



**Name : Dr. Grace Chan Suk Ha**  
**Title : Program Director, Assistant Professor**  
**Office : O718**  
**Tel. : 8796-1827**  
**Email : shchan@must.edu.mo**



### **Academic Qualifications**

Doctor of Hotel and Tourism Management, The Hong Kong Polytechnic University, HK SAR  
Master of Science in Marketing Management, The Hong Kong Polytechnic University, HK SAR  
Bachelor of Arts in Tourism Management, University of Strathclyde, UK

### **Teaching Areas**

Human Resources Management  
Customer Relationship Management

### **Areas of Research Expertise**

Consumer behavior and marketing communication  
Sustainability in development and products  
Human Resources Management  
Technology in Hospitality Management  
Transportation in Tourism

### **Working Experience**

2023- present Assistant Professor, School of Liberal Arts, Macau University of Science and Technology, Macao  
2015-2023 Assistant Professor, Faculty of International and Tourism Management, City University of Macao  
2014-2015 Visiting Lecturer, School of Continuing and Professional Education (SCOPE), City University of Hong Kong  
2011-2015 Lecturer, BA(Hons) Marketing and Public Relations of The Hong Kong Polytechnic University (SPEED), Hong Kong SAR, China Visiting

### **Industry Experience**

Abercrombie and Kent Travel  
Cathay Pacific Airways LTD, Hong Kong SAR

### **Professional Society Membership**

Certified Hospitality Trainer (American Hotel and Lodging Association, AHLEI)  
Certified Hospitality Supervisor (American Hotel and Lodging Association, AHLEI)  
Privileged member of Pacific Asia Travel Association (PATA)  
Full Member of Hong Kong Association of Registered Tour Coordinator (HARTCO)



## Publications

(Journal Article- Selected Journals)

1. Wing Han Helen Lee , **Suk Ha Grace Chan** , Binglin Martin Tang, Zhiwen Song (2025). Robot or human? Manoeuvring switching intention after robot service failure. *PLoS One*, 20(11)0333616(SSCI,Q2)
2. Wing Han Helen Lee , **Suk Ha Grace Chan** , Binglin Martin Tang(2024). Paradigm of symbiosis as a mechanism of artificial intelligence and customers' patronage decision in the hospitality sector: the moderating role of customer engagement. *Asia Pacific Journal of Tourism Research*, (SSCI,Q1)
3. **Suk Ha Grace Chan**, Binglin Martin Tang ,Zhiwei(CJ) Lin and Kang Ying Connie Gao (2024).Micro-celebrity marketing -induced travels : a psychological ownership perspective.*Tourism Review*. DOI 10.1108TR-05-2024-0377.(SSCI, Q1)
4. **Suk Ha Grace Chan** , Wing Han Helen Lee , Binglin Martin Tang &Ziyi Chen(2024)Legacy of culture heritage buildings revitalization: Place attachment and culture identity. *Frontiers Psychology Volume 14*, <https://doi.org/10.3389/fpsyg.2023.1314223>(SSCI, Q1)
5. 夏丹, **陈淑霞**, &刘辛元. (2024). 消费价值观差异性对顾客服务创新感知的影响. *商业经济研究*(21).(北大核心)
6. Jian Ming Luo, Anthony Kong, **Suk Ha Grace Chan**& Chi Fung Lam. (2024)Hedonism and opinion leadership influence on consumer behavior in the context of first-class flights from short videos on social media. *Journal of Quality Assurance in Hospitality &Tourism*(ESCI)
7. **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)
8. **Suk Ha Grace Chan**, Xiao cheng Vicky Zhang, Yifang , Betty Wang & Zhaofeng Mason , Li ( 2022) Effects of psychological benefits in greenness on airlines on airlines' customer experiential satisfaction, service fairness, alternative attractiveness, and switching intention. *Frontiers Psychology*(SSCI, Q2)
9. Zhiwei (CJ) Lin, IpKin Anthony Wong, Xiner (Christine) Zhen &**Suk Ha Grace Chan** (2021) Doraemon and Snow White Dreams Come True: Understanding Cartoon Pilgrimage Travel Motivations. *Journal of Travel & Tourism Marketing*, Vol. 38, No. 2, 167–178(SSCI, Q1)
10. Xiaocheng Vicky Zhang & **Suk Ha Grace Chan** (2021) Do Knowledge and Experience Value Affect Green Tourism Activity Participation and Buying Decision? A Case Study of Natural Dyeing Experience in China. *Sustainability*,13(15), 8579(SSCI,Q2)
11. **Suk Ha Grace Chan**, Ka Yin Chau (2021) Cultural Differences between Asians



- and Non-Asians affect Buying Attitudes and Purchasing Behaviours towards Green Tourism. *Journal of Service Science and Management*, 2021, 14, 241-261
12. Yvonne Yue He, **Grace Suk Ha Chan** & Martin BinglinTang(2021 ) What makes customer switch ? A Study of landside of airport. *International Journal of Social Science Research* , Vol 3, No. 4 ,316 -328.
  13. **Grace Suk Ha Chan**, Betty Yifan Wang, Vicky Xiao Cheng Zhang and Mason Zhao fengLi ( 2021) Predicting psychological benefit in green for airlines passenger affect organization corporate image to switching decision . *International Journal of Social Science Research*.Vol3 , No 4 , 183
  14. **Grace, Suk Ha Chan** & Li Junya (2020) Re-examination of Servicescape model: food expectation and patronage to Macau's restaurant from Chinese visitors' perspectives. *Journal of Service Science and Management* ,Vol 13, no3
  15. Ip Kin Anthony Wong, Shi Xu, **Suk Ha Grace Chan** ,Mang He ( 2019), A cross – level investigation of the role of human resources practices: Does brand equity matter? *Tourism Management* , 75, pp 418-426.(SSCI,Q1)
  16. IpKin Anthony Wong , Erdan Ma, **Grace Suk Ha Chan**, GuoQiong Huang, Tong Zhao(2019)When. Do Satisfied Employees Become More Committed? A Multilevel Investigation of the Role of Internal Service Climate. *International Journal of Hospitality Management*.82, 125-135(SSCI,Q1)
  17. **Grace, Suk Ha Chan** ,Ada, Lai Yung Lee & Perry Yun Kit Ip (2019). Does marital status serve as a tipping point for females in their attitude towards balancing family and work? *International Journal of Tourism & Hotel Business Management*, Vol1(2), 104-111
  18. **Grace, Chan S.H.**, Yun Kit Ip , Fei Fei Lin & Xi Chen (2018). Females and Barriers for Work –Family Balance: A case study of Casino Dealer . *Journal of Culture and Tourism Research*, Vol 20 (1), pp 7-17.
  19. Irini,Lai Fun Tang,**Grace Suk Ha, Chan**,Theresa, Tan –Chen & Roberta WongLeung (2018).UnderstandinggenerationY'sfavoriteSpascent,SpafoodversusSpa Service experience.*Journal of Tourism & Hospitality*, Vol7(4)374.
  20. Yang , Li, **Grace, Chan S. H** &Irini , Lai Fun Tang (2017) Exploration of Customer Complaint Behaviors Toward Macau Low-cost Carriers. *Journal of Business Research*, Vol 10, No. 9.
  21. **Grace Chan, S.H.** (2016). A new Revenue Management framework for Hong Kong travel agencies. *Journal of Management and Sustainability*. Vol. 6, No.3
  22. Leou, C.H, **Grace Chan ,S.H.** , Marco , Li ,Y. & Carol ,Song Y.(2016) Influences of Macau visitor expectations on purchase behavioral intention: Perspectives of low- cost carrier passengers (2016).*International of Business Research* , Vol 9, No,10.
  23. **Grace Chan, S.H.** &Denizi, GuilletBasak (2015) Implementing Revenue Management for Travel Agencies. *Journal of Management and*

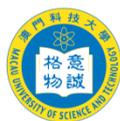


**(Book Chapter)**

1. **Grace Suk Ha Chan** ,Yvonne Yue He , Martin Binglin Tang (2023). CSR reputation affects in the decision of hotel patronage .*Trends and Issues in Global Tourism* , Routledge , UK(**ISBN:978-1-032-27197-2**)
2. **GraceChan,S.H.&Denizci** Guillet Basak(2016)Revenue Management:Profit Optimization for Hong Kong Travel Agencies. *Advances in Culture, Tourism and Hospitality Research* . Emerald Group publishing Limited,UK(**ISBN: 978-1-78635-714-4 eISBN: 978-1-78635-713- 7**)

**(Conference Proceedings)**

1. **Grace Suk Ha Chan** , Martin Binglin Tang ,Zhiwen Song ,Issy Yuxin Jiang (2025)" Why green airlines perceive to pay more from customers view point" At The International Conference on Hospitality Leadership, Business Operations and Management (ICHLBOM-25) , George town , Penang , Malaysia ,On 25th - 26th June 2025
2. Yvonne,Yue He,**Grace,Suk Ha Chan**&Martin,BinglinTang (2021)Explorationthe customersatisfactionofservicequalityandswitchingbehavior:A study of landside of airport. 2nd International Conference on Business, Technology, Tourism, Education, Engineering,Culture and Social Science 2021, Putrajaya, Malaysia, 11 December 2021
2. BinglinMartin Tang, **SukHa Grace Chan**&YueYvonne He(2021)Exploring obstacle of mainland Chinese to visit to Macau: The antecedent and consequence.2nd International Conference on Business, Technology, Tourism, Education, Engineering, Culture and Social Science 2021,Putrajaya, Malaysia 11 December 2021
3. Jackson MengchangCai, **Grace Suk Ha Chan** & Martin Binglin Tang (2021). Do social media content affect Chinese passengers in selecting airlines intention .2<sup>nd</sup> International Conference on Business, Technology , Tourism , Education , Engineering, Culture and Social Science, 2021 Putrajaya, Malaysia, 11 December 2021
4. **Grace Suk Ha Chan** & Betty, Yifan Wang ( 2021).Predicting psychological benefit in green for airlines passengers affecting organization corporate image to



- switching decision .3<sup>rd</sup> Penang International Conference on Multi-Disiplinary Research , Penanag, Malaysis 27 Nov 2021
5. **Grace Suk Ha Chan**&Zhiwei(CJ)Lin & Hongzhi Zhuo(2020).A Case Studyof Work-Life Balance Issues Among Macau’s Local Hotel Employees, TTRA APAC Annual Chapter Conference Theme: Tourism and Travel in the Age of Disruption: New Directions or Business as Usual, Dec 07-08, Australia
  6. **GraceChan**, Gao.B.W.,LingjunSu (2019). Effectiveness of using key opinion leaders on the purchase intention to tourism product in China . International Conference on Interdisciplinary, Social Science. Business and Economics , Education and Technology Conference, July 13-14, Penang, Malaysia.
  7. BoWendyGao,**GraceChan**,GavinChau,SiyuLong,RuijunWang.(2019)Does the World Center of Tourism and Leisure Exist? From both Experts and Tourists Perspectives, 2019 International Conference on Hospitality, Tourism, and Sports Management , August 28-30, 2019 at Osaka International House Foundation, Osaka, Japan . ISSN 2518-0797
  8. Su, Ling Jun &**Grace Chan** ,**S.H.** (2018). The impact on Korean TV dramas to Chineseyoungsters’perceiveddestinationimageandasapotentialdestinationfor visiting .Global Travel and Tourism Partnership (GTTP) Annual Conference, June 03-05 2018, Macau.
  9. **Grace Chan**, **S.H** & Lin Fei Fei (2018). Macau local residents support for event tourism development : Destination image and perceived major tourism impact. Global Travel and Tourism Partnership (GTTP) Annual Conference, June 03-05 2018, Macau.
  10. **Grace Chan** , **S.H.** ,Jane Hui Nan Bao & Hong ZhiZhuo (2018) Female Casino Dealer Work–Family Balance from Macau . 22nd International Joint World Cultural Tourism Conference , May 26-28,2018 Bangkok, Thailand.
  11. Ip, Yun Kit ,**Grace Chan** , Chan, Chi Fat & Zhang, Hóng Yì (2018).To equilibrium employee satisfaction with the management. Global Travel and Tourism Partnership (GTTP) Annual Conference, June 03-05 2018, Macau.
  12. **GraceChan,S.H.**(2015).Eventsmanagementpractitioners’expectationsofQualityof Work Life (QWL) Proceedings of The International Conference on Tourism and Business, 12-14 January 2015, Bangkok, Thailand.
  13. **Grace Chan**, **S.H.** &Denizci Guillet Basak (2014) Implementing Revenue Management in Hong Kong travel agencies The 7thWorld Conference for Graduates Research in Tourism, Hospitality and leisure , pp 240-246 (ISBN: 978-4940-25-7) , 3-8 June 2014, Istanbul , Turkey.



## Research Grants

1. FRG-25-044-SLA(2025/2026)-**Principle investigator**–Elucidate the ESG paradigm that affects hospitality employee’s behavior .
2. Macau Foundation(2020/2021) -**Principle investigator** - Aviation Industry Green Brands effects on passengers’ their psychological action and behavior: A case study in Macau.
3. Macau Foundation (2019/2020)-**Co-investigator**-“ The Impact of e-WOM on Purchase Intention: Analysis of the Adoption of Online Reviews on Travel Decisions in China” .(MF1926)
4. Macau Foundation (2018/2019) –**Co-investigator**-“Exploring the role of Macau in the Guangdong Hong Kong & Macao in Greater Bay Area”(MF1802)
5. Macau Foundation (2017/2018)- **Principle investigator**- “How Smell , Taste and work affect Macau’s Tourism industry” (MF1705)
6. Macau Foundation (2015/2016) - **Co-investigator** – “ Investigation of the relationship between Low Cost Carriers and Macau Tourism Development”.(CUM-2-03)

## Awards

- 2021/2022 Excellent Research Recognition at University, City University of Macau  
2019/2020 Excellent Research Recognition at University, City University of Macau  
2019 Best paper Award in International Conference on Interdisciplinary, Social Science, Business and Economics, Education and Technology Conference, July 13-14, 2019.Penang, Malaysia  
2016/2017 Excellent Research Recognition at University, City University of Macau

## Academic Service

### (Ad Hoc Reviewer)

- Asia Pacific Journal of Tourism Research  
Current Issues in Tourism  
Internal Journal of Contemporary Hospitality Management  
Journal of Quality Assurance in Hospitality & Tourism  
Tourism Review

### ( Service to community)

- 2019-2022 External examiner of Higher Diploma In Hospitality Management (QF4) Caritas Blanche College of Careers, Hong Kong SAR China

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