyptian Ministry of Tourism, Cairo in issues related to Tourism Marketing and eTourism

This project enabled me to work closely with the Egyptian Government officials and with Tourism Marketing experts from around Europe for developing a tourism marketing and a strategy for eTourism development

June 2008- Present Board of Directors Aquis Hotels [Pelekas Beach & Agios Gordios Hotels, Corfu, Greece

Joined the Board of Directors of Aquis Hotels SA a new Hotel Management company in Greece that is currently manages two great resort hotels: Pelekas Beach & Agios Gordios Hotels in Corfu, Greece. The company is managed by John Kent, a great entrepreneur who developed MedHotels and TravelBargains before selling them to Lastminute.com and joining the company as Managing Director for the UK.

This role stimulated my interests in hospitality management and gives me industry experience at Board Level working with some of the most admirable tourism entrepreneurs.

January 2008- Present Board of Directors mynetwork.travel

Joined the Board of Directors of mynetwork.travel a new social networking company specialised in travel and Tourism The company is managed by Theodore Koumelis of Traveldailynews.com and John Kent, a great entrepreneur who developed MedHotels and TravelBargains

This role stimulated my interests in social networking hospitality management and gives me industry experience at Board Level working with some of the most admirable tourism entrepreneurs.

May 2008-Present Member of UNWTO Panel of Tourism Experts, WTO, Spain

Expert adviser on the WTO on the Panel that prepares the Barometer report and periodical contribution to critical trends revision

July 2007 Consultant to Egyptian Tourism Authority and Egyptian Ministry of Tourism, Cairo

Consultant to the Egyptian Government and particularly to the Egyptian Tourism Authority and Egyptian Ministry of Tourism, Cairo in issues related to Tourism Marketing and eTourism

This project enabled me to work closely with a number of European colleagues and assess the technology infostructure for the Egyptian Government and also to put into place an eTourism strategy for Egypt.

April 2003-Present Member of Advisory Board 2006,e-Business W@tch European Commission,Brussels.

Expert adviser on the DG Enterprise, European Commission, eBusiness W@tch project, providing guidance with regards Tourism and eTourism.

This project enabled me to work closely with the European eBusiness W@tch and to monitor the eBusiness development trends in particular for the tourism industry.It enabled me also to work with commercial research organisations.

Ad-hoc Adviser, World Tourism Organisation June 1996-Present

Adviser to the World Tourism Organisation on Information technology and Tourism.

- 2008-Present Part of the Experts Committee that are developing the Tourism Barometer Report
- 2005-2006 Project leader for the WTO project : Establishing an Information Communication Technologies Tourism Curriculum with Learning Resources and Tools, World Tourism Organization Education Council
- 2002, Report Preparation on the Ecotourism on Small Island Developing States and island destinations conference, Mahe, Seychelles, 10-12 December 2001
- 2001, presentation on eTourism tools for ecotourism on Small Island Developing States and island destinations, at the Ecotourism on Small Island Developing States and island destinations, Mahe, Seychelles, 10-12 December.
- 1999, Presentation and delivery of a keynote speech "Facing the new millennium: Destination Management Systems as a strategic tool", for the World Tourism Organisation Business Council for the Conference Tourism and Cyberspace: The Internet Revolution, WTO General Assembly, Santiago, Chile, 28th September.
- 1999, Advised the World Tourism Organisation Business Council for The Conference Tourism and Cyberspace: The Internet Revolution, which took place during the WTO General Assembly in Chile, Madrid, May.
- 1999, Advised the World Tourism Organisation Human Resources Department on GTAT developments for Information Technology and Tourism, Madrid, May.
- 1999, Presentation in World Tourism Organisation Commission for Africa on "Using Information technology for Marketing African Tourism", May, Ghana. Also preparation of a report on Marketing African Tourism.
- 1998, Assisted and advised the Secretary General Mr Fransesco Frangialli in developing his contribution on "A new era in information technology and tourism" for the OECD conference in Korea, November 1998. A report and keynotes were prepared for this assignment.
- 1996, "Tourism and New Information Technologies: Global Distribution Systems". The assignment involved delivering a keynote speech on behalf of the WTO and moderating the Seminar on Tourism and Information Technologies during their 29th WTO Commission for Africa meeting in Yamoussoukro, Cote d' Ivoire. A report was also prepared discussing the views of various tourism players such as Amadeus, Iberia, Sabena, Air Afrique, ACCOR, and several Travel Agencies

Associations. Tourism ministers and executives of 27 African States, as well as a wide range of private sector representatives attended the seminar.

- 1996-1998 Part of the team designing the Graduate Tourism Aptitude Test, lead by Prof. Chris Cooper at the University of Bournemouth.

My involvement with the World Tourism Organisation enables me to work closely with several WTO officials and to influence the position of the Organisation towards IT issues. It also enables me to represent their views at the highest level of public and private tourism sector. Discussions with several ministers and directors of national tourism boards revealed the variety of opportunities and problems faced when using IT for Tourism.

Adviser to the Government of Andorra

June-Sept 2006

Expert adviser to the Government of Andorra for the development of an Advanced School of Tourism Governance.

This project enabled me to work closely with Professor Wanhill and Professor Cooper in order to undertake a scoping and feasibility study for developing an Advanced School of Tourism Governance. The project was supervised by the Themis Foundation and Prof Eduardo Fayos and was delivered to the Andorran Ministers of Tourism, Higher Education and Skills.

Expert Evaluator Reviewer and Cluster Rapporteur, for IT&Tourism projects, European Commission July 1999--2006

Expert Evaluator, Reviewer and Cluster Rapporteur, assessing the Information Society Technologies proposals for funding under the 5th Framework of European Research in the areas of Transport and Tourism on behalf of the European Commission. This involved working closely with European Commission officials and other experts in evaluating research proposals and deciding which ones will be financed as well as following projects up and reviewing their achievement.

Interesting experience that provided me the opportunity to assess state of the art research proposal on IT and tourism and enabled me to appreciate the funding criteria and mechanisms of the European Commission. This involvement also enables me to participate to the European Commission procedures for evaluation of projects and to gain experience in project evaluations on the Tourism and IT field. It also enables me to participate in senior industry and European Commission official meetings, determining research policy and development as well as influencing their policy on tourism and transport.

July 2005-Sept 2005 Contributor to the Master on High Management in Policy and Strategy of tourism

destinations, Universitat Oberta de Catalunya&World Tourism Organisation (WTO)

Contributor to the MSc in Policy and Strategy of Tourism, commissioned by the World Tourism Organisation on behalf of the Universitat Oberta de Catalunya.

Interesting experience that provided me the opportunity to discuss issues related Management and Strategy of Tourism and to contribute to this World Tourism Organisation course.

OPODO – Trimedia: Consultancy in devising best beach holiday formula

June 2005

Working with OPODO I developed a mathematical formula to select the best tourism destination for different groups of holiday makers and assisting their marketing campaign through Television, Radio and Press interviews.

Working with the OPODO on this project enabled me to explore key variables in the selection of destinations and gave me a real insight into the world of Public Relationships and media.

European Community Expert in Tourism Marketing, TACIS: Crimea, Yalta, Ukraine.

September 1998

Participated in a team of specialist advisers for the TACIS program of the European Community, providing assistance to the Ukraine/Crimean Government to develop tourism. Responsible for developing a master marketing plan framework and for providing an Information Technology analysis for the development of a Destination Management System.

Experience in developing destination marketing plans, especially for Yalta and Crimea, a deprived region which finds increasingly difficult to attract its main markets from CIS countries as well as to expand its market

basis. Interesting experience also working within a Socialist Administration environment in the Ukraine Republic.

Adviser, eCommerce Task Force Member, World Tourism and Travel Council (WTTC) Nov 2001- Present
Expert adviser undertaking a specific research project on the eTourism Stakeholders. This involved discussing with a wide range of eTourism players and identifying their potential role in the industry.

This project enabled me to work closely with industry leaders and to discuss how we can optimise the development of electronic tools for the industry as well as how we can enhance collaboration with academia.

Researcher, Centre for Tourism and Hospitality Research, University of Bournemouth August 1996-August 1998
Working closely with Professors Chris Cooper and John Fletcher I participated in the team of experts designing the Graduate Tourism Aptitude Test for the World Tourism Organisation. The test aims to provide an international standard benchmarking system, which will enable academic institutions as well as private and public sector organisations to test the competency of graduates. GTAT defined for the first time the body of knowledge in tourism and proposed standards internationally. As a result, it is expected to change the international tourism curriculum and to contribute to the development of global standards on tourism education.

The project enabled me to discuss issues of international tourism education and to suggest innovative assessment methods for tourism graduates. It also demonstrated the provision of tourism education world-wide and allowed me to suggest methodologies for improvement in the tourism curriculum.

External consultant, Project STAR/EC:AEGEO, University of the Aegean, Greece Sept. 1991 - June 1996
Involved as External Researcher/Consultant in the European Union funded research programme STAR: AEGEO which aimed to develop a Regional Integrated Reservation Information Computer Management System for the Aegean Islands' small and medium sized tourism enterprises. This project aimed to implement the idea I developed in the previous STAR/EC:SME project for the system AEGEO, and it was co-ordinated by Prof. N. Litinas. My involvement included acting as external consultant in analysing technical requirements for tourism enterprises and also contributing to the development of a multimedia application. I also participated in the analysis and design of AEGEO's functions and suggested strategies for its market penetration and expansion. Finally, I examined pilot applications of the system and contributed in the theoretical and industrial support for AEGEO's extension proposals.

This project provided up to date knowledge on destination management systems, which are becoming the cutting edge for strategic and operational destination management. It also gave me experience in co-operating with technology experts for the development of information technology tools to be used by the tourism industry.

Researcher, Surrey Research Group (SRG), University of Surrey, UK October 1991 - June 1996
For five years, I worked for the Surrey Research Group, the Research Company of the Department of Management Studies, University of Surrey, under the direction of Prof. John Fletcher. In this job I was involved in the following projects:

- *Economic impacts of tourism and Tourism Multipliers in Scotland (1991-1992)*
Responsibilities in primary research, collection, process and presentation of data for the model and the study. Also contributed to the development and administration of the economic database for the Scottish Enterprises.
- *Master Plan for Tourism: Development of Spa Tourism in Romania (1994)*
Provided assistance in preparing the Spa Tourism development and marketing strategies for the Romanian Master Plan. Commissioned by the European Community PHARE programme and Horwarth Consulting.
- *Feasibility and Strategic Marketing Study, Cos Congress Centre, Greece (1995)*
Project co-ordinator (with Dr C. Cooper) on this European Investment Bank funded project, and liaison with FISCUS Group. Marketing analysis of the conference market and demand for medical conferences.

Working with the Surrey Research Group has involved me in international research and consultancy jobs for Tourism development, marketing and assessment of tourism impacts. It has also demonstrated the implementation of economic analysis methodologies on destinations.

Doctoral Candidate and Postgraduate Researcher, DOMS, University of Surrey, UK May 1991 - October 1995

Apart from commissioned research work, significant research effort was incorporated in my personal research projects for my MSc (May-September 1991) and Ph.D. (January 1992-October 1995) degrees, under the supervision of Prof Chris Cooper. In the first case, the strategic analysis of the small and medium sized tourism enterprises in the European periphery was examined through qualitative research involving entrepreneurs, public sector agents and experts. My Ph.D. research addressed the issue of tourism distribution channels, as a strategic function of tourism enterprises and focused on the impacts of new information and communication technologies. It was based on about 500 interviews and questionnaires with hoteliers, incoming travel agencies, tour operators, outgoing travel agencies, public sector executives and experts, and utilised a wide range of research techniques.

These projects gave me experience and full responsibility for research design, execution and preparation of result reports. They gave me the opportunity to discuss critical tourism issues with academics, entrepreneurs and industry leaders at a European level. They also enabled me to handle research budgets for complicated and long term research projects.

Tourism Expert, "Train the Trainers", Project PHARE/European Union, Romania September 1994

Participation in a "Train the Trainers" PHARE programme, commissioned by the European Union, aiming to transform knowledge to Eastern European Countries. Based in the Romanian National Institute for Tourism and Travel in Bucharest, my responsibilities included teaching Romanian lecturers and teachers from national Lyceums and Polytechnics critical issues in tourism theory and practice, demonstrate modern teaching methods and techniques, as well as set and evaluate case studies and projects.

This project exposed me to the Eastern European Tourism industry and provided me with the challenge to satisfy the academic demands of experienced tourism lecturers and teachers. In addition, it enabled me to assess and demonstrate teaching methods.

Researcher, Project STAR/EC: SME, DBA, University of the Aegean, Greece November 1988-September 1990

An EC funded programme (STAR) for the Aegean Islands' small and medium enterprise development by using information technology services, supervised by Prof. Litinas. Within the framework of this programme I examined the tourism industry as well as the application of new telecommunication and information technologies and services in tourism organisations. During my participation in this programme, I was involved in the following jobs: Collection and analysis of data for Aegean tourism enterprises; macroeconomic analysis of the Aegean islands; formulation of a questionnaire for analytical data collection; interviews of hotel executives; creation of a database for the Aegean tourism enterprises; examination of the current use of telecommunication technology in the tourism industry; and proposition for a Regional Computer Reservation System for the area. Finally, I produced two discussion papers: 1. Analysis of the Aegean tourism enterprises and 2. New telecommunication technology in the tourism industry (in Greek).

As I was involved in this project since my second year of my undergraduate studies, it provided invaluable experience on research in an extensive scale and taught me basic research principles and methodologies. It also involved me in the analysis of the Tourism Industry and strengthened my understanding of the new tools provided by information and telecommunication technology for both operational and strategic functions of organisations.

Researcher, Project "Tourism Statistics", University of the Aegean, Greece December 1989 - September 1990

A research programme supervised by Professor Zacharatos, which attempted to identify the most important tourism statistics for the Greek tourism industry, for the period 1949-1990. In this programme, I was involved in collecting and analysing tourism statistics, concerning the development of Greek tourism. In addition, I participated in the computer processing of the above data and the diagrammatic presentation in time series.

Significant experience was gained in the analysis of tourism statistics, methodologies of tourism statistics collection and production of compendium of tourism statistics, while I familiarised myself with the development of Tourism in Greece.

Researcher, Project "Archipelago", Greek NTO and CEDEFOP, Greece March 1990 - July 1990

A CEDEFOP/EC programme, "Archipelago" concerning long distance education for tourism professionals in the Mediterranean. The Greek National Tourism Organisation undertook to examine the educational needs for the professionals of the Aegean islands. In this programme I worked as research assistant to Professor Zacharatos, examining the education needs of tourism professionals in Greece and especially on the Aegean Islands. Furthermore, I analysed data by using statistical computer software and performed an in-depth analysis of the accommodation industry. Finally, I participated in the proposition of educational media for long distance education of tourism and hospitality professionals.

This project offered experience in educational and vocational training requirements of tourism professionals and stimulated my interest in distance learning packages and other teaching methodologies.

Researcher, "Location of Polluting Industries", University of the Aegean, Greece December 1987 - May 1988

A Greek Ministry of Research and Technology fund project, for the location of Polluting Industries. In this project, I was responsible for the collection of empirical data and processing them by using computer statistical programmes. In addition, I participated in a number of interviews and meetings with key decision-makers in the industrial estate of Sindos (ETVA) in Thessaloniki.

This first research project introduced me to the world of research and consulting and provided an understanding of research processes. It also offered basic understanding of location theories for both economic benefit maximisation and sustainable regional development, while it introduced me to environmentally considerate management and planning.

Photographer & Manager of Photography Division, Club Med./Fotomat, Greece Summers 1986-1987-1988

(*)

Manager of Photography Division for the FOTOMAT SA, co-ordinating a number of photographers at the seven Club Mediterranee villages in several Greek islands. In this job, I was responsible for the planning, marketing, accounting and training functions of the company.

Responsibility and thorough understanding of a wide range of business functions was provided through this job. It also involve me in managing about ten employees, while it offered experience on multinational tourism organisations' management.

Assistant Manager, Hippocrates Palace Hotel, Kos, Greece Summers 1986-1987 (*)

I also worked at the Hippocrates Palace a Luxurious category, 400 beds Hotel, on Kos Island, as an industrial placement organised by the Business Administration Dept., University of the Aegean. In this hotel, I worked mainly as assistant to the General Manager and I had a brief training in nearly all-managerial positions, in order to gain an overall view of the hotel operations and management. Furthermore, I was given responsibilities in the Food and Beverage control, Marketing, Front Office, and Inventory Control, while I designed a marketing leaflet for the hotel.

This job enabled me to gain an understanding of the Accommodation Sector operations and also provided experience in nearly all hotel functions, but specifically in the marketing and promotional material design.

Waiter and Chief Waiter, Kostas Taverna, Athens, Greece Summers 1980-1985 (*)

Waiter (1980-1983) and Chief Waiter (1983-1985) in a traditional Greek tavern in Athens.

First hand experience in Service Provision was offered in this job, as well as insights in the catering industry.

Part Time Salesman, Various Retail Outlets, Athens, Greece 1980-1985

In years 1980-1985 I worked as a part time salesman, especially during school holidays, in various retail outlets. These retail outlets included a super market, two toy shops, one bookshop, two photographers' houses and a leather shop.

Working since the very early years of my life has created a good understanding of business functions and decision-making processes. It has also provided a thorough background in several economic sectors and a comprehension of links between sectors in a regional economy.

PROPOSED REFEREES

Prof Paul Curran
Vice Chancellor, City University of London
City University London
Northampton Square, EC1V 0HB
London, United Kingdom
Tel: +44 20 7040 5060
Email paul.curran@city.ac.uk

Professor Alan Fyall
Orange County Endowed Professor of Tourism Marketing
Rosen College of Hospitality Management
University of Central Florida
9907 Universal Boulevard
Orlando, FL. 32819
Phone: +1 (407) 903-8808
Email: alan.fyall@ucf.edu

Professor Nigel Hemmington
Pro-Vice Chancellor, Dean, Faculty of Applied Humanities
Applied Humanities Faculty Office (AX)
Auckland University of Technology AUT University, Private Bag 92006,
Auckland 1142, NEW ZEALAND
Tel +64 9 921-9280
nigel.hemmington@aut.ac.nz

Professor Chris Cooper
Pro Vice Chancellor and Dean, Oxford Brookes University Business School
E125, Wheatley,
Oxford, OX33 1HX, United Kingdom
Tel: +44 (0) 1865 485985;
Email: ccooper@brookes.ac.uk

Professor Andrew Lockwood
Head of Division of Hospitality and Tourism and Associate Dean (Teaching & Learning)
Prof of Hospitality and Deputy Head of School
School of Management, University of Surrey, Guildford, GU2 7XH, England, UK
Tel: +44 1483 686351 Fax: +44 1483 686301
Email: a.lockwood@surrey.ac.uk

Prof Peter O'Connor
Director, Institut de Management Hotelier International, (Cornell University- ESSEC)
Avenue Bernard Hirsch, BP 105, 95021 Cergy-Pontoise, France
Tel: + 33 1 34433171 Fax +33 (0) 1 34 43 17 01
Email: oc Connor@essec.fr

Professor Jafar Jafari
Editor in Chief, Annals of Tourism Research
Department of Hospitality and Tourism
University of Wisconsin-Stout, Menomonie WI 54751-2500, USA
Tel: + 1 715 2322339 Fax + 1 715 2323200
Email: jafari@uwstout.edu