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Academic Qualifications

08/2021 Doctor of Philosophy in Tourism Management
Macau University of Science and Technology
07/2017 Master of International Hospitality and Tourism Management
City University of Macau
06/2015 Bachelor of International Tourism Management
Macau University of Science and Technology

Teaching Areas

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
Introduction to Leisure Industry
Supply Chain Management
International Etiquette

Areas of Research Expertise

Smart Tourism

Working Experience

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

Publications

(Journal Articles)

Cheong, F., Luo, J. M., & Law, R. (2024). Fairness of Peer Review Systems in Hospitality and Tourism Journals. *Journal of China Tourism Research*, 1-18.
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.

**Editorial and Academic Service
(Ad Hoc Reviewer)**

Asia Pacific Journal of Tourism Research
Journal of Hospitality & Tourism Research
Journal of Quality Assurance in Hospitality & Tourism

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