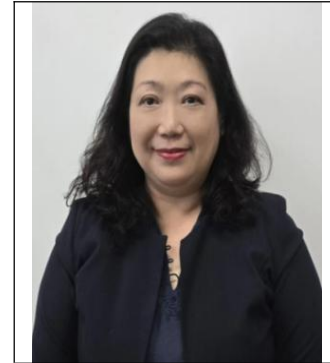




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學歷

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教學科目

人力資源管理
客戶關係管理

研究方向

消費者行為與行銷傳播
可持續性開發和產品
人力資源管理
科技與款待管理
旅游交通

工作經驗

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發表

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6. **SukHaGraceChan**,Zhiwei,(CJ)Lin,IpKinAnthonyWong,Yun(Victoria)Chen,Angel Chui Ying So. (2022). When employees flight back: investigating how customer incivility and procedural injustice can impel employee retaliation. *International Journal of Hospitality Management*, 107, 103308(**SSCI, Q1**)
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科研項目

1. 澳門科技大學研究基金(普通研究項目) (2025/2026) FRG-25-044 SLA主要負責人,阐释影响酒店业员工 行为” 的环境、社会和公司治理（ESG）范式
2. 澳門基金會 (2020/2021) -主要負責人- 航空業綠色品牌效應對乘客心理和行為的影響： 以澳門為例
3. 澳門基金會 (2019/2020) - 協助負責人-網絡口碑對旅遊產品購買意願影響研究 (項目編號：MF1926)
4. 澳門基金會 (2018/2019) - 協助負責人-從旅遊休閒角度探討澳門在粵港澳大灣區的作用研究 (項目編號:MF1802)
5. 澳門基金會 (2017/2018)-主要負責人-澳門美食及氣味和博彩從業員行為與澳門旅遊博彩業之深度研究(項目編號:MF1705)
6. 澳門基金會 (2015/2016)-協助負責人- “低成本航空對澳門旅遊業發展之研究“(項目編號CUM-2-03)

獎項

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Internal Journal of Contemporary Hospitality Management
Journal of Quality Assurance in Hospitality & Tourism
Tourism Review

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