

# Fan Cheong



Position: Lecturer  
Faculty: School of Liberal Arts  
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Areas: Smart Tourism

## Academic Qualification

08/2021 Doctor of Philosophy in Tourism Management  
Macau University of Science and Technology

## Working Experience

01/2023 Lecturer  
Macau University of Science and Technology  
10/2021 Research Assistant  
University of Macau

## Teaching Activities

Crisis and Conflict Management in the Service Industry  
Enterprise Resource Planning  
Communication Skills for Quality Service Provision  
Cultural Industries: Marketing and Development  
Intercultural Communication  
Introduction to Management  
Museum, Exhibition and Collection Management

## Journal Papers

Cheong, F., & Law, R. (2023). Human employees versus robotic employees:

Customers and hotel managers' perceived experience at unmanned smart hotels. *Cogent Social Sciences*, 9(1), 2202937.

Cheong, F., Huang, Q., Ye, H., & Law, R. (2023). Application and Consequences of Service Robots in Tourism and Hospitality Scenarios: A Systematic Literature Review. *Journal of Quality Assurance in Hospitality & Tourism*, 1-23.

Cheong, F., & Law, R. (2022). Will Macau's restaurants survive or thrive after entering the O2O food delivery platform in the COVID-19 pandemic?. *International Journal of Environmental Research and Public Health*, 19(9), 5100.

Cheong, F., & Lee, Y. H. (2021). Developing an environmental management system for evaluating green casino hotels. *Sustainability*, 13(14), 7825.

### **Other Professional Activities.**

Reviewer	Asia Pacific Journal of Tourism Research
	Journal of Hospitality & Tourism Research