

ΜΑΡΙΑΝΝΑ ΣΙΓΑΛΑ

ΑΝΑΠΛΗΡΩΤΡΙΑ ΚΑΘΗΓΗΤΡΙΑ - ΠΑΝΕΠΙΣΤΗΜΙΟ ΑΙΓΑΙΟΥ

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ΑΚΑΔΗΜΑΪΚΕΣ ΣΠΟΥΔΕΣ

- 2002 *University of Surrey* Guildford, Μεγάλη Βρετανία
Διδακτορικό Δίπλωμα (Doctor of Philosophy)
Τίτλος διδακτορικής διατριβής: «Assessing the impact of Information and Communication Technologies on productivity in the hotel sector - an operations management approach»
Αναγνώριση από ΔΙΚΑΤΣΑ (Αριθμ. Πράξης: 7/3949/2003)
- 2003 *University of Strathclyde* Glasgow, Μεγάλη Βρετανία
- Faculty of Education
 - Πιστοποιητικό Μεταπτυχιακής Επιμόρφωσης στις Ακαδημαϊκές – Παιδαγωγικές Σπουδές (Certificate in Advanced Academic Studies, δεν υφίστανται ανάλογες σπουδές στην Ελλάδα και δεν είναι εφικτή η αναγνώριση από το ΔΙΚΑΤΣΑ)
- 1998 *University of Surrey* Guildford, Μεγάλη Βρετανία
- Μεταπτυχιακό Δίπλωμα Ειδίκευσης στο Τουριστικό Μάνατζμεντ, άριστα (Master of Science in Tourism Management, distinction)
 - Μάστερ (Μεταπτυχιακό Δίπλωμα Ειδίκευσης) στην Διοίκηση Τουρισμού (άριστα)
 - Αναγνώριση από ΔΙΚΑΤΣΑ (Αριθμ. Πράξης: 7/3833/2003)
- 2000 *Οικονομικό Πανεπιστήμιο Αθηνών* Αθήνα
- Πτυχίο στην Οργάνωση και Διοίκηση Επιχειρήσεων με ειδίκευση στο Μάρκετινγκ
- 1997 *University of Lancaster* Lancaster, Μεγάλη Βρετανία
- Μεταπτυχιακό Δίπλωμα στην Επιχειρησιακή Ανάλυση (Postgraduate Diploma in Business Analysis, δεν υφίστανται ανάλογες σπουδές στην Ελλάδα και δεν είναι εφικτή η αναγνώριση από το ΔΙΚΑΤΣΑ)

ΑΛΛΕΣ ΣΠΟΥΔΕΣ & ΣΥΝΕΧΙΖΟΜΕΝΗ ΕΚΠΑΙΔΕΥΣΗ

- Αυγουστ. 2003 *International I-CHRIE Academy* Palm Springs, U.S.A.
- Διήμερο σεμινάριο σε τέσσερα μαθήματα/ενότητες: Νέες Τεχνολογίες και Εκπαίδευση, Ανάπτυξη & Σχεδιασμός Προγραμμάτων Σπουδών, Έρευνα και Δημοσιεύσεις σε Ακαδημαϊκά Περιοδικά, Εξ Αποστάσως Εκπαίδευση (ICT in education, Curriculum development and design, Research and publishing in academic journals, Distance education)
- Σεπτ. 2002 *University of Paisley* Paisley, Μεγάλη Βρετανία
- Τριήμερο σεμινάριο: Διδασκαλία, Μάθηση και Αξιολόγηση στην Ανώτατη Εκπαίδευση (Teaching, Learning & Assessment in Higher Education)
- Μάρτιος, 2002 *University of Strathclyde* Glasgow, Μεγάλη Βρετανία
- Διήμερο σεμινάριο: Εκπαίδευση Επιβλεπόντων Ερευνητικών Εργασιών (Research Supervisor Induction Course)
- Φεβρ. 2002 *University of Strathclyde* Glasgow, Μεγάλη Βρετανία
- Εκπαιδευτικό σεμινάριο & ημερίδα: Teaching smart people how to learn
- Δεκεμ. 2001 *University of Strathclyde* Glasgow, Μεγάλη Βρετανία
- Εκπαιδευτικό σεμινάριο & ημερίδα: Τεχνολογίες στην εκπαίδευση: μύθοι και πραγματικότητες

(Technology in teaching: myth & reality)

- Νοεμβ. 2001 *University of Strathclyde* Glasgow, Μεγάλη Βρετανία
- Εκπαιδευτικό σεμινάριο & ημερίδα: Υλοποιώντας την εκπαίδευση μέσω του Διαδικτύου (Implementing e-learning)
- Οκτ. 2001 *University Center Cesar Ritz & EuroCHRIE* Brig, Ελβετία
- Εκπαιδευτικό σεμινάριο & ημερίδα: Διεθνοποίηση του τουριστικού προγράμματος σπουδών (Internationalisation of the tourism curriculum)
- Απρίλιος 2001 *University of Quebec* Montreal, Καναδάς
- Εκπαιδευτικό σεμινάριο & ημερίδα: Ερευνητικά ζητήματα για τις τεχνολογίες πληροφορικής και επικοινωνιών στην τουριστική εκπαίδευση (Research issues on Information & Communication Technologies in tourism)
- Ιαν. 2001 *University of Surrey* Guildford, Μεγάλη Βρετανία
- Εκπαιδευτικό σεμινάριο & ημερίδα: Ηλεκτρονικό επιχειρείν στον τουρισμό
- Δεκ. 2000 *University of Bradford* Bradford, Μεγάλη Βρετανία
- Διήμερο σεμινάριο: Ερευνητικές μεθοδολογίες (Research methodologies)
- Μάιος 2000 *Centre for Hospitality Industry Productivity Research* Manchester, Μεγ. Βρετανία
- Εκπαιδευτικό σεμινάριο & ημερίδα: Εργαζόμενοι και παραγωγικότητα (Employees and Productivity)
- Ιαν. 2000 *IBM Corporation* London, Μεγάλη Βρετανία
- Εκπαιδευτικό σεμινάριο & ημερίδα: Ηλεκτρονικό εμπόριο και ηλεκτρονικό επιχειρείν (E-commerce & e-Business)
- Μάρ. 1999 *Chartered Institute of Marketing* London, Μεγάλη Βρετανία
- Εκπαιδευτικό σεμινάριο & ημερίδα: Διαδραστικό μάρκετινγκ στην ψηφιακή τηλεόραση (Interactive marketing on digital TV)
- Δεκ. 1995 *AIESEC* Αθήνα
- Εκπαιδευτικό σεμινάριο: Διοίκηση Ολικής Ποιότητας και πρότυπα ISO 9002
- Μάιος 1995 *Οικονομικό Πανεπιστήμιο Αθηνών* Δελφοί
- Δελφικά Συμπόσια: σεμινάρια στο μάρκετινγκ και διοίκηση
- Μάιος 1995 *Οικονομικό Πανεπιστήμιο Αθηνών* Αθήνα
- Εκπαιδευτικό σεμινάριο: Branding & Μάρκετινγκ

ΜΕΛΟΣ ΑΚΑΔΗΜΑΪΚΩΝ & ΕΠΑΓΓΕΛΜΑΤΙΚΩΝ ΟΡΓΑΝΩΣΕΩΝ

- Euro-CHRIE - European Council on Hotel, Restaurant and Institutional Education (τακτικό μέλος, και μέλος του Διοικητικού Συμβουλίου & της Εκτελεστικής Επιτροπής ως Πρώην Πρόεδρος από 2002 - 2006)
- International CHRIE – International Council on Hotel, Restaurant and Institutional Education (τακτικό μέλος, μέλος του Διοικητικού Συμβουλίου 2004 - 2005)
- International CHRIE – International Council on Hotel, Restaurant and Institutional Education (τακτικό μέλος, και μέλος του Διοικητικού Συμβουλίου & της Εκτελεστικής Επιτροπής ως Director of Information and Publications 2008 - 2010)
- IFITT – International Federation for Information Technology (IT) and Travel & Tourism (τακτικό μέλος και μέλος του Διοικητικού Συμβουλίου & της Εκτελεστικής Επιτροπής ως Διευθύνων Μελών, από το 2003 – 2006, 2006 - 2009 και 2009 - 2010)
- Association for Information Systems (AIS) – (τακτικό μέλος)

- Hellenic Association for Information Systems (HeAIS) – (τακτικό μέλος και μέλος του Διοικητικού Συμβουλίου & της Εκτελεστικής Επιτροπής ως Διευθύνων Δημοσίων Σχέσεων, 2005 - 2009)
- EUROMA – European Operations Management Association (τακτικό μέλος)
- AIEST - International Association of Scientific Experts in Tourism (τακτικό μέλος)
- International Forum of Educational Technology & Society (τακτικό μέλος)
- BATER - Balkan Association for Tourism Education & Research (τακτικό μέλος)
- MATHER - Mediterranean Association for Tourism and Hospitality Education & Research (τακτικό μέλος)
- *ATLAS* - European Association for Tourism & Leisure Education (τακτικό μέλος)
- TS - Tourism Society (τακτικό μέλος)
- Ένωση Ξενοδόχων Σαντορίνης (τακτικό μέλος)
- *ΕΛΣΤΕ* - Ένωση Δημοσιογράφων & Συγγραφέων Τουρισμού Ελλάδος (τακτικό μέλος)

ΠΡΩΤΟΤΥΠΕΣ ΕΡΓΑΣΙΕΣ ΣΕ ΔΙΕΘΝΗ ΠΕΡΙΟΔΙΚΑ ΜΕ ΚΡΙΤΕΣ

SIGALA, M., Airey, D., Jones, P. & Lockwood, A. (2001). Multimedia use in the UK tourism and hospitality sector; Training on skills and competencies, Information Technology and Tourism, Vol. 4(1), p. 31-39.

SIGALA, M., Lockwood, A. & Jones, P. (2001). Strategic implementation and IT: Gaining competitive advantage from the hotel reservation process. International Journal of Contemporary Hospitality Management, Vol. 17 (3), p. 364-371.

SIGALA, M. (2001). Modeling e-marketing strategies: Internet presence and exploitation of Greek hotels. Journal of Travel and Tourism Marketing, Vol. 11 (2/3), p. 83 – 103.

SIGALA, M. (2002). The impact of multimedia on employment patterns in Small and Medium Hospitality and Tourism Enterprises (SMTHEs) in UK. Information Technology and Tourism, Vol. 4 (3/4), p. 175 – 189.

SIGALA, M. (2002). The evolution of Internet Pedagogy: Benefits for tourism and hospitality education. Journal of Hospitality, Leisure, Sports and Tourism Education, Vol.1, No.2, p. 29 – 45.

SIGALA, M. (2002). Internet kao dopuna i pomoć u nastavi turizma i ugostiteljstva: europska iskustva. Edupoint: casopis o informacijskim tehnologijama u obrazovanju, (Internet use in tourism and hospitality education: a European survey, in Croatian), No. 7, 21.06.2002, ISSN 1333-5987 , <http://edupoint.carnet.hr/casopis/broj-07/index.html>

Christou, E. & SIGALA, M. (2002). Conceptualising the measurement of service quality and TQM performance for hotels: the HOSTQUAL model. Acta Touristica, Vol. (14), No. 2, pp. 140 – 169.

SIGALA, M. (2003). Competing in the Virtual Marketplace: a strategic model for developing e-commerce in the hotel industry. International Journal of Hospitality Information Technology, Vol. 3, No. 1, pp. 43 – 60.

SIGALA, M. & Baum, T. (2003). Trends and issues in tourism and hospitality higher education: Visioning the future. Tourism and Hospitality Research. The Surrey Quarterly Review , Vol. 4, No. 4, pp. 367 - 376

SIGALA, M. & Christou, E. (2003). Enhancing and complementing the instruction of tourism and hospitality courses through the use of on-line educational tools. Journal of Hospitality & Tourism Education, Vol. 15, No. 1, pp. 6 – 16.

SIGALA, M. (2003). The Information & Communication Technologies productivity impact on the UK hotel sector. International Journal of Operations and Production Management, Vol. 23, No. 10, pp. 1224 – 1245.

SIGALA, M. (2003). Developing and Benchmarking Internet Marketing Strategies in the Hotel Sector in Greece. Journal of Hospitality & Tourism Research, Vol. 27, No. 4, pp. 375 – 401.

- Paraskevas, A. & SIGALA, M. (2003). Teaching Hospitality & Tourism Management: A matter of style. Journal of Teaching in Travel & Tourism, Vol. 3, No. 4, pp. 1 – 18.
- SIGALA, M. (2003). Internet heritage and cultural tourism under virtual construction: implications for online visitors' experiences and interpretation management. Tourism Today, No. 3, pp. 51 - 67.
- SIGALA, M. (2003). Integrating and exploiting Information and Communication Technologies (ICT) in restaurant operations: implications for restaurant productivity. Journal of Foodservice Business Research, Vol. 6, No. 3, pp. 55 - 76.
- SIGALA, M. (2004). Using Data Envelopment Analysis for measuring and benchmarking productivity in the hotel sector. Journal of Travel and Tourism Marketing, Vol. 16, No. 2/3, 39 – 60.
- SIGALA, M. (2004). The ASP-Qual model: measuring ASP service quality in Greece. Managing Service Quality, Vol. 14, No 1, pp. 103 – 114.
- SIGALA, M. (2004). Reviewing the profile and behaviour of Internet users: research directions and opportunities in tourism and hospitality. Journal of Travel and Tourism Marketing, Vol. 17, No (2/3), pp. 93-102.
- SIGALA, M. (2004) Investigating the factors determining e-learning effectiveness in tourism and hospitality education. Journal of Hospitality & Tourism Education, Vol. 16, No. 2, pp. 11 - 21.
- Folinas, D., Manthou, V., SIGALA, M. & Vlachopoulou, M. (2004). Modeling the e-evolution of supply chain: cases and best practices. Internet Research: Electronic Networking Applications and Policy, Vol. 14, No. 4, pp. 274 – 283.
- SIGALA, M., Jones, P., Lockwood, A. & Airey, D. (2005). Productivity in Hotels: A Stepwise Data Envelopment Analysis of Hotels' Rooms Division Processes. The Service Industries Journal, Vol. 25, No. 1, pp. 61 - 81.
- SIGALA, M. & Sakellaris, O. (2004). Web users' cultural profiles and e-service quality: international implications for tourism websites. Information Technology and Tourism, Vol. 7, No. 1, pp. 13 - 22.
- SIGALA, M. (2004). Collaborative Supply Chain Management in the airline sector: the role of GDS. Advances in Hospitality and Leisure, Vol.1, p. 103 – 121, ISSN: 1745-3542, ISBN: 0-7623-1158-4.
- SIGALA, M. (2005). Integrating Customer Relationship Management in Hotel Operations: managerial and operational implications. International Journal of Hospitality Management, Vol. 24, No.3, pp. 391 - 413
- SIGALA, M. (2005). A holistic integration framework of Information & Communication Technologies in hospitality operation processes. The Cyprus Journal of Sciences, Vol. 3, Spring, pp. 167 - 190
- Avison, D., Kautz, K., SIGALA, M., Whitley, E. and Winter, R. (2005). Becoming engaged with conferences: reputations and networks. Communications of the Association for Information Systems (CAIS), Vol. 16, pp. 895 – 903
- SIGALA, M. (2006). Culture: the software of e-Customer Relationship Management. Journal of Marketing Communications, Vol. 12, No. 3, pp. 203 - 223
- SIGALA, M. (2006). Mass customisation implementation models and customer value in mobile phones services: preliminary findings from Greece. Managing Service Quality, Vol. 16, No. 4, pp. 395 – 420
- SIGALA, M. (2007). RFID applications for integrating and informationalizing the supply chain of foodservice operators: perspectives from Greek operators. Journal of Foodservice Business Research, Vol. 10, No.1, pp. 7 - 29
- SIGALA, M. (2006). e-Customer Relationship Management in the hotel sector: guests' perceptions of perceived e-service quality levels. Tourism: an International Interdisciplinary Journal, Vol. 54, No. 4, pp. 333 - 344
- SIGALA, M. & Chalkiti, K. (2007). New Service Development: preliminary findings on process development and assessment from the Greek hotels. Advances in Hospitality and Leisure, Vol. 3, pp.

131 – 153, ISSN: 1745-3542, ISBN: 0-7623-1158-4.

SIGALA, M. & Chalkiti, K. (2007). Improving performance through tacit knowledge externalization and utilization: preliminary findings from Greek hotels. International Journal of Productivity & Performance Management, Vol. 56, No 5-6, pp. 456 – 483

SIGALA, M. (2007). Integrating Web 2.0 in e-learning environments: a socio-technical approach. International Journal of Knowledge and Learning, Vol. 3, No. 6, pp. 628 - 648

SIGALA, M. (2008). A supply chain management approach for investigating the role of tour operators on sustainable tourism: the case of TUI. Journal of Cleaner Production, Vol. 16., No. 15, pp. 1589-1599

Chalkiti, K. & SIGALA, M. (2008). Information sharing and idea generation in peer to peer online communities: The case of 'DIALOGOI. Journal of Vacation Marketing, Volume 14, Number 2, pp. 121 – 132

Valachis, I., Christou, E., SIGALA, M. & Maroudas, L. (2009). Developing human resources' skills and knowledge in tourism and hospitality through the determination of quality of training programs. Tourism and Hospitality Management, Vol. 15, No. 1, pp. 61 - 72

SIGALA, M. (2010). Mass Customisation models for travel and tourism information e-services: interrelationships between system design and customer value. International Journal of Information Systems in the Service Sector, Vol. 2, No. 2, pp. 48 - 69

SIGALA, M. (2009). E-service quality and web 2.0: expanding quality models to include customer participation and intercustomer support. The Service Industries Journal, Vol. 29, No. 10, pp. 1 - 18

Choi, G, Parsa, H.G., SIGALA, M. & Putrevu, S. (2009). Consumers' Environmental concerns and behaviors in the lodging industry: a comparison between Greece and the USA. International Journal of Quality Assurance in Hospitality & Tourism, Vol. 10, No. 2, 93 - 112

Chalkiti, K. & SIGALA, M. (2010). Staff turnover in the Greek tourism industry: a comparison between insular and peninsular regions. International Journal of Contemporary Hospitality Management, Vol. 22, No. 3, pp. 335 - 359

Chatzigeorgiou, C., Christou, E., Kassianidis, P. & SIGALA, M. (2009). Examining the relationship between emotions, customer satisfaction and future behavioural intentions in agrotourism. Tourism: An International Multidisciplinary Journal of Tourism, Vol.4, No.4, pp.47-63.

SIGALA, M. (2010). Measuring customer value in online collaborative trip planning processes. Marketing Intelligence and Planning, Vol. 28, No.4, pp. 418 - 443

SIGALA, M. & Marinidis, D. (2012). Web Map Services in Tourism: A Framework Exploring The Organisational Transformations and Implications on Business Operations and Models. International Journal of Business Information Systems, Vol. 9, No. 4, pp. 415-434

SIGALA, M. (2011). eCRM 2.0 applications and trends: The use and perceptions of Greek tourism firms of social networks and intelligence. Computers in Human Behavior, Vol. 27, pp. 655 - 661

SIGALA, M. (2012). Investigating the role and impact of geovisualisation and geocollaborative portals on collaborative e-learning in tourism education. Journal of Hospitality, Leisure, Sports and Tourism Education, Vol. 11, pp. 50 - 66

SIGALA, M. (2012). Social networks and customer involvement in New Service Development (NSD): the case of www.mystarbucksidea.com. International Journal of Contemporary Hospitality Management, Vol. 24, No. 7, pp. 966 - 990

SIGALA, M. & Marinidis, D. (2012). e-Democracy and web 2.0: a framework enabling DMOs to engage stakeholders in collaborative destination management. Tourism Analysis, Vol. 17, Iss. 2, pp. 105

SIGALA, M. (2012). The impact of geocollaborative portals on group decision making for trip planning. European Journal of Information Systems, Vol. 21, N. 4, pp. 404 – 426

SIGALA, M. (2012). Investigating the role and impact of geovisualisation and geocollaborative portals on collaborative e-learning in tourism education. Journal of Hospitality, Leisure, Sports and Tourism Education, Vol. 11, pp. 50 - 66

SIGALA, M. (2012). Exploiting web 2.0 for New Service Development: findings and implications from the Greek tourism industry. International Journal of Tourism Research, Vol. 14, pp. 551 - 566

SIGALA, M. (2012). Social media and crisis management in tourism: applications and implications for research. Information Technology and Tourism, Vol. 13, No. 4, pp. 269 - 283

SIGALA, M. (2013). Using and measuring the impacts of geovisualisation on tourism education: the case of teaching a service management course. Journal of Hospitality, Leisure, Sports and Tourism Education, Vol. 12, pp. 85 – 98

SIGALA, M. (2013). A framework for designing and implementing effective online coupons in tourism and hospitality. Journal of Vacation Marketing, Vol. 19, No. 2, pp. 165 - 180

SIGALA, M. (2013). Examining the adoption of Destination Management Systems: an Inter-Organizational Information Systems approach. Management Decision, Vol. 51, No. 5, pp. 1011 – 1036

SIGALA, M. & Chalkiti, K. (2014). Investigating the exploitation of web 2.0 for knowledge management in the Greek tourism industry: an utilisation - importance analysis. Computers in Human Behavior, Vol. 30, pp. 800 - 812

SIGALA, M. (2014). Customer involvement and role in sustainable supply chain management: a model and implications in tourism. Cornell Hospitality Quarterly, Vol. 55, No. 1, pp. 76 - 88

SIGALA, M. (2014). Evaluating the Performance of Destination Marketing Systems (DMS): stakeholder perspective. Marketing Intelligence & Planning, Vol. 32, No. 2

Lagos, E., SIGALA, M. & Harris, A. (2014). Emotional language for image formation and market segmentation in dark tourism destinations: findings from tour operators' websites promoting Gallipoli. TOURISMOS,

SIGALA, M. (in press). From demand elasticity to market plasticity: a market approach for developing revenue management strategies in tourism. Journal of Travel and Tourism Marketing,

SIGALA, M. (in press). Collaborative commerce in tourism: implications for research and industry. Current Issues in Tourism,

SIGALA, M. (in press). Learning with the market: a market framework for developing social entrepreneurship in tourism. International Journal of Contemporary Hospitality Management,

ΕΠΙΣΤΗΜΟΝΙΚΕΣ ΔΗΜΟΣΙΕΥΣΕΙΣ ΣΕ ΠΡΑΚΤΙΚΑ ΔΙΕΘΝΩΝ ΣΥΝΕΔΡΙΩΝ ΜΕ ΚΡΙΤΕΣ

SIGALA, M. (2014). Gamifying service experiences: psychological and behavioural impacts. 8th AMA SERVSIG International Service Research Conference “*Services Marketing in the New Economic and Social Landscape*” organized by the Departments of Marketing & Operations Management and Business Administration of the University of Macedonia, Thessaloniki,

Greece, 13 – 15 June, 2014

SIGALA, M. (2014). Gamification and user experience: findings and implications from TripAdvisor. 12th APacCHRIE conference "*Breaking Barriers Shifting Gears*" organized by the Taylor University, Selangor, Malaysia, 22 – 24 June, 2014

Lagos, E., SIGALA, M. & Harris, A. (2013). Visitation to Gallipoli: Website language patterns and their effectiveness in forming travelers' motivation. 6th annual conference on Consumer Behavior in Tourism Symposium (CBTS 2013) "*Competitiveness, Innovation and Markets: The Multifaceted Tourists' Role*" organized by the Free University of Bozen/Bolzano, Bruneck/Brunico, Italy, December 4-7, 2013

SIGALA, M. (2013). C2C online transactions: the new roles of tourists in innovating and transforming the markets of tourism services. 6th annual conference on Consumer Behavior in Tourism Symposium (CBTS 2013) "*Competitiveness, Innovation and Markets: The Multifaceted Tourists' Role*" organized by the Free University of Bozen/Bolzano, Bruneck/Brunico, Italy, December 4-7, 2013

SIGALA, M. & Christou, E. (2013). Connectivism and Social Media: a Collaborative Learning Theory and Practices for Developing the New Competencies of Tourism and Hospitality Graduates. Proceedings of the 31st EuroCHRIE 2013 "*Cooperative Education and Research for Hospitality and Tourism*" organised by the ANGELL Business School Freiburg, Freiburg, Germany, 16 – 19 October, 2013

SIGALA, M. (2013). Designing competitive business models for travel intermediaries: an A2A resource exchange approach for creating, influencing and supporting market making mechanisms in the travel sector. The 2013 Naples Forum on Service - "*Service Dominant Logic, Network & Systems, Theory & Service science: integrating three perspectives for a new service agenda*" hosted and organised by the University of Salerno and The University of Naples "Frederico II", Ischia, Napoli, 18 - 21 June 2013

Nella, A., Christou, E. & SIGALA, M. (2013). Identifying the Positive Effects of the Wine Tourism: Experience on Wine Brands and Behavioral Intentions. 5th Scientific Conference "*Tourism trends and advances in the 21st century*" organized by the Interdepartmental Graduate Program in Tourism Planning, Administration and Policy and the The Laboratory for Tourism Research & Studies (ETEM), University of the Aegean, Greece, 30 May - 2 June 2013, Rhodes, Greece

SIGALA, M. (2013). A model for developing customer engagement in gamification applications in tourism. 5th Scientific Conference "*Tourism trends and advances in the 21st century*" organized by the Interdepartmental Graduate Program in Tourism Planning, Administration and Policy and the The Laboratory for Tourism Research & Studies (ETEM), University of the Aegean, Greece, 30 May - 2 June 2013, Rhodes, Greece

SIGALA, M. (2012). Applications and impacts of gamification in tourism. 5th "*Consumer Behavior in Tourism Symposium 2012*" (CBTS 2012) "Tourism and Quality of Life Research: Theories, Practices, Applications, and Challenges" organized by the Competence Centre in Tourism Management and Tourism Economics Center (TOMTE) of the Free University of Bozen/Bolzano, Bruneck/Brunico, Italy, December 10-13, 2012

Nella, A., Christou, E., Lymperopoulos, C. & SIGALA, M. (2012). Investigating differences between domestic and international winery visitors in Greece. Proceedings of the 2nd International Conference on "*Advances in Hospitality and Tourism Marketing & Management (AHTMMC)*" co-organized by the Alexander Technological Institute of Thessaloniki, Democritus University of Thrace, the Washington State University and the Research Institute for Tourism of the Hellenic Chamber of Hoteliers, 31 May – 3 June, 2012: Corfu, Greece

SIGALA, M. (2012). A model of social media exploitation for crisis management in tourism & hospitality. International conference the Athens Tourism Symposium 2012 "*International Scientific Congress on Current Trends in Tourism Management and Tourism Policy*", organised by the Laboratory of Research and Tourism Satellite Accounts (LaReTSA) of the University of Patras and Heliotopos Conferences, 15-16 February 2012, Athens, Greece

- SIGALA, M. (2012). To coupon or not to coupon? a cost - benefit analysis of customers' behaviour impacts for tourism services sold through discount vouchers. International conference the Athens Tourism Symposium 2012 "*International Scientific Congress on Current Trends in Tourism Management and Tourism Policy*", organised by the Laboratory of Research and Tourism Satellite Accounts (LaReTSA) of the University of Patras and Heliotopos Conferences, 15-16 February 2012, Athens, Greece
- SIGALA, M. (2011). Customers' service quality and price fairness perceptions of services sold through discounted vouchers. 4th "*Consumer Behavior in Tourism Symposium 2011*" (CBTS 2011) "*Future Tourism Demand: Demographic, Behavioral and Social Changes. Challenges for marketers and economists*" organized by the Competence Centre in Tourism Management and Tourism Economics Center (TOMTE) of the Free University of Bozen/Bolzano, Bruneck/Brunico, December 1-3, 2011
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η) Εργασίες σε Συνέδρια και Ημερίδες σαν Προσκαλεσμένος Ομιλητής (Keynote or Guest Speaker)

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SIGALA, M. (2010). *Designing and Implementing Successful Destination Management Systems*. International Symposium on Innovation in Tourism and Hospitality organized by the Tourism and Hospitality University School of the Polytechnic Institute of Guarda, Seia, Portugal, 1 - 2 June 2010

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SIGALA, M. (2008). Web 2.0 applications and Destination Management Systems: opportunities and threats. *1st International Tourism eMarketing Conference* organized by ELECTRONIC UNION OF TRAVEL INDUSTRY CONFERENCE (EUOTI, www.euoti.net) and IFITT Sharm El-Shekh, Egypt, 15 - 19 December 2008

SIGALA, M. (2008). Destination Management Systems organisational and technological trends and challenges: learning from the Greek tourism experience. Encuentos 2008 International Conference "New Europe - New Tourist Destination" hosted by Turistica College of Tourism Studies, University of Primorska, Slovenia, in Portorož, Slovenia, 21st - 23rd May 2008.

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Πληροφορικής & Επικοινωνιών Ελλάδας (ΣΕΠΕ) σε συνεργασία με το Σύνδεσμο Ελληνικών Τουριστικών Επιχειρήσεων (ΣΕΤΕ). Η διοργάνωση του Συνεδρίου έγινε στο πλαίσιο της Δράσης 33/ 2005: “*Enhancing the cooperation between ICT suppliers and SMEs at regional Level*” της Ευρωπαϊκής Επιτροπής.

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ΣΙΓΑΛΑ, Μ. (2005). *Νέες τεχνολογίες – Διαδίκτυο και μάρκετινγκ τουριστικών προορισμών*. Ανοικτό Ελεύθερο Πανεπιστήμιο, Άργος Ορεστικού, 7 Δεκέμβρη, 2005

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SIGALA, M. (2005). *Athens 2004 Olympics Games and impacts on Greek tourism: reviving a destination*. One day seminar on “London 2012: Olympic Candidate City” organised by PlanimumLinks and funded by the Learning & Skills Council, London East, Trinity House, London, UK, 5 April, 2005

SIGALA, M. (2004) *Integration domains for enabling the ICT impact on productivity*. Information Technology and Innovation in Tourism (ITIT) 2004 International Conference “Technological Investments in Tourism: the productivity paradox” organised by the Centro Italiano di Studi Superiori sul Turismo di Assisi (*Italian Centre for Advanced Studies in Tourism of Assisi*), Assisi, Italy, 25 – 26 November 2004.

SIGALA, M. (2004) *The role of new technologies in the development and marketing of tourism destinations*. International Conference of Twinning Cities “Tourism & Local Economy”, Kallikratia, Greece, 14 – 17 October 2004, organised by the Municipality of Kallikratia-Greece, Municipality of Caltagirone-Sicily and the Village of Episkopi Pafou-Cyprus.

SIGALA, M. (2004) *Preparation and Delivery of e-Learning Programmes*. 5th International Conference of Partner Institutions, Plovdiv, Bulgaria, 10 – 13 June 2004, organised by La Foundation Pour La Formation Hoteliere and La Foundation Nestle Pro Gastronomie and University of Food Technologies, Plovdiv, Bulgaria.

SIGALA, M. (2004) *Data Envelopment Analysis (DEA): a tool or a methodology for conducting hospitality research?* I-CHRIE Academy, I-CHRIE conference 28 July – 1 August 2004 Conference, Philadelphia, USA.

SIGALA, M. (2004) *Mobile Challenges for Travel and Tourism*. European Conference in Information Systems (ECIS) 2004 Conference, Turku, Finland, 16 – 18 June, 2004.

SIGALA, M. (2004) *Exploiting Information and Communication Technologies (ICT) in heritage and cultural tourism*. 3rd eTourism Futures Forum, University of Surrey, School of Management, 3rd eTourism Futures Forum,

Guildford, UK, March 29 – 30, 2003

SIGALA, M. (2003). *Internet applications and models in the hotel sector*. Greek Hotel Association Seminar Series, organized by the Greek Hoteliers Association and Travel Media Applications, 17 December, 2003.

SIGALA, M. (2003) *Does one e-commerce strategy fits all? Setting standards for serving the online international guest*. Hotel & Catering International Management Association (HCIMA), Annual International Conference, Limassol, Cyprus, November, 2003

SIGALA, M. (2002) *Information and Communication Technologies applications in heritage tourism: trends and issues*. European Tourism University Partnership (ETUP), International Tourism Students' Conference, May, Chalkidiki, Greece

SIGALA, M. (2002) *E-assessment: strategies, goals and critical issues for assessment in Virtual Learning Environment*. Council of Hospitality Management Educators (CHME), 5th Annual Teaching and Learning Conference, November, Edinburgh, UK

SIGALA, M. (2001) *Re-engineering tourism education through Internet: From virtual classes to virtual communities*. Tourism Society Conference and Association of Teachers in Travel & Tourism Annual Conference *Association of Teachers in Travel & Tourism Annual Conference*, July, Guildford, UK

SIGALA, M. (2001) *The power of e-Travel*. International Institute for Peace through Tourism & HATTA May, Thessaloniki, Greece

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SIGALA, M. (2001) *Developing and implementing competitive e-commerce strategies*. Workshop on e-tourism. *Travel Media Applications*, March, Athens, Greece

SIGALA, M. (1999) *IT and productivity in the hotel sector*. Centre for Hospitality Industry Productivity Research (CHIPR), October, London, UK

SIGALA, M. (1999) *Work study and hotel productivity*. Centre for Hospitality Industry Productivity Research (CHIPR), May, Cambridge, UK

Member and contributor of the following *Think Tanks* Organised by the International Hotel & Restaurant Association (HCIMA):

Think Tank on technology in the hotel industry: Vienna, Austria, February 1999

Think Tank on IT investment and e-commerce in the hospitality industry. Lausanne, Switzerland, February, 2000

Think Tank on current and future IT trends in the tourism and hospitality industry. Paris, France, February, 2001

ΣΥΜΜΕΤΟΧΗ ΣΕ ΕΡΕΥΝΗΤΙΚΑ ΠΡΟΓΡΑΜΜΑΤΑ

- Εκπαιδευτής του προγράμματος "*Τουριστικό Μάρκετινγκ και Τρόποι Προώθησης του Θεματικού Τουρισμού- Σύγχρονα Εργαλεία και Τεχνολογίες*" του ευρωπαϊκού προγράμματος MED-ROUTE χρηματοδοτούμενο από το ENPI CBC MED Programme, <http://www.med-route.net>. Περιφέρεια Κεντρικής Μακεδονίας και Περιφερειακό Ταμείο Ανάπτυξης Κεντρικής Μακεδονίας (Δεκέμβριος, 2013)
- Εκπαιδευτής του προγράμματος "*Integrating the Greek - Bulgarian tourism product, IG - BTP*" του προγράμματος ευρωπαϊκής εδαφικής συνεργασίας "Ελλάδα - Βουλγαρία 2007--2013". Δημοτική Κοινωνική Επιχείρηση Καβάλας ΔΗΜΩΦΕΛΕΙΑ, (Δεκέμβριος, 2013)
- Συμμετοχή ως εξωτερικός ερευνητής του προγράμματος "*Ανάδειξη της χειροτεχνίας ως ιδιαίτερου πολιτιστικού και οικονομικού πόρου μειονεκτουσών περιοχών της διασποράς της Ελλάδας-Κύπρου στο πλαίσιο επιλεγμένων αγροτουριστικών διαδρομών: HANDICRAFTOUR*" του Προγράμματος

Διασυνοριακής Συνεργασίας «Ελλάδα – Κύπρος 2007-2013». Περιφέρεια Βορείου Αιγαίου, (Μάρτιος 2013 - Νοέμβριος 2013)

- Συμμετοχή ως εκπαιδευτής στην ενότητα «Ξεναγήση και νέες τεχνολογίες- Ψηφιακή Μουσειακή Επικοινωνία» του «Προγράμματος ταχύρρυθμης κατάρτισης στο επάγγελμα του ξεναγού». Οργάνωση – υλοποίηση Πανεπιστήμιο Αιγαίου, χρηματοδότηση Υπουργείο Τουρισμού (Οκτώβριος – Νοεμβριος 2013)
- Writing of the case study titled «*Green tourism and sustainable supply chain management in tourism implemented by the Ionian Eco Villagers, Nature World and Travel, Earth, Sea & sky: development of entrepreneurial business opportunities by exploiting the social capital and social media*» for the research project «Educational courses for entrepreneurship for distance education» for the Innovation & Entrepreneurship Unit of the University of the Aegean (December, 2011 - February 2013)
- External Expert of the project «*An action plan of cooperative and innovative practices aiming to the effective and quality based development of mass tourism and to the prolonging of the tourism season that can in turn increase employment in the tourism sector*» funded by the Department of Culture & Tourism for the Ministry of Culture & Tourism (06/2012 - 10/2012)
- External Expert of the project "*Kyiv Initiative Regional Programme: Sustainable Wine Tourism: Training for Trainers*" funded by the Council of Europe under the "Wine Culture Tourism Exchange" (WCTE) and the Capacity Building Programme in Sustainable Tourism along Cultural Routes", Hotel Codru, Chisinau, Moldova, 21-26 March 2012
- External Expert of the project "*The European Dimension of Heritage Days Events*". European Heritage Days. A joint action of the Council of Europe and the European Union. Strasbourg, France, 11-12 December 2011
- External Expert of the project "*Kyiv Initiative Regional Programme: Sustainable Wine Tourism: Training for Trainers*" funded by the Council of Europe "Wine Culture Tourism Exchange" (WCTE) within the framework of the Kyiv Initiative Regional Programme and supported by the Association for Culture and Tourism Exchange 19-24 November 2011, Odessa, Ukraine
- External Expert of the project "*Kyiv Initiative Regional Programme: Sustainable Wine Tourism: Training for Trainers*" funded by the Council of Europe "Wine Culture Tourism Exchange" (WCTE) within the framework of the Kyiv Initiative Regional Programme and supported by the Association for Culture and Tourism Exchange 7-11 June 2011, Mukachevo, Ukraine
- Rapporteur και επιστημονικός συνεργατής της ομάδας "*e-Επιχειρηματικότητα*" του φόρουμ για την "Ψηφιακή Ελλάδα 2020" υπό την αιγίδα των Υπουργείων: Υποδομών, Μεταφορών και Δικτύων – Οικονομικών – Εσωτερικών, Αποκέντρωσης και Ηλεκτρονικής Διακυβέρνησης – Οικονομίας, Ανταγωνιστικότητας και Ναυτιλίας – Παιδείας, δια Βίου Μάθησης και Θρησκευμάτων <http://www.digitalgreece2020.gr/> (10/2010 - 06/2011)
- Συμμετοχή σαν εμπειρογνώμονας ερευνητής στο πρόγραμμα "*Kyiv Initiative Regional Programme: Cultural Policies and Cultural Exchange (CPCE)*" managed and co-ordinated by the Directorate General IV: Education, Culture, Heritage, Youth and Sport, Directorate of Culture and Cultural and Natural Heritage. Researcher and writer of the two policy briefs: a) "Sustainable tourism: technology and new model Destination Management Systems" and b) "Enabling Sustainable Tourism: virtual exchange networks and marketing tools". (10/2010 - 12/2010)
- Συμμετοχή σαν εμπειρογνώμονας στο πρόγραμμα "*Wine Culture Tourism Exchange, WCTE*" a project of the Council of Europe and the Central European Initiative Know-how Exchange Programme (CEI KEP) and the Austrian Development Cooperation, KYIV INITIATIVE REGIONAL PROGRAMME (2/2010 – 10/2010)
- Συμμετοχή σας εκπαιδευτής (Trainer) του trainers' programme "SUPPORT FOR INTERREGIONAL COOPERATION AND EXCHANGE OF GOOD PRACTICES BETWEEN SOFIA AND ATHENS IN THE FIELD OF TOURISM" of the European Programme "Regional development" 2007 – 2013, www.bgregio.eu. The project is financed by the Operational Programme "Regional development" 2007 – 2013, co

financed by the EU through the EU Fund for Regional development (June 2010)

- Συμμετοχή σαν εμπειρογνώμονας στο πρόγραμμα «Ομάδα Εμπειρογνώμωνων - Επιστημόνων Τουρισμού του ΣΕΤΕ». Φορέας εκπόνησης του έργου ΕΤΕΜ (Πανεπιστήμιο Αιγαίου) χρηματοδοτούμενο από τον Σύνδεσμο Ελληνικών Τουριστικών Επιχειρήσεων (ΣΕΤΕ) (10/2007 – 9/2008)
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητής στο πρόγραμμα «Καταστατική Μελέτη Αθηναϊκού Τουρισμού – Από την Προ-Ολυμπιακή στη Μετα-Ολυμπιακή περίοδο : Η επίδραση των Ολυμπιακών Αγώνων και η Υφιστάμενη Κατάσταση, οι Στρατηγικές Προτεραιότητες, Οι προοπτικές – Προκλήσεις και οι Επόμενες Δράσεις για την Επόμενη 5ετία (2008 – 2012)». Φορέας εκπόνησης έργου ΕΤΕΜ (Πανεπιστήμιο Αιγαίου) χρηματοδοτούμενο από την Εταιρεία Τουριστικής και Οικονομικής Ανάπτυξης Αθηνών Αναπτυξιακή Ανώνυμη Εταιρεία Ο.Τ.Α. με τον διακριτικό τίτλο «Ε.Τ.Ο.Α.Α. Α.Α.Ε. Ο.Τ.Α.» (5/2008 – 8/2008)
- Δημιουργός Υλικού Πιστοποίησης (ανοικτές ερωτήσεις και ερωτήσεις πολλαπλών απαντήσεων, καθώς και μελέτες περιπτώσεις) γνώσεων και δεξιοτήτων των εκπαιδευόμενων στελεχών της Δημόσιας Διοίκησης και της Τοπικής Αυτοδιοίκησης στο πλαίσιο του Υποέργου με τίτλο *Ανάπτυξη Υλικού Πιστοποίησης* για την ενότητα «Συστήματα υποστήριξης Πολιτιστικών δράσεων». Ανάπτυξη Υλικού για τις παρακάτω 3 ενότητες: Ανάπτυξη και προβολή εναλλακτικών μορφών τουρισμού, Αξιοποίηση εφαρμογών WEB 2.0 και πολυμέσων για πολιτιστική προβολή, και Χρήση Διαδικτύου για την προβολή τουριστικών προορισμών. Φορέας υλοποίησης προγράμματος Ε.Κ.Δ.Δ.Α. (7/2008 – 10/2008)
- Επιστημονικός Υπεύθυνος του e-Business Forum “*Te4: Ηλεκτρονικά Συστήματα Μάρκετινγκ Οίνου & Οινοτουρισμού: Βέλτιστες Πρακτικές και Αναπτυξιακές Προοπτικές*” επιχειρησιακό πρόγραμμα χρηματοδοτούμενο από την Ευρωπαϊκή Ένωση «Κοινωνία Της Πληροφορίας» Άξονας 3: Ανάπτυξη & Απασχόληση στην Ψηφιακή Οικονομία, Μέτρο 3.1: Δημιουργία ευνοϊκού περιβάλλοντος για την οικονομική ανάπτυξη. Ανάθεση έργου από το «ΕΘΝΙΚΟ ΔΙΚΤΥΟ ΕΡΕΥΝΑΣ, ΤΕΧΝΟΛΟΓΙΑΣ Α.Ε. – ΕΔΕΤ». (01-05-2008 – 31-12-2008)
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητής στο πρόγραμμα «*BIT-programme: Know-How Transfer from Norway to Greece*». Project source Innovation Norway, Project Co-ordinator «ΕΘΝΙΚΟ ΔΙΚΤΥΟ ΕΡΕΥΝΑΣ, ΤΕΧΝΟΛΟΓΙΑΣ Α.Ε. – ΕΔΕΤ» funded by the European Commission “Enterprise Directorate-General” (01/2008 – 9/2008).
- Επιστημονικός Υπεύθυνος Έργου του e-Business Forum “*Τγ2: Επίδραση, αξιοποίηση και διαχείριση του Συμμετοχικού Διαδικτύου (Web 2.0) για την ανάπτυξη και το σχεδιασμό επιχειρησιακών λειτουργιών και στρατηγικών: εφαρμογές στον τουριστικό κλάδο και στα Μ.Μ.Ε*” επιχειρησιακό πρόγραμμα χρηματοδοτούμενο από την Ευρωπαϊκή Ένωση «Κοινωνία Της Πληροφορίας» Άξονας 3: Ανάπτυξη & Απασχόληση στην Ψηφιακή Οικονομία, Μέτρο 3.1: Δημιουργία ευνοϊκού περιβάλλοντος για την οικονομική ανάπτυξη. Ανάθεση έργου από το «ΕΘΝΙΚΟ ΔΙΚΤΥΟ ΕΡΕΥΝΑΣ, ΤΕΧΝΟΛΟΓΙΑΣ Α.Ε. – ΕΔΕΤ». (01-09-2007 – 30-06-2008)
- Δημιουργός του Εναλλακτικού Διδακτικού Υλικού (ΕΔΥ) για την θεματική ενότητα του μεταπτυχιακού προγράμματος σπουδών του Ελληνικού Ανοικτού Πανεπιστημίου (ΕΑΠ) Διοίκηση Τουριστικών Επιχειρήσεων (ΔΤΕ60) «Συγγραφή Μελέτης Περίπτωσης». Κριτικός Αναγνώστης του Εναλλακτικού Διδακτικού Υλικού (ΕΔΥ) για την θεματική ενότητα του μεταπτυχιακού προγράμματος σπουδών του Ελληνικού Ανοικτού Πανεπιστημίου (ΕΑΠ) Διοίκηση Τουριστικών Επιχειρήσεων (ΔΤΕ60) «Ερωτήσεις Πολλαπλών Ερωτήσεων».
- Εξωτερικός Αξιολογητής για το έργο “Portal Θεματικών Μορφών Τουρισμού Πελοποννήσου” - www.tour-net.gr - στο πλαίσιο της Δράσης 7.4 του έργου NETFORCE «Πρόγραμμα Καινοτόμων Ενεργειών στην Περιφέρεια Πελοποννήσου» που υλοποιήθηκε από τα Επιμελητήρια Αρκαδίας και Λακωνίας.
- Επιστημονικός Υπεύθυνος Έργου του e-Business Forum “*Τβ1: Ηλεκτρονικά Συστήματα Διαχείρισης και Μάρκετινγκ Τουριστικών Προορισμών: Ισχύουσα Κατάσταση, Διεθνείς Τάσεις και Προοπτικές*” επιχειρησιακό πρόγραμμα χρηματοδοτούμενο από την Ευρωπαϊκή Ένωση «Κοινωνία Της Πληροφορίας» Άξονας 3: Ανάπτυξη & Απασχόληση στην Ψηφιακή Οικονομία, Μέτρο 3.1: Δημιουργία ευνοϊκού περιβάλλοντος για την οικονομική ανάπτυξη. Ανάθεση έργου από το «ΕΘΝΙΚΟ ΔΙΚΤΥΟ ΕΡΕΥΝΑΣ, ΤΕΧΝΟΛΟΓΙΑΣ Α.Ε. – ΕΔΕΤ». (01-05-2007 – 28-02-2008)
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητής στο πρόγραμμα EQUAL “*Always Tourism: Προώθηση της ανταγωνιστικότητας και της απασχόλησης στον κλάδο των τουριστικών γραφείων μέσω της προσαρμογής των*

εργαζομένων και επιχειρηματιών στις νέες εργασιακές απαιτήσεις στο χώρο του τουρισμού”. Συντονιστής έργου HATTA (Hellinic Association of Travel and Tourism Agents). Η Κοινοτική Πρωτοβουλία EQUAL υλοποιείται με συγχρηματοδότηση του Ευρωπαϊκού Κοινωνικού Ταμείου και του Υπουργείου Απασχόλησης & Κοιν. Προστασίας

- Συμμετοχή σαν εμπειρογνώμονας/ερευνητής (Consultant) στο πρόγραμμα "Education of Professionals in Tourism" funded by the Ministry of Commerce, Tourism and Services of the Republic of Serbia. Project co-ordinator and contractor of the project task "Education in Rural Tourism" Department of Geography, Tourism and Hotel Management, Faculty of Science, University of Novi Sad, Serbia (June – July 2007)
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητής (Consultant) στο πρόγραμμα “Μελέτη σχεδιασμού και δημιουργίας δικτύου τουριστικής πληροφόρησης και προβολής του Νομού Χαλκιδικής” χρηματοδοτούμενο από τη Νομαρχιακή Αυτοδιοίκηση Χαλκιδικής. Project co-ordinator H+S Technology Solutions S.A., Athens. Desk research for the strategic reports for “Internet applications in tourism” and “Development of the strategic design and functionality of the information and marketing destination portal of Chalkidiki”.
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητής (Consultant) στο πρόγραμμα “Enhancing the cooperation between ICT suppliers and SMEs at regional level” funded by The European Commission, Enterprise Directorate – General, Action Number 2005/33. Project co-ordinator and manager SETE (Association of Greek Tourism Enterprises). Field and desk research for the “Needs analysis” and the “Guidelines for the knowledge portal”.
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητής (Consultant) «Κατάρτιση Αιρετών Εκπροσώπων Πρωτοβάθμιας Αυτοδιοίκησης στις Νέες Τεχνολογίες Πληροφορικής και Επικοινωνιών». Συγγραφή διαδραστικού πολυμεσικού εκπαιδευτικού υλικού «Χρήση Νέων Τεχνολογιών στον τουρισμό» και «Ο ρόλος και η χρήση των νέων τεχνολογιών στην περιφερειακή ανάπτυξη»
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητής (Consultant) στο διεθνές πρόγραμμα MEDOCC titled MEDITERRANEAN OBSERVATORY FOR SUSTAINABLE TOURISM (MOST) funded by Interreg III
- Επιστημονικός Υπεύθυνος στο διεθνές πρόγραμμα «ΨΗΦΙΑΚΟ ΕΠΙΧΕΙΡΗΜΑΤΙΚΟ ΠΛΑΙΣΙΟ ΓΙΑ ΤΗΝ ΠΡΟΩΘΗΣΗ ΥΠΗΡΕΣΙΩΝ ΟΙΚΟΛΟΓΙΚΟΥ ΚΑΙ ΠΟΛΙΤΙΣΤΙΚΟΥ ΤΟΥΡΙΣΜΟΥ ΣΤΗ ΚΥΠΡΟ» Ίδρυμα Προώθησης Έρευνας για τεχνολογία και ανάπτυξη, Κύπρος (2006 – 2007)
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητής (Consultant) στο διεθνές ερευνητικό πρόγραμμα “Study on the Impact of Working Time” χρηματοδοτούμενο από την European Commission, Employment Social Affairs and Equal Opportunities DG, Employment and ESF Policy Coordination, Employment Strategy. Project manager and coordinator Ramboll Management, Denmark, and University of Warwick, Institut for Employment Research, UK. (01-02-2006 – 30-11-2006)
- Rapporteur και Συντονιστής Έργου του e-Business Forum “Ηλεκτρονικές Υπηρεσίες και Εφαρμογές στον Τουρισμό” επιχειρησιακό πρόγραμμα χρηματοδοτούμενο από την Ευρωπαϊκή Ένωση «Κοινωνία Της Πληροφορίας» Άξονας 3: Ανάπτυξη & Απασχόληση στην Ψηφιακή Οικονομία, Μέτρο 3.1: Δημιουργία ευνοϊκού περιβάλλοντος για την οικονομική ανάπτυξη. Ανάθεση έργου από το «ΕΘΝΙΚΟ ΔΙΚΤΥΟ ΕΡΕΥΝΑΣ, ΤΕΧΝΟΛΟΓΙΑΣ Α.Ε. – ΕΔΕΤ». (01-01-2006 – 30-10-2006)
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητρια σε Online Sales & e-Distribution στο διεθνές ερευνητικό πρόγραμμα: Ref to International Training Key Expert for the EU funded project “Tourism Development in North West Russia, Russian Federation”. A project implemented by Carl Bro Group, POHL Consulting C&A, BRANAN Consortium, www.carlbro.ru, Project Partner RUTIRF (01 – 01-2006 – 01-03-2006)
- Επιστημονικός Υπεύθυνος και Συντονιστής Έργου του ερευνητικού προγράμματος “Διερεύνηση των μορφών συνεργασίας στις διεπιχειρησιακές σχέσεις: συμμαχίες και δίκτυα επιχειρήσεων στον τομέα της μεταποίησης”, “Investigating collaboration types in interfirm relationships: alliances and business networks in the manufacturing sector” χρηματοδοτούμενο από την Επιτροπή Ερευνών του Πανεπιστημίου Αιγαίου. (12-2005 – 06-2007).
- Εξωτερικός Αξιολογητής των Proposals for the Improvement of Relevance and Quality in Undergraduate Engineering (IRQUE Project) under Quality Enhancement Fund (QEF). Ministry

of Tertiary Education & Training of Sri Lanka and World Bank.

- Επιστημονικός Υπεύθυνος και Συντονιστής Έργου του ερευνητικού προγράμματος “*Exploring the Digital Divide in Low Cost Air Travel*” χρηματοδοτούμενο από το Research & Development Fund του University of Strathclyde, Μεγ. Βρετανία. (01-03-02 - 30-09-03).
- Συμμετοχή στο διακρατικό ερευνητικό πρόγραμμα TEMPUS–MEDA (MD-JEP-31084-2003) μεταξύ του Τ.Ε.Ι. Θεσσαλονίκης (Γμήμα Τουριστικών Επιχειρήσεων), University of the Aegean (Department of Business Administration), Greece, Polytechnic Institute of Beja (School of Technology and Marketing), Portugal, Alexandria University (Faculty of Tourism and Hospitality), Egypt, Tishreen University (Faculty of Economics), Syria, Lebanese University (Faculty of Tourism and Hotel Management), Libano. Τίτλος προγράμματος: “Enhancing regional academic cooperation in the Mediterranean: development of postgraduate studies in tourism and hospitality” (08/2004 – 08/2007).
- Συμμετοχή στο διακρατικό ερευνητικό πρόγραμμα TEMPUS - PHARE (CD-JEP-1714-2001) μεταξύ του Τ.Ε.Ι. Θεσσαλονίκης (Γμήμα Τουριστικών Επιχειρήσεων), του Hame Polytechnic (Tourism Development Programme) Finland, του University of Strathclyde (Faculty of Cultural and Education Studies) U.K., του University of Bitola (Ohrid Faculty of Tourism and Catering) F.Y.R.O.M., του University Fan Noli (Department of Marketing & Tourism) Albania, University Aleksander Xhuvani (Department of Economics) Albania, και του University Ismail Qemal (Department of Marketing & Tourism) Albania. Θέμα: “Enhancing regional cooperation in Southeastern Europe: curriculum updating and adoption for tertiary-level tourism and hospitality courses” «Αναμόρφωση και αναβάθμιση προπτυχιακών και μεταπτυχιακών προγραμμάτων σπουδών στον τουρισμό». (3/2001 – 3/2004).
- Συμμετοχή στο διακρατικό ερευνητικό πρόγραμμα TEMPUS - PHARE (CD-JEP-17212-2002) μεταξύ του Τ.Ε.Ι. Θεσσαλονίκης (Γμήμα Τουριστικών Επιχειρήσεων), του Lahti Polytechnic (Department of Tourism & Hospitality) Finland, του University of Strathclyde (Scottish Hotel School) United Kingdom, του University of Bitola (Faculty of Tourism) F.Y.R.O.M., του University Fan Noli (Department of Marketing) Albania, του University of Novi Sad (Department of Geography & Tourism) Serbia & Montenegro, και του University of Rieka (Faculty of Tourism & Hospitality) Croatia. Θέμα: “Advanced regional cooperation in Southeastern Europe: development of postgraduate curriculum for tourism and hospitality studies” «Αναμόρφωση και αναβάθμιση μεταπτυχιακών προγραμμάτων σπουδών στον τουρισμό και την διοίκηση φιλοξενίας». (09/2003 – 08/2006)
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητρια στο διεθνές ερευνητικό πρόγραμμα PHARE (98/MAC02/02/007, [Component 5](#)) "Vocational Training Improvement in the Border Region" στην Π.Γ.Δ.Μ., σε συνεργασία με την LDK Consultants, Engineers and Planners, Athens, Greece. (10/2002 – 09/2003).
- Συμμετοχή σαν εμπειρογνώμονας/ερευνητρια στο διεθνές ερευνητικό πρόγραμμα PHARE (98/MAC02/02/007, [Component 2](#)) "Pelister Tourism Development Study" στην Π.Γ.Δ.Μ., σε συνεργασία με την LDK Consultants, Engineers and Planners, Athens, Greece. (10/2002 – 09/2003).
- Συμμετοχή στο διεθνές ερευνητικό πρόγραμμα μελέτης της χρήσης και αξιοποίησης του Internet για την τουριστική εκπαίδευση, σε συνεργασία με το Border Technicon Polytecnic της Νότιας Αφρικής και του Ανώτατου Τεχνολογικού και Επαγγελματικού Ιδρύματος (Α.Τ.Ε.Ι.) Θεσσαλονίκης, στα πλαίσια του πρωτοκόλλου τεχνικής βοήθειας στην εκπαίδευση μεταξύ Ευρωπαϊκής Ένωσης και Νότιας Αφρικής. Ειδικός επιστημονικός σύμβουλος του προγράμματος, υπεύθυνος για την ερευνητική ανάπτυξη και τον συντονισμό των εργασιών μεταξύ των Ευρωπαίων εταιρών του προγράμματος. (09/2001 – τώρα).
- Συμμετοχή και ερευνητρια στο διεθνές ερευνητικό πρόγραμμα μελέτης της χρήσης και αξιοποίησης των τεχνολογιών επικοινωνίας και πληροφόρησης από μικρές και μεσαίες επιχειρήσεις, “*The use of the Information Systems by Small Business*”. The projects aims to identify the adoption and use of IS by Small Businesses worldwide. Project participants include academic and consultant professionals from: Australia, Germany, Brazil, Greece, UK, Canada, New Zealand, USA, Slovenia, Denmark, India, Norway, South Africa, Italy, UAE, Portugal, Israel, South Korea. Project co-ordinator: Dr

Stephen Burgess, Victoria University, Melbourne, Australia. (from January 2003 – January 2004).

- Συμμετοχή και ερευνήτρια στο διεθνές ερευνητικό πρόγραμμα χρηματοδοτούμενο από το Conservation International, titled “*Environmental practices in tourism hotspots: barriers of adoption and policy implications*” και co-coordinated από το Cornell University. Personal contribution involved the administration and conduction of a field research in Santorini, Greece, the production of a professional report and administration of the data analysis from all other partners. Research findings have been presented in International conferences. (10/2001 – 2002).
- Συμμετοχή και ερευνήτρια στο European Collaborative Research Project “*Learning Destinations*”. The broad aim of the project is to investigate and develop conceptualization and understanding of small and micro tourism enterprises (SMITE) learning networks appropriate for rural and peripheral destinations in Northern Europe. Thus, it addresses and links two key policy issues relative to: knowledge, communication and learning; and economic performance and development. Participants of the project are: University of Strathclyde (project director), ETOUR, Sweden (Project Secretary), Centre for Regional and Tourism Research, Denmark, Finnish Network for Tourism Studies, Finland, Queen Margaret University College, Scotland, Karlstad University, Sweden (National project coordinators), Centre for Regional and Tourism Research, Denmark, Finnish Network for Tourism Studies, Finland, Lillehammer College, Norway, ETOUR, European Tourism Research Institute, Sweden, Dalarna College, Sweden.
- Συμμετοχή και ερευνήτρια στο DIME Project: “*The diffusion and application of multimedia in the tourism and hospitality industries; its implications for employment*”. Production of a report and of a field research work conducted at the University of Surrey for the DIME project (Defining Multimedia for Employment) funded under the ESF initiative (ADAPT programme – E.U. funded). 09/1998 – 12/1999.

ΑΝΑΓΝΩΡΙΣΗ ΕΠΙΣΤΗΜΟΝΙΚΟΥ ΕΡΓΟΥ

α) Αναφορές στο Δημοσιευμένο Έργο

Επικαιριοποιημένη λίστα ετεροαναφορών δίνεται στην ιστοσελίδα:
<http://scholar.google.com/citations?user=8YD24sgAAAAJ&hl=en>

Citation indices 2 ΜΑΪΟΥ 2014 (Google Scholar)

	All	Since 2008
Citations	2181	1604
h-index	26	22
i10-index	57	43

β) Συμμετοχή σε Συντακτικές-Επιστημονικές Επιτροπές Περιοδικών με Κριτές

- Επιστημονικός Υπεύθυνος Σύνταξης (Editor) των διεθνών περιοδικών:
 - Επιστημονικός συν-Υπεύθυνος Σύνταξης, Co-Editor, του Managing Service Quality, <http://www.emeraldinsight.com/products/journals/journals.htm?id=msq>
 - Επιστημονικός Υπεύθυνος Σύνταξης, Editor, του “*Journal in Hospitality & Tourism Cases*” published by ICHRIE (από 2011)
 - Επιστημονικός Υπεύθυνος Σύνταξης για την Ευρώπη (Regional Editor for Europe) Επιστημονικός Υπεύθυνος Σύνταξης “*International Journal of Contemporary Hospitality Management*”
 - Book Reviews Editor του “*International Journal of Contemporary Hospitality Management*”
 - Επιστημονικός Υπεύθυνος Σύνταξης (Books’ Review Editor) του TOURISMOS
 - Associate Editor of the “*International Journal of Information Systems in the Service Sector*”
 - Chair of the I-CHRIE Hospitality & Tourism Case Study Competition & Publication Series (2011 – now)

- Επιστημονικός (συν)-Υπεύθυνος Σύνταξης (Editor) ειδικών τευχών (special issues) σε διεθνή περιοδικά:
 - «*Social computing in travel, tourism and hospitality*» (in press) of the International Journal «*Computers in Human Behaviour*»
 - «*Managing Services: new approaches and technologies*» (in press) of the International Journal «*Management Decision*»
 - «*Advances in Sport Tourism Marketing & Management*» (in press) of the International Journal «*International Journal of Sports Management & Marketing*»
 - «*Creativity and innovation in the service sector*» (in press) of the International Journal «*The Services Industries Journal*»
 - «*Smart Tourism: Convergence of Information Technologies, Experiences, and Theories*» (in press) of the International Journal «*Electronic Markets*»
 - «*Web 2.0 in travel and tourism: empowering and changing the role of travellers*» (Vol. 27, 2011) of the International Journal «*Computers in Human Behaviour*»
 - «*Evaluating website design and structure in tourism: dimensions, stakeholders and marketing issues*» (Vol. 20, No. 7, 2011) of the International Journal «*Journal of Hospitality Marketing and Management*»
 - «*Service quality and Customer Relationship Management: interrelationships and implications*» (Vol. 18, No. 5, 2006) of the International Journal «*Managing Service Quality*»
 - «*Managing Change in Tourism and Hospitality*» (Vol. 13, 2006) of the International Journal «*Tourism*»
 - «*Global Trends and Challenges in Services*» (Vol. 16, No. 4, 2006) of the International Journal «*Managing Service Quality*»
- Μέλος της Συντακτικής Επιτροπής (Editorial Board) των διεθνών επιστημονικών περιοδικών με κριτές:
 - International Journal of Contemporary Hospitality Management
 - Journal of Hospitality and Tourism Technology (JHTT)
 - Tourism Management
 - Electronic Markets – The International Journal on Networked Business
 - Computers in Human Behavior
 - ACADEMICA TURISTICA - Journal for Theory and Practice in Tourism
 - International Journal of Hospitality Management
 - Tourism Analysis
 - Journal of Hospitality Marketing & Management
 - Advances in Culture, Tourism, and Hospitality Research
 - Journal of Tourism Research
 - Computers in Human Behavior
 - Journal of Air Transport Studies
 - Journal of Vacation Marketing
 - Journal of Organizational and End User Computing
 - Asia-Pacific Journal of innovation in hospitality & tourism
 - Information Technology and Tourism: Applications, Methodologies, Techniques
 - Journal of Quality Assurance in Hospitality and Tourism
 - TOURISMOS
 - The ICHRIE Research Reports
 - Information Systems in the Service Sector
 - The Cyprus Journal of Sciences
 - Information Technology in Hospitality
 - European Journal of Tourism Research
 - Journal of Hospitality, Tourism, Leisure & Sports Education.
 - Advances in Hospitality and Leisure

- Asia-Pacific Journal of Innovation in Hospitality and Tourism
- Tourism and Hospitality Management.
- Tourism Today
- Journal of Information, Information Technology, and Organizations
- HOSTEUR
- Asian Academy of Management Journal
- International Journal of Management Perspectives
- Annual Scientific Bulletin “Analele Universitatii din Oradea. Seria Stiinte economice
- PASOS-Journal of Tourism and Cultural Heritage
- Pacific Tourism Review
- Journal of System and Management Sciences
- Journal of Universal Science and Technology of Learning
- Tourism Review
- UMTS Journal of Economics
- HOLISTICA – Journal of Business and Public Administration
- Stamford Journal
- Κριτής των διεθνών επιστημονικών περιοδικών:
 - Information Science για το special issue "Collective Intelligence"
 - Decision Science Journal
 - Management Research News
 - Annals of Tourism Research
 - Tourism Management
 - Information Systems Journal
 - Electronic Markets
 - European Journal of Information Systems
 - Computers in Human Behaviour
 - Decision Support Systems
 - Services Industries Journal
 - Current issues in Tourism
 - Tourism Analysis
 - Journal of Marketing Channels, Special Issue in “Industrial Distribution”
 - Special Issue of the “Journal of Business and Industrial Marketing” for the journal’s 20th anniversary (2006)
 - Tourism and Hospitality Research: The Surrey Quarterly Review
 - International Journal of Tourism Research
 - International Journal of Information Technology and Decision Making
 - Asia Pacific Management Review
 - Journal of Foodservice Business Research
 - Tourism and Hospitality Planning & Development
 - South African Journal for Research in Sport Physical Education and Recreation
 - Journal of Tourism & Hospitality Management (Elsevier)
 - Marketing Intelligence & Planning
 - Advances in Hospitality and Leisure
 - Pacific Tourism Review
 - Journal of Hospitality & Tourism Research
 - International Journal of Electronic Business
 - Management Research News
 - International Journal of Tourism Policy
 - International Journal “International Journal of Services Technology and Management”

- International Journal of Education and Development using ICT
- Special Issue σε "Performance measurement and leisure management" του διεθνούς επιστημονικού περιοδικού *Managing Leisure*
- *Anatolia: An International Journal of Tourism and Hospitality Research*
- International Journal of Internet Marketing and Advertising (IJIMA) for the special issue on "Relationship Marketing and the Internet"
- ειδικής έκδοσης Digital Solutions of the International "Journal of Business and Industrial Marketing"
- ειδικής έκδοσης Journal of Travel and Tourism Marketing in "e-consumer behaviour: a hospitality and tourism perspective"
- ειδικής έκδοσης Journal of Travel and Tourism Marketing in "Management science in tourism and hospitality"
- ειδικής έκδοσης του διεθνούς επιστημονικού περιοδικού International Journal of Electronic Commerce (IJEC) following Bled 2003 E-Commerce Conference

γ) Συμμετοχή σε Επιστημονικές Επιτροπές Διεθνών Συνεδρίων με Κριτές

Member of the Scientific Committee and Track Chair of "Tourism & Hospitality" of the 18th Academy of Marketing Science World Marketing Congress. "*Rediscovering the essentiality of marketing*", organized by the Academy of Marketing Science in cooperation with the University of Bari, Italy, 14 – 17, July 2015

Member of the Scientific Committee of the 3rd INVTUR conference "*Does Gender equality foster new paths for social and economic development? A tourism perspective*" organised by the Universidade de Aveiro, Aveiro Portugal, 7 – 10 May, 2014

Member of the Scientific Committee of the 11th International Conference on Enterprise Systems, Accounting and Logistics 2014 (11th ICESAL 2014) organized by the Department of Accounting and the Department of Logistics of the Alexander Technological Educational Institute (TEI) of Thessaloniki, and the Postgraduate Program in Accounting and Auditing of the Department of Accounting, TEI of Crete, Greece, Herakleion, Crete, Greece, 30 June – 3 July, 2014

Member of the Scientific Committee of the 3rd International Conference on "*Information Systems Post-Implementation and Change Management 2014*" Organized by the International Association for Development of the Information Society (IADIS, Lisbon, Portugal, 17 - 19 July 2014

Member of the Scientific Committee of the 2014 *Kos Tourism Conference* Organized by the European Tourism Unit of the European Centre of Excellence (University of Athens), with the support of Bournemouth University, IFITT (International Federation for Information Technologies in Travel and Tourism), ETOA (European Tourism Association), National Centre for Sustainable Development, Kos, Greece, 1 – 3 May, 2014

Reviewer of the 2014 Summer Marketing Educators' Conference, organized by American Marketing Association (AMA), San Francisco, CA, 1 – 3 August, 2014

Member of the Scientific Committee of the 1st International Conference on Cultural and Digital tourism , with the theme "*Cultural tourism in a digital era*" organised by the International Association of Cultural and Digital Tourism, 30 May - 1 June, 2014, Athens, Greece

Member of the Scientific Committee of the 6th International Scientific Conference "*Tourism in a changing world: opportunities and challenges*", organized by the Faculty of Tourism and Hotels, Alexandria University, The Bibliotheca Alexandrina Conference Center, Alexandria, Egypt, 28th – 30th of April, 2014

Member of the Technical Program Committee of *the First International Workshop on Web-based Education Technologies* (WebET 2014), April 9, 2014 in Seoul, Korea in conjunction with the 2014 International WWW Conference (<http://www2014.kr/>) organized by the Seoul national University, Ministry of Trade, Industry & Energy (Korea).

Member of the Scientific Committee of the 5th Asia-Euro Conference 2014 in Tourism, Hospitality and Gastronomy "*Creating Opportunities Through Innovation: The Future of Tourism and Hospitality in Asia*" organized by the Taylor University and the Association Internationale Des Sociologues De Langue Française (AISLF), Taylor University, Lakeside Campus, Subang Jaya, Selangor, Malaysia, 19 – 21 June, 2014

Member of the Scientific Committee of the 12th APacCHRIE Conference 2014 "*Breaking Barriers Shifting*

Gears” organized by the Taylor University, Selangor, Malaysia, 22 – 24 June, 2014

Member of the Scientific Committee of the 5th APacCHRIE Youth Conference 2014 “*MAKAN – MAKAN*”: *Motivation – Action – Knowledge – Achievement – No Boundaries*” organized by the Taylor University, Selangor, Malaysia, 21 – 22 June, 2014

Reviewer of the 2013 AMA Winter Marketing Educators’ Conference, 15 – 17 February 2013, Caesars’ Palace, Las Vegas, USA.

Member of the Advisory Scientific Board of the 2nd International Conference on Contemporary Marketing Issues (ICCM) co-organised by the Alexander Technological Educational Institute of Thessaloniki (ATEI) and Manchester Metropolitan University, Athens, Greece, 18-20 June, 2014

Member of the scientific committee of the 1st ‘SIBTUR - International Symposium of Good Practices in Tourism’ by the Department of Tourism of the Professional School of Carvalhais (municipality of São Pedro do Sul, Portugal) and supported by the Regional Entity of Tourism from Central Portugal, São Pedro do Sul, Portugal, 8th - 9th May, 2013

Co-Chair of the ENTER 2014 PhD Workshop organised by the International Federation for Information Technology and Travel & Tourism (IFITT). 21 - 24 January, 2014, Dublin, Ireland

Member of the Scientific Committee of the 2013 International Conference on ‘Management, Leadership and Innovation Towards a better Changing World’ organised by the Domestic and International Economy of Tourism School from Romanian - American University, 8 – 9 November, 2013, Bucarest, Romania

Member of the Scientific Committee of the IADIS Information Systems Post-implementation and Change Management Conference (ISPCM 2013) co-organised by IADIS (International Association for Development of the Information Society) and the Faculty of PodNikohospodarska, 22 - 24 July, 2013, Prague, Czech Republic

Member of the Scientific Committee of the 6th annual conference on Consumer Behavior in Tourism Symposium (CBTS 2013) “*Competitiveness, Innovation and Markets: The Multifaceted Tourists’ Role*” organized by the Free University of Bozen/Bolzano, Bruneck/Brunico, Italy, December 4-7, 2013

Member of the Scientific Committee of the 2nd World Research Summit for “*Tourism and Hospitality: Crossing the Bridge*” organized by the University of Central Florida, Rosen College of Hospitality Management, 15-17 December, 2013, Orlando, U.S.A.

Co-Chair of the 3rd International Conference on “*Advances in Hospitality and Tourism Marketing & Management (AHTMMC)*” co-organized by the Alexander Technological Institute of Thessaloniki, the Washington State University, the National Chin-Yi University of Technology, Taiwan, the National Taiwan Normal University, Taiwan, and the National Chia-Yi University, Taiwan. The Grand Hotel, Taipei, Taiwan, 25 – 30 June, 2013.

Chair of the *2nd International Symposium on Innovation in Tourism and Hospitality (ISITH)* organized by the School of Tourism and Hospitality Management (ESTH), Instituto Politécnico da Guarda, Seia, Portugal, 6 - 8 November 2012

Co-Chair of the 2nd International Conference on “*Advances in Hospitality and Tourism Marketing & Management (AHTMMC)*” co-organized by the Alexander Technological Institute of Thessaloniki, Democritus University of Thrace, the Washington State University and the Research Institute for Tourism of the Hellenic Chamber of Hoteliers, 31 May – 3 June, 2012: Corfu, Greece

Member of the scientific committee of the *10th CIRCLE International Conference (Centre for International Research in Consumers, Locations and Environments)*, organized by the Polytechnic Institute of Viana do Castelo, Portugal, 3-6 April 2013

Member of the scientific committee of the 3rd International Research Symposium in Service Management (IRSSM-3) “*Service Imperatives in the New Economy: Localization and Globalization*” organised by the Business School, University of International Business and Economics (UIBE), 3- 7 July, 2012, Beijing, China

Member of the scientific committee of the international conference the Athens Tourism Symposium 2012 “*International Scientific Congress on Current Trends in Tourism Management and Tourism Policy*”, organised by the Laboratory of Research and Tourism Satellite Accounts (LaReTSA) of the University of Patras

and Heliotopos Conferences, 15-16 February 2012, Athens, Greece.

Member of the scientific committee of the 17th Annual Graduate Student Research Conference in Hospitality and Tourism organized by the College of Human sciences, Auburn University, January 5-7, 2012, Auburn, USA

Member of the scientific committee of the "International Conference on Contemporary Marketing Issues (ICCM) 2012" organised by the Department of Marketing of Alexander Technological Educational Institute (ATEI) of Thessaloniki, Greece, and the Bucks New University, UK. 13-15 June 2012, Thessaloniki, Greece

Member of the scientific committee of the 5th Scientific Conference "Tourism trends and advances in the 21st century" organized by the Interdepartmental Graduate Program in Tourism Planning, Administration and Policy and the The Laboratory for Tourism Research & Studies (ETEM), University of the Aegean, Greece, 30 May - 2 June 2013, Rhodes, Greece

Member of the scientific committee of the 1st International Conference "Place Branding Online" (Tourl) organised by the Universitat Pompeu Fabra, 6 – 7 October 2011, Barcelona

Co-chair of the track "IS Applications for Culture and Tourism" and member of the Programme Committee of the 6th Mediterranean Conference on Information Systems (MCIS 2011) "IS: Crossroads of Technology, People, Organisations and Markets" organised by the University of Nicosia, University of Cyprus, University of North Carolina, temple University, University of Navarra and University of Georgia and under the auspices of AIS (Association of Information Systems), 3 - 5 September, 2011, Nicosia, Cyprus

Member of the Scientific Committee of the International Conference "The Innovation and Technology for Sustainable Development" organised by Stamford International University, 29 – 30 March 2013, Thailand, at Phetchaburi Campus

Member of the programme committee of the 9th International Conference on Enterprise Systems, Accounting and Logistics 2012 (ICESAL 2012), organized and supported by the Department of Accounting and the Department of Logistics of the Alexander Technological Educational Institute (TEI) of Thessaloniki, Chania, Crete, Greece, on July 10-12, 2012

Member of the programme committee of the 8th International Conference on Enterprise Systems, Accounting and Logistics 2011 (ICESAL 2011), organized and supported by the Department of Accounting and the Department of Logistics of the Alexander Technological Educational Institute (TEI) of Thessaloniki, Thassos Island, Greece, on July 10-13, 2011

Member of the scientific committee of the 16th Annual Graduate Student Research Conference in Hospitality and Tourism organized by the Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston and The Hong Kong Polytechnic University, January 6-8, 2011, Houston, TX, USA.

Member of the scientific committee of the 1st International Conference "Place Branding Online" (Tourl) organised by the Universitat Pompeu Fabra, 6 – 7 October 2011, Barcelona

Co-chair of the track "IS Applications for Culture and Tourism" and member of the Programme Committee of the 6th Mediterranean Conference on Information Systems (MCIS 2011) "IS: Crossroads of Technology, People, Organisations and Markets" organised by the University of Nicosia, University of Cyprus, University of North Carolina, temple University, University of Navarra and University of Georgia and under the auspices of AIS (Association of Information Systems), 3 - 5 September, 2011, Nicosia, Cyprus

Member of the programme committee of the 9th International Conference on Enterprise Systems, Accounting and Logistics 2012 (ICESAL 2012), organized and supported by the Department of Accounting and the Department of Logistics of the Alexander Technological Educational Institute (TEI) of Thessaloniki, Chania, Crete, Greece, on July 10-12, 2012

Member of the Scientific Committee of the 5th "Consumer Behavior in Tourism Symposium 2012" (CBTS 2012) "Tourism and Quality of Life Research: Theories, Practices, Applications, and Challenges" organized by the Competence Centre in Tourism Management and Tourism Economics Center (TOMTE) of the Free University of Bozen/Bolzano, December 10-13, 2012: Bruneck/Brunico (South Tyrol, Italy)

Member of the Scientific Committee of the 4th "Consumer Behavior in Tourism Symposium 2011" (CBTS 2011) "Future Tourism Demand: Demographic, Behavioral and Social Changes. Challenges for marketers and economists" organized by the Competence Centre in Tourism Management and Tourism Economics

Center (TOMTE) of the Free University of Bozen/Bolzano, Bruneck/Brunico, December 1-3, 2011

Member of the scientific committee of the "*International Scientific Congress on Current Trends in Tourism Management and Tourism Policy*" organised by the Department of Business Administration of the University of Patras and Heliotopos Conferences, Megaron Athens International Conference Center, Athens, Greece, 10 - 11 February, 2010

Member of the programme committee of the *8th International Conference on Enterprise Systems, Accounting and Logistics 2011* (ICESAL 2011), organized and supported by the Department of Accounting and the Department of Logistics of the Alexander Technological Educational Institute (TEI) of Thessaloniki, Thassos Island, Greece, on July 10-13, 2011

Member of the scientific committee of the 16th Annual Graduate Student Research Conference in Hospitality and Tourism organized by the Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston and The Hong Kong Polytechnic University, January 6-8, 2011, Houston, TX, USA.

Member of the scientific committee of the international conference the Athens Tourism Symposium 2011 "*International Scientific Congress on Current Trends in Tourism Management and Tourism Policy*", organised by the Laboratory of Research and Tourism Satellite Accounts (LaReTSA) of the University of Patras and Heliotopos Conferences, 2-3 February 2011, Athens, Greece.

Member of the scientific committee of the international conference "3rd Asia-Euro Tourism, Hospitality and Gastronomy Conference" organised by the Taylor's University College (Malaysia) and the University of Toulouse, 24-26 November 2010, Subang Jaya, Selangor, Malaysia

Member of the scientific committee of the international conference "Social Media and Tourism" organised by Virginia Tech, Management Centre Innsbruck, and College of Charleston, in Verona, Italy, 21 - 22 October, 2011

Member of the Scientific Committee of the 3rd "*Consumer Behavior in Tourism Symposium 2010*" (CBTS 2010) organized by the Competence Centre in Tourism Management and Tourism Economics Center (TOMTE) of the Free University of Bozen/Bolzano, Bruneck/Brunico, December 1-4, 2010

Member of the scientific committee of the International Research Symposium in Service Management "*Service Imperatives in the New Economy*" organized by the University of Mauritius, Mauritius, 24 – 27 August, 2010

Member of the scientific committee of the International conference on "*Cultural Heritage and Values: Communication through Tourism*" organised by The Intellect Institute, 6 - 8 October, 2010, Plovdiv, Bulgaria

Associate editor and reviewer for 18th European Conference of Information Systems ECIS 2010 organised by the Department of Informatics, University of Pretoria and London School of Economics, 6 - 9 June, 2010, Pretoria, South Africa

Member of the Programme Committee and the Scientific Committee of the 20th Biennial International Congress "Tourism & Hospitality Industry 2010: New Trends in Tourism and Hospitality Management". Organised by the Faculty of Tourism & Hospitality Management, University of Rijeka, May 6-8, 2010, Opatija, Croatia

Member of the International Scientific Committee for the 2nd Association of Hospitality Schools in Africa (AHSA) International Conference on Hospitality and Tourism Research "*Future challenges and opportunities in Hospitality, Tourism and Events in Africa*" organized by the North West Park and Tourism Board Hotel School Division in conjunction with the 2nd Association of Hospitality Schools in Africa (AHSA) held at Mafikeng Hotel School, South Africa, 18- 20 November, 2009

Member of the Programme Committee of the 2nd "Consumer Behavior in Tourism Symposium 2009" (CBTS 2009) organized by the Competence Centre in Tourism Management and Tourism Economics Center (TOMTE) of the Free University of Bozen/Bolzano, Bruneck/Brunico, December 16-19, 2009

Member of the Programme Committee of the 6th International Conference on Enterprise Systems, Accounting and Logistics (ICESAL) 2009, organized by the Alexander Technological Educational Institute of Thessaloniki, Thessaloniki, Greece, May 18-19, 2009

Member of the International Scientific Committee of the EuroCHRIE 2009 Conference "*From Services to Experiences in Tourism and the Hospitality Industry and Education*" organised by the HAAGA-HELIA

University of Applied Sciences, Helsinki, Finland, 22 - 24 October 2009

Συν-Πρόεδρος (Scientific Research Co-Chair) της Επιστημονικής Επιτροπής του (Research Co-Chair of the Track “*Tourism, Cultural Heritage and Diversity*”) The Mediterranean Conference on Information Systems (MCIS-2008) organised by the University of Trento, Italy: 23 - 26 October, 2008, Hammamet, Tunisia

Συν-Πρόεδρος (Co-Chair) του PhD Workshop στο διεθνές συνέδριο ENTER 2009 “*eTourism: dynamic challenges for travel and tourism*” που διοργανώθηκε από το International Federation of IT in Travel & Tourism (IFITT): 27 – 31 January, 2009, Amsterdam, the Netherlands

Member of the Scientific Committee of the 26th EUROCHRIE Congress “*Building a Legacy, Living the Dream: 2020 Vision for Hospitality and Tourism*”, organized by the Emirates Academy EuroCHRIE in Dubai, United Arab Emirates, 11th - 14th October, 2008.

Μέλος της Επιστημονικής Επιτροπής του 12th Air Transport Research Society (ATRS) World Conference hosting organisation Hellenic Aviation Society and co-hosting institution University of the Aegean: Athens, Greece, 6 - 10 July, 2008

Πρόεδρος (Conference Chair) του 2nd International Scientific Conference of the e-Business Forum “*E-business in Travel, Tourism and Hospitality*” organised by the Greek National Research and Technology Network, the University of the Aegean and the Technological Educational Institute of Thessaloniki and endorsed by the IFITT (International Federation of IT in Travel & Tourism), Athens, Greece: 14 March, 2008

Συν-Πρόεδρος (Scientific Research Co-Chair) της Επιστημονικής Επιτροπής του 62nd Annual I-CHRIE 2008 Conference & Exposition “*Welcoming a New Era to Hospitality Education*” organised by the International Council of Hospitality, Restaurant and Institutions Educators (I-CHRIE), Renaissance Waverly Hotel, Atlanta, Georgia, USA, July 30 - August 2, 2008

Πρόεδρος (Workshop Chair) του 10th International Conference on Electronic Commerce (ICEC 2008) organised by University of Innsbruck and STI International. Innsbruck, Austria, 18 – 22 August, 2008

Συν-Πρόεδρος (Scientific Research Co-Chair) της Επιστημονικής Επιτροπής του 61st I-CHRIE Conference “*Hospitality & Tourism Education as Big as Texas*” organised by the International Council of Hospitality, Restaurant and Institutions Educators (I-CHRIE), 25 – 29 July, 2007, Texas, U.S.A.

Συν-Πρόεδρος (Scientific Research Co-Chair) της Επιστημονικής Επιτροπής και μέλος της Οργανωτικής Επιτροπής του 24th EuroCHRIE Conference “*In Search of Excellence for Tomorrow's Tourism, Travel and Hospitality*”, organised by the University of the Aegean, Makedonia Palace, Thessaloniki, 25 – 28 October, 2006

Συν-Πρόεδρος (Scientific Research Co-Chair) της Επιστημονικής Επιτροπής του track “*Tourism, Cultural Heritage and Diversity track*” και Programme Committee member of the Mediterranean Conference IS 2007 (MCIS 2007) organised in Venice, Italy October 5-7, 2007.

Μέλος της Επιστημονικής Επιτροπής του Πανελληνίου Συνεδρίου “*Νέες Τεχνολογίες & Μάρκετινγκ*” που διοργανώθηκε από το Τμήμα Εμπορίας και Διαφήμισης του ΤΕΙ Ιεράπετρας, στις 24 – 25 Μαΐου, 2007, στην Ιεράπετρα, Κρήτη.

Μέλος της Επιστημονικής Επιτροπής του 4th International Conference on Enterprise Systems and Accounting 2007 (ICESAcc) organised by the Laboratory of Enterprise Resources (L@BER) of the Department of Accounting and by the Department of Logistics, Katerini Branch, of the Alexander TEI of Thessaloniki, Greece, in Corfu, Greece, 9 – 10 July, 2007.

Πρόεδρος (Scientific Research Chair) της Επιστημονικής Επιτροπής και μέλος της Οργανωτικής Επιτροπής του 14th διεθνούς συνεδρίου ENTER 2007 International Conference organised by IFITT (International Federation of IT and Travel and Tourism) Ljubljana, Slovenia, 24 – 26 January, 2007

Research Conference Co-Chair of the First International Conference in New Interactive Media (NIM) (ww.nim.ax), “*NIM and the Tourism Industry*”, Mariehamn, Åland Islands, Finland, 17 – 21 September, 2007

Member of the Scientific Committee of the 25th EuroCHRIE Conference “*Showcasing Innovation in Education, Training and Research through Tourism, Hospitality and Events*” organised by Leeds Metropolitan University, Leeds, United Kingdom, 25th – 27th October 2007

Scientific co-chair of the Track “Tourism, Culture and IS” of the 15th European Conference on Information Systems (ECIS) “*Relevant rigour – Rigorous relevance*” organised by the University of St. Gallen, St. Gallen, Switzerland, 7 – 9 June, 2007

Member of the Scientific and Organising Committee of the 2nd International Scientific Congress hosted and supported by the Higher Technological Educational Institution (A.T.E.I.) of Thessaloniki “*Progress in Tourism and Hospitality: Present and Future Challenges*” Thessaloniki, Greece, 1 – 4 June, 2006

Research Co-Chair of the 7th Mediterranean Conference on Information Systems (MCIS) and the conference track “*IT in tourism and Culture-Heritage*”, organised by the University of Trento, Venice, 5-9th October 2006

Reviewer (referee) of the 41st Hawaii International Conference on System Sciences (HICSS - 41). HICSS is sponsored by the Shidler College of Business, University of Hawai'i at Manoa <http://www.hicss.hawaii.edu/>. 7 – 10 January, 2008, Big Island, Hawaii, USA

Reviewer (referee) of the 4th International Conference in “*Open and Distance Learning - Forms of Democracy in Education: Open Access and Distance Education*”. Organised by the Hellenic Open University, Open University of Cyprus, Hellenic Network of Open & Distance Education, 23 – 25 November 2007, Athens, Greece

Reviewer (referee) of the 16th European Conference on Information Systems (ECIS 2008) “*Information Systems in an Innovative Knowledge-based Economy*” organised by The Business Information Systems group at the J.E. Cairnes Graduate School of Business & Public Policy at National University of Ireland, Galway, Ireland, 9 – 11 June, 2008.

Reviewer (referee) of the 2007 Annual Conference of the International Society of Travel and Tourism Educators (ISTTE) “*Connecting the Past and the Future*”. October 4-6, 2007 Charleston, South Carolina

Reviewer (referee) of the 7th Asian Academy of Management Conference 2007 “*Reimagining Management in an era of Multiple Crises: Success and Sustainability of Businesses in Asia*”, organised by the Asian Academy of Management Conference and the Universiti Sains Malaysia, 21 – 25 May, 2007, Penang, Malaysia

Reviewer (referee) of the 29th International Conference “Information Technology Interfaces” ITI, 2007 organised by the University of Zagreb, Croatia, 25 – 28 June, 2007

Reviewer (referee) of the 4th International Conference on Web Information Systems and Technologies (WEBIST) 2008, organised by the Institute for Systems and Technologies of Information, Control and Communications (INSTICC) and the University of Madeira, 4 – 7 May, 2008, Madeira, Spain

Reviewer (referee) of the 3rd International Conference on Web Information Systems and Technologies (WEBIST) 2007, organised by the Institute for Systems and Technologies of Information, Control and Communications (INSTICC) and the Open University of Catalonia, 3 – 6 March, 2007, Barcelona, Spain

Reviewer (referee) of the 12th Annual Graduate Education and Graduate Student Research Conference 2007 in Hospitality and Tourism organised by the I-CHRIE at the Hilton Hotel in the University of Houston, Houston, TX, January 4-6, 2007.

Reviewer (referee) of The 13th Graduate Student Research and Education Conference in Hospitality and Tourism, organised by I-CHRIE and hosted by the Rosen College of Hospitality Management, University of Central Florida, 3 – 5, January, 2008.

Member of the scientific programme committee the 5th International Conference on Enterprise Systems, Accounting and Logistics (ICESAL) 2008 organised by ICESAL and the Alexander TEI of Thessaloniki, Greece. 7-8, July, 2008: Heraklion, Crete Island, Greece

Member of the scientific committee of the 1st Biannual International Conference “*Strategic Developments in Services Marketing*” organised jointly by the University of the Aegean and the University of Glasgow and in collaboration with the Greek Marketing Academy: Chios Island, Greece, 27 – 29 September 2007

Member of the Organising and Advisory Committee of the “*International Symposium on Cultural and Heritage Tourism*” organised and hosted by Helexpo-Philoxenia and Alexandreion Technological Educational Institute of Thessaloniki, ATEI, 16 – 19 November, 2006, Thessaloniki, Greece

Μέλος της Επιστημονικής Επιτροπής του 2ου Εθνικού Συνεδρίου με θέμα «*Συστημικές Προσεγγίσεις σε Δίκτυο Επιχειρήσεων – Οργανισμών: Οικονομικές και Κοινωνικές Διαστάσεις*», που συνδιοργανώνουν η Ελληνική

Εταιρεία Συστημικών Μελετών (ΕΕΣΜ) και το Πανεπιστήμιο Αιγαίου: Χίος, Ελλάδα, 25-27 Μαΐου 2006

Μέλος της Επιστημονικής Επιτροπής του 3rd International Conference on Enterprise Systems and Accounting 2006 (ICESAcc) organised by the Department of Accounting and the Department of Logistics, TEI Thessaloniki, Santorini, 26 – 27 June, 2006.

Συν-Πρόεδρος (Scientific Research Co-Chair) της Επιστημονικής Επιτροπής του conference track *‘Tourism, Information Systems and Culture’* του διεθνούς συνεδρίου του Americas Conference on Information Systems (AMCIS) organised by AMCIS, Acapulco, Mexico, 4 – 6 August, 2006

Συν-Πρόεδρος (Scientific Research Co-Chair) της Επιστημονικής Επιτροπής του Pre-ICIS 2005 Academic Workshop on “Cultural Heritage and Open Tourism” του διεθνούς συνεδρίου στα Πληροφοριακά Συστήματα (International Conference on Information Systems, ICIS) στις 11th December, 2005, Las Vegas, USA

Συν-Πρόεδρος (Scientific Research Co-Chair) της Επιστημονικής Επιτροπής και μέλος της Οργανωτικής Επιτροπής του 13 διεθνούς συνεδρίου ENTER 2006 International Conference organised by IFITT (International Federation of IT and Travel and Tourism) Lausanne, 18 – 20 January, 2006

Συν-Πρόεδρος (Scientific Research Co-Chair) της Επιστημονικής Επιτροπής του Conference Track “Customizing and personalizing products, services and processes for enhancing firm flexibility and competitiveness” του διεθνούς συνεδρίου “Managing Global Trends and Challenges in a Turbulent Economy” organised by the University of the Aegean, Department of Business Administration for celebrating the 20 years since the foundation of the Department of Business Administration. 13 – 15 October, 2006, Chios, Greece

Μέλος της Επιστημονικής και Οργανωτικής Επιτροπής του διεθνούς συνεδρίου *“Managing Global Trends and Challenges in a Turbulent Economy”* organised by the University of the Aegean, Department of Business Administration for celebrating the 20 years since the foundation of the Department of Business Administration. 13 – 15 October, 2006, Chios, Greece

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) του 18th Biennial International Congress “Tourism & Hospitality Industry 2006: New Trends in Tourism and Hospitality Management”, Organised by the Faculty of Tourism & Hospitality Management, University of Rijeka, May 3-5, 2006, Opatija, Croatia

Προεδρος (Scientific Research Chair) του conference track “IT in Tourism and Travel” και μέλος της Επιστημονικής Επιτροπής του 14th European Conference on Information Systems (ECIS) conference held in Gotenburg, Sweden, 12 – 14 June, 2006, and organised by the University of Gotenburg.

Προεδρος (Scientific Research Chair) του conference track “IT in Tourism and Travel” και μέλος της Επιστημονικής Επιτροπής του 13th European Conference on Information Systems (ECIS) conference held in Regensburg, Germany, 26 – 28 May, 2005, and organised by the Institute of Management of Information Systems, University of Regensburg.

Συν-Πρόεδρος (Scientific Research Co-Chair) της Επιστημονικής Επιτροπής του 23th διεθνούς επιστημονικού συνεδρίου EuroCHRIE 2005 “Managing Change in Tourism and Hospitality” organised by Accor, Paris, France, 26 – 30 October, 2005.

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου Information and Communications Technologies (ICT) in Tourism, ENTER Conference 2008 *“eTourism: View from the Future”*. Οργάνωση: International Federation of IT in Tourism (IFITT), 23 January – 25 January 2008, Innsbruck, Austria

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου Information and Communications Technologies (ICT) in Tourism, ENTER Conference organised by the International Federation for IT and Travel & Tourism (IFITT):

1. ENTER 2014, 21- 25 January, Dublin, Ireland
2. ENTER 2013, 22 – 25 January, Innsbruck, Austria
3. ENTER 2012, 25 - 27 January, Helsingborg, Sweden
4. ENTER 2011, 26 - 28 January, 2011, Innsbruck, Austria
5. ENTER 2010, 10 – 12 February 2010, Lugano, Switzerland

6. ENTER 2009, 27 – 31 January 2009, Amsterdam, The Netherlands
7. ENTER 2008, 23 – 25 January 2008, Innsbruck, Austria.
8. ENTER 2005, 26 – 29 January 2005, Innsbruck, Austria.
9. ENTER 2004, 27 January – 29 February 2004, Cairo, Egypt.
10. ENTER 2003, 29 January – 1 February 2003, Helsinki, Finland.

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου του TTRA European Conference, Glasgow, UK, 24 - 26 September, 2003.

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου του The 10th Graduate Student Research and Education Conference in Hospitality and Tourism, organised by I-CHRIE and co-sponsored by The Department of Hospitality & Tourism Management at Purdue University and the School of Hotel, Restaurant & Tourism Management at the University of South Carolina. 5 – 7 January 2005: Sand Dunes Conference Center at Myrtle Beach, South Carolina.

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου του 17th Biennial International Congress “Tourism & Hospitality Industry 2004: New Trends in Tourism and Hospitality Management”, Organised by the Faculty of Tourism & Hospitality Management, University of Rijeka, April 14 – 16, 2004, Opatija, Croatia

Reviewer (referee) of the 37th European Marketing Conference (EMAC) 2008 “*Marketing Landscapes: a pause of thought*”, organised by the University of Brighton, Brighton, UK, 27 – 30 May, 2008.

Reviewer (referee) of the 35th European Marketing Conference (EMAC) 2006 “*Sustainable Marketing Leadership: a synthesis of polymorphous axioms, strategies and tactics*” organised by the Department of Marketing & Communication, Athens University of Economics and Business, Athens, Greece 23 – 26 May, 2006

Reviewer (referee) of the 36th European Marketing Conference (EMAC) 2007 organised by the University of Reykjavik, Iceland, 22 – 25 May, 2007

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου του 14th HITA Annual Conference on Information Technology for the Hospitality Industry organised by the Hospitality Information Technology Association (HITA), Orlando, Florida, USA, 24 – 25 June, 2007.

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου του HITA Annual Conference on Information Technology in the Hospitality Industry organised by the Hospitality Information Technology Association (HITA), Minneapolis, Minnesota, USA, 18 – 19 June, 2006.

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου του The Hospitality Information Technology Association's (HITA) 2004 conference, Dallas, Texas, USA, 20 – 21 June 2004

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου του HITA conference organised by the Hospitality Information Technology Association (HITA), Los Angeles, USA, 19 – 20 June, 2005.

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου “The future of the past: challenges for heritage tourism” organised by ETUP and hosted by the Higher Technological Educational Institute of Thessaloniki, Department of Tourism. Chalkidiki, Greece, 14 – 17 May 2003.

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου του HITA, Hospitality Information Technology Association (HITA), New Orleans, USA, 22 – 25 June, 2003.

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνούς συνεδρίου “Tourism & Hospitality Education” co-organised by Hame Polytechnic (Finland), University of Strathclyde (United Kingdom), H.T.E.I. of Thessaloniki (Greece), University of Bitola (Former Yugoslav Republic of Macedonia), University Fan Noli (Albania), University Aleksander Xhuvani (Albania), and University Ismail Qemal Albania, held at Ohrid – F.Y.R. Macedonia, 10 – 12 October 2003.

Associate Editor (eTourism Track) και κριτής (reviewer) και του European Conference on Information Systems (ECIS) 2004 held in Turku, Finland, June 2004.

Κριτής (reviewer) του δεύτερου διεθνούς συνεδρίου Mobile Business organised by the eCommerce Competence Centre, (EC3), and supported by Cordis and Information Society Technologies (IST), 23-24 June 2003, Vienna, Austria.

Κριτής (reviewer) του 16th Bled Electronic Commerce Conference “eTransformation”, organised by the eCommerce Centre (eCom), Faculty of Organisational Sciences, University of Maribor, Bled, Slovenia, June 9 – 11, 2003.

Κριτής (reviewer) των ακόλουθων ετήσιων διεθνών συνεδρίων του I-CHRIE:

57th Annual International - CHRIE Convention & Exhibition, Orlando, U.S.A. 7 – 11 August 2002

58th Annual International - CHRIE Convention & Exhibition, Palm Springs, U.S.A. 6 – 9 August 2003

59th Annual International - CHRIE Convention & Exhibition, (I-CHRIE) Philadelphia, U.S.A., 28 – 31 July 2004

60th Annual International - CHRIE Convention & Exhibition, (I-CHRIE) Las Vegas, U.S.A., 27 – 30 July 2005

61st Annual International - CHRIE Convention & Exhibition, (I-CHRIE) Washington, U.S.A., 24 – 27 July 2006

Μέλος της Επιστημονικής Επιτροπής (Scientific Committee) και κριτής (reviewer) του διεθνές συνεδρίου EuroCHRIE 2002 Conference organised by ESADE, Barcelona, Spain.

Πρόεδρος του workshop on “ICT in heritage tourism” during the International Student Conference “The future of the past: challenges for heritage tourism” organised by ETUP and hosted by the Higher Technological Educational Institute of Thessaloniki, Department of Tourism. Chalkidiki, Greece, 14 – 17 May 2003.

δ) Βραβεία & Διακρίσεις

- “Highly Commended Award Winner” awarded by The Editorial Board and the publisher (Emerald) of the *International Journal of Contemporary Hospitality Management (IJCHM)* and the “Literati Network Awards for Excellence 2013” for the following paper:

Paper: SIGALA, M. (2012). *Social networks and customer involvement in New Service Development (NSD): the case of www.mystarbucksidea.com*. *International Journal of Contemporary Hospitality Management*, Vol. 24, No. 7, pp. 966 – 990

- “Outstanding Paper” for the paper accepted in the proceedings and presented at the 3rd International Conference on Services Management. Organised by Penn State University, School of Hospitality Management, U.S.A., Institute for International Management and Technology, and the Business School of Oxford Brookes University, UK. Philadelphia, U.S.A., 9 – 10 May, 2008.

Paper: SIGALA, M. & Christou, E. (2008). *Expanding the e-service quality concept to include customer participation and intercustomer support in e-service provision*.

- “IJHM Best Paper in 2005” (βραβείο καλύτερης επιστημονικής εργασίας) awarded by The Editorial Board and the publisher (Emerald) of the *International Journal in Hospitality Management (IJHM)*

Paper: SIGALA, M. (2005). *Integrating Customer Relationship Management in Hotel Operations: managerial and operational implications*. *International Journal of Hospitality Management*, Vol. 24, No.3, pp. 391 - 413

- Inclusion of biographical profile in the 2007 Edition of “Who’s Who in the World” published by Marquis: a trusted biographical resource on global achievers

- “2004 Article of the Year Award” awarded by The Editorial Board and the publisher (Haworth Press) of the *Journal of Foodservice Business Research (JFBR)* and presented at the I-CHRIE 2005 conference for the following paper published in the JFBR.

Paper: SIGALA, M. (2003). *Integrating and exploiting Information and Communication Technologies (ICT) in restaurant operations: implications for restaurant productivity*. *Journal of Foodservice Business Research*, Vol. 6, No. 3,

- “JHTE Article of the Year Award” (βραβείο καλύτερης επιστημονικής εργασίας) awarded by The editorial board of the *Journal of Hospitality & Tourism Education* and presented at the I-CHRIE 2004 conference for the following paper published in JHTE.

Paper: SIGALA, M. (2004) Investigating the factors determining e-learning effectiveness in tourism and hospitality education. Journal of Hospitality & Tourism Education, Vol. 16, No. 2, pp. 11-21.

- Best paper award (βραβείο καλύτερης επιστημονικής εργασίας) for the paper accepted and presented at the European Conference in Information Systems (ECIS) 2004 Conference: Turku, Finland, 16 – 18 June, 2004.

Paper: Customer Relationship Management: diffusing CRM benefits into business processes.

- Best paper award (βραβείο καλύτερης επιστημονικής εργασίας) for the paper accepted at the Information & Communication Technologies in Tourism 2004 (ENTER) Conference, organized by the International Federation of Information Technologies in Tourism (IFITT): Cairo, Egypt, 26 January – 28 January, 2004

Paper: Cultural impacts on e-service quality: implications for globalizing tourism and hospitality websites

- Best paper award (βραβείο καλύτερης επιστημονικής εργασίας) for the paper accepted at 4th IBM eBusiness Conference, “Marketing in the eSociety”, organised by School of Management, University of Surrey, IBM, Chatered Marketer, Thomas Cook & Pegasus, 9 December, 2003, Guildford, Surrey.

Paper: Culture Matters: Operational Implications for e-Customer Relationship Management

- Citations of excellence απονεμήθηκαν από την Emerald Management Reviews (πρώην ANBAR) της MCB University Press; 3 journal papers awarded with “citations of excellence”: 4 journal papers awarded with “citations of excellence for research implications”; 4 journal papers awarded with “citation of excellence for practical implications”; 1 journal paper awarded with “citation of excellence for originality”.

- Best Reviewer (referee) award from the Scientific Committee of the 59th Annual International - CHRIE Convention & Exhibition, (I-CHRIE) Philadelphia, U.S.A., 27 – 31 July, 2004.

- Best Reviewer (referee) award from the Scientific Committee of the 58th Annual International - CHRIE Convention & Exhibition, (I-CHRIE) Palm Springs, U.S.A., 6 – 9 August 2003.

- Best paper award (βραβείο καλύτερης επιστημονικής εργασίας) for the paper accepted and presented at the EuroCHRIE 2001 Convention, Brig, Switzerland, 25-27 October, 2001

Paper: “Developing and benchmarking Internet marketing strategies”

- Best paper award (βραβείο καλύτερης επιστημονικής εργασίας) for the paper accepted and presented at the 56th International CHRIE Convention, Toronto, 25-28 July, 2001

Paper: “Assessment of service quality and TQM performance for hotels: the HOSTQUAL model”

- Best paper scholarship (βραβείο καλύτερης επιστημονικής εργασίας) awarded jointly by The University of Quebec in Montreal, the WTO, IFITT and Tourism Quebec for the paper accepted and presented at the ENTER PhD workshop:

Paper: “Use of Multimedia in European Hospitality Education”

- Υποτροφία από το University of Surrey για την πραγματοποίηση της διδακτορικής διατριβής μου (1998).

- Καλύτερη απόδοση στο μεταπτυχιακό πρόγραμμα σπουδών της ακαδημαϊκής χρονιάς 1997-98 (MSc Student of the Year) και βράβευση από το University of Surrey.

- Καλύτερη απόδοση στο προπτυχιακό πρόγραμμα σπουδών του Τμήματος Οργάνωσης και Διοίκησης Επιχειρήσεων του Οικονομικού Πανεπιστημίου Αθηνών για την ακαδημαϊκή χρονιά 1994-95. Βράβευση από το Ίδρυμα Μποδοσάκη και το Υπουργείο Παιδείας.

- Καλύτερη απόδοση στο προπτυχιακό πρόγραμμα σπουδών του Τμήματος Οργάνωσης και Διοίκησης Επιχειρήσεων του Οικονομικού Πανεπιστημίου Αθηνών για την ακαδημαϊκή χρονιά 1995-96. Βράβευση από το Ίδρυμα Μποδοσάκη και το Υπουργείο Παιδείας.

- Βραβεία Αριστείας και Βραβεία Προόδου από το Υπουργείο Παιδείας για τις σχολικές χρονιές: 1989, 1990, 1991, 1992, 1993 και 1994

ΑΛΛΕΣ ΑΚΑΔΗΜΑΪΚΕΣ ΔΡΑΣΤΗΡΙΟΤΗΤΕΣ & ΕΠΙΤΕΥΓΜΑΤΑ

α) Συμμετοχή σε Διοικητικά Συμβούλια Επιστημονικών Οργανισμών

- Chair of the I-CHRIE Johnson & Wales Hospitality & Tourism Case Study Competition & Publication Series (2011 – now)
- Director of Information and Publications και μέλος του Διοικητικού Συμβουλίου & της Εκτελεστικής Επιτροπής ως International CHRIE – International Council on Hotel, Restaurant and Institutional Education (2008 – 2010)
- Άμεση Πρώην Πρόεδρος και Μέλος του Διοικητικού Συμβουλίου και της Εκτελεστικής Επιτροπής του Ευρωπαϊκού Συμβουλίου για την Ξενοδοχειακή & Επισιτιστική Εκπαίδευση (EuroCHRIE - European Council on Hotel, Restaurant & Institutional Education) (2005 - 2006).
- Πρόεδρος και Μέλος του Διοικητικού Συμβουλίου και της Εκτελεστικής Επιτροπής του Ευρωπαϊκού Συμβουλίου για την Ξενοδοχειακή & Επισιτιστική Εκπαίδευση (EuroCHRIE - European Council on Hotel, Restaurant & Institutional Education) (2004 - 2005).
- Αντιπρόεδρος και Μέλος του Διοικητικού Συμβουλίου και της Εκτελεστικής Επιτροπής του Ευρωπαϊκού Συμβουλίου για την Ξενοδοχειακή & Επισιτιστική Εκπαίδευση (EuroCHRIE - European Council on Hotel, Restaurant & Institutional Education) (2003 - 2004).
- Γραμματέας και Μέλος του Διοικητικού Συμβουλίου και της Εκτελεστικής Επιτροπής του Ευρωπαϊκού Συμβουλίου για την Ξενοδοχειακή & Επισιτιστική Εκπαίδευση (EuroCHRIE - European Council on Hotel, Restaurant & Institutional Education) (2002 – 2003).
- Director of Membership και Μέλος του Διοικητικού Συμβουλίου και της Εκτελεστικής Επιτροπής του IFITT – International Federation for Information Technology (IT) and Travel & Tourism (2003 – 2006, 2006 - 2009 και 2009 - 2012).
- Υπεύθυνος Δημοσίων Σχέσεων και Μέλος του Διοικητικού Συμβουλίου & της Εκτελεστικής Επιτροπής του Hellenic Association for Information Systems (HeAIS) (2005 – σήμερα)
- Πρόεδρος του Euro-CHRIE Special Interest Group (SIG) in ICT in tourism (2001 - σήμερα)

β) Διδασκαλία και Συνεργασία με Πανεπιστήμια του Εξωτερικού

Διδασκαλία & Έρευνα

- Assistant Director of Research of the Scottish Hotel School, University of Strathclyde, UK: development of the taught programme and research methods class for the PhD students; PhD students mentoring/coaching and guidance. (2001 – 2003)
- Assistant Institutional Representative of The Scottish Hotel School, University of Strathclyde at the Learning & Teaching Support Network (LTSN): Hospitality, Leisure, Sport & Tourism. (2001 – 2003)
- Επισκέπτης Καθηγήτρια στο University Fan Noli, Department of Marketing & Tourism, Korca, Albania (από το 2003)
- Επισκέπτης Καθηγήτρια του INSTROCT, Τεχεράνη, Ιράν στο πρόγραμμα τουριστικής κατεύθυνσης. Εκπαίδευση με την μέθοδο «ΑεξΑΕ». (2001 – 2003)
- Επισκέπτης Καθηγήτρια του Université de Lyon III και Institut Paul Bocuse Culinary Arts and Hotel Management, Λυόν, Γαλλία. (2002 – 2003, 2006 - 2007)
- Επισκέπτης Καθηγήτρια του MSc Programme in Tourism Management του Computer & Management science Department, (Dipartimento di Informatica e Studi Aziendali), University of Trento, Ιταλία. (2002 – 2003)
- Επισκέπτης Καθηγήτρια του MSc Programme in Tourism Management του Trento School of Management, Trento, Ιταλία. (2004 – 2005, 2005 – 2006)

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- Επισκέπτης Καθηγήτρια του Faculty of Economics, University of Bari, Ιταλία. (2002 – 2004)
 - Επισκέπτης Καθηγήτρια του Τμήματος Διοίκηση και Οργάνωση του University of Glasgow, της Μεγάλης Βρετανίας.(2001 – 2003)
 - Επισκέπτης Καθηγήτρια του MBA in Tourism at the Universidad de La Laguna, Escuela Universitaria de Ciencias Empresariales y Turismo, Tenerife, Gran Canaria. (2002 – 2003, 2004 – 2005, 2005 – 2006, 2006 - 2007)

Εξωτερικός Εξεταστής

- External evaluator of research projects submitted to the Swiss National Science Foundation (SNSF) (November 2013)
- Project evaluator for projects submitted to The General Secretariat for Research and Technology (GSRT) of the Ministry of Education and Religious Affairs, Culture and Sports of the Hellenic Republic under “*Call for Bilateral R&D Cooperation, 2013 – 2015: Projects for partnerships in science, research and education with Germany*” (July – August 2013)
- Member of the examination committee for the evaluation of the Phd Thesis titled “*Active public opinion in the social web: the case of political weblogs*” submitted by Dimitrios Bagianos at the University of Makedonia, Greece (9/2013)
- External Examiner at the Examination Committee for the PhD-Doctoral Thesis of Mandy Claudia Leue titled “*Hotel Guests’ Acceptance of Social Media Networks as Customer Relationship Management Channels*” submitted at the Manchester Metropolitan University, Manchester, UK, July 2013
- External Examiner at the Examination Committee for the PhD-Doctoral Thesis of Dotota Sudaka titled “*Análisis de la cartografía web turística y su papel en la promoción oficial de destinos. El caso de las 50 ciudades ‘Top Destinations’*”, directed by Dr. M. Yolanda Perez Albert and submitted at the University Rovira i Virgili, Faculty of Tourism and Geography, Vila-Seca, Spain, June 2013
- External Examiner at the Examination Committee for the PhD-Doctoral Thesis of Niklas Eriksson titled “*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*” submitted at the Åbo Akademi University, The Department of Information Technologies, Åbo, Finland, May 2013
- Evaluator of projects submitted to the European Union under the FP7-PEOPLE-2013-COFUND call. Research Executive Agency, European Commission (January - February 2013).
- External Evaluator of Post-Doc research projects for the Swiss National Science Foundation and the Research Commission of the Università della Svizzera italiana, Università della Svizzera italiana, USI (Lugano, Switzerland) (2012)
- External Evaluator of the project “Performance evaluation and benchmarking for Hong Kong hotels” submitted to the Research Grants Council, Hong Kong, China, www.ugc.edu.hk (March 2012)
- External Evaluator of the project entitled “Development of the portal ‘eco-route’ for the development and marketing of ecotourism in the region of Troodos” submitted to the Research promotion Foundation of Cyprus under the framework of Research for technological development and innovation, (July 2011)
- External Evaluator of projects submitted to the Research promotion Foundation of Cyprus under the framework of Research for technological development and innovation, (December 2009)
- Εξωτερικός εξεταστής (External Examiner) της διδακτορικής διατριβής του Patrick Horan titled “*Developing an effectiveness evaluation framework for Destination Management Systems, DMS*” submitted at the Queen Margaret University, Edinburgh, Scotland, UK, July 2010.
- Εξωτερικός Εξεταστής προτάσεων που κατατέθηκαν στο Ίδρυμα Προώθησης Έρευνας της Κύπρου στο πλαίσιο της δέσμης προγραμμάτων για έρευνα τεχνολογική ανάπτυξη και καινοτομία (2009 -

2010)

- Εξωτερικός εξεταστής (External Examiner) της διδακτορικής διατριβής της Sofia Reino titled “*The development of an assessment framework for tourism capability in Scotland*” submitted at the Queen Margaret University, Edinburgh, Scotland, UK, September 2009.
- Εξωτερικός εξεταστής (External Evaluator) για το Social Sciences and Humanities Research Council of Canada, www.sshrc-crsh.gc.ca for the Research Grant Application “*Study of online travel communities and participant behaviours*”.
- External Evaluator for the Social Sciences and Humanities Research Council of Canada, www.sshrc-crsh.gc.ca for the Research Grant Application “*Study of online travel communities and participant behaviours*”.
- External Examiner at the Examination Committee for the PhD-Doctoral Thesis of Timothy Hyung-Soo titled “*A study of electronic commerce and tourism: e-commerce system evaluation and consumer behaviour in the eBusiness environments*” submitted at the University of Surrey, UK, May 2007.
- Μέλος της επιταμελής εξεταστικής επιτροπής της διδακτορικής διατριβής του Φώτη Κιλίπρη με τίτλο «Αειφόρος τουριστική ανάπτυξη στις μικρομεσαίες τουριστικές επιχειρήσεις (Ξενοδοχεία – Ταξιδιωτικά γραφεία), Πανεπιστήμιο Μακεδονίας, 2006
- Μέλος της επιταμελής εξεταστικής επιτροπής της διδακτορικής διατριβής του Ιωάννη Καραμανίδη με τίτλο «Η συμβολή του τουρισμού στην ανάπτυξη της περιφέρειας ανατολικής Μακεδονίας και Θράκης (Δυνατότητες, στρατηγικές επιλογές, προβλέψεις), Πανεπιστήμιο Μακεδονίας, 2006
- Εξωτερικός εξεταστής (External Examiner) της διδακτορικής διατριβής του Ulhas Rao titled “*The technology adoption model and its application to overseas visitors’ usage of the internet*” submitted at the University of Waikato, New Zealand, March 2006.
- Εξωτερικός εξεταστής (External Examiner) του τμήματος προπτυχιακών σπουδών ξενοδοχειακής και τουριστικής κατεύθυνσης [Bachelor of International Business in Hotel and Tourism Management (BIB in HTM)] του University Centre Cesar Ritz, Ελβετία (2005 - 2006)
- Εξωτερικός εξεταστής (External Examiner) του τμήματος προπτυχιακών και μεταπτυχιακών σπουδών ξενοδοχειακής κατεύθυνσης (BA in Hospitality Management και MSc in Hospitality Leadership) του, University of Wales, της Μεγάλης Βρετανίας, και του Alpine College, Αθήνα (2005 – σήμερα)
- Εξωτερικός εξεταστής (External Examiner) του τμήματος σπουδών τουριστικής κατεύθυνσης (BA in Tourism Management) του Business School, University of Luton, Μεγ. Βρετανία. (2001 – 2006)
- Εξωτερικός εξεταστής (External Examiner) των προγραμμάτων σπουδών τουριστικής και ξενοδοχειακής εκπαίδευσης μέσω του διαδικτύου για το eUniversities της Μεγάλης Βρετανίας (www.ukeu.com) (2001 – 2003)
- Εξωτερικός εξεταστής (External Assessor) του διδακτορικού προγράμματος προόδου (Research Degrees Committee) του Queen Margaret University College, Edinburgh, UK (2001 – 2003)

ΔΙΔΑΚΤΙΚΗ & ΕΠΑΓΓΕΛΜΑΤΙΚΗ ΕΜΠΕΙΡΙΑ

ΠΑΝΕΠΙΣΤΗΜΙΟ ΑΙΓΑΙΟΥ: Τμήμα Διοίκησης Επιχειρήσεων. Αναπληρώτρια Καθηγήτρια στο γνωστικό αντικείμενο "Διοίκηση Υπηρεσιών στον Τουρισμό". Αυτοδύναμη διδασκαλία μαθημάτων: Διοίκηση Τουριστικών Επιχειρήσεων (Προπτυχιακό), Διοίκηση & Οργάνωση Παραγωγής II (Προπτυχιακό), Ειδικά Θέματα Διοίκησης Επιχειρηματικών Λειτουργιών (Προπτυχιακό), Διοίκηση Επιχειρησιακών Λειτουργιών στον Τομέα των Υπηρεσιών (M.B.A.), Νέες Τεχνολογίες και Διοίκηση Τουριστικών Επιχειρήσεων (μεταπτυχιακό), Ηλεκτρονικό Επιχειρείν σε Επιχειρήσεις Φιλοξενίας (μεταπτυχιακό) και Διοίκηση Υπηρεσιών στον Τουρισμό (μεταπτυχιακό). (από 01/03/04 – 30/06/04 διδάσκων με βάση του ΠΔ 407/80, από 01/07/04 μέχρι ως 15.07.09 ως Λέκτορας (ΦΕΚ 135/09.06.04, τ. Ν.Π.Δ.Δ.), από 16.07.09 μέχρι 29.09.13 ως Επίκουρη Καθηγήτρια (ΦΕΚ 524/09.07.09, τ. Ν.Π.Δ.Δ.) και από 30.09.13 έως σήμερα ως Αναπληρώτρια Καθηγήτρια (ΦΕΚ 1081/25.09.13, τ. Ν.Π.Δ.Δ.).

ΕΛΛΗΝΙΚΟ ΑΝΟΙΚΤΟ ΠΑΝΕΠΙΣΤΗΜΙΟ, Μεταπτυχιακό Πρόγραμμα στην Διοίκηση Τουριστικών Επιχειρήσεων: Μέλος Σ.Ε.Π. (Συνεργαζόμενο Εκπαιδευτικό Προσωπικό) στην Θεματική Ενότητα ΔΤΕ60 (τα ακαδημαϊκά έτη από το 2004 έως σήμερα).

ΔΙΕΘΝΕΣ ΠΑΝΕΠΙΣΤΗΜΙΟ ΕΛΛΑΔΟΣ, Μεταπτυχιακό Πρόγραμμα MSc in Sustainable Development. Διδάσκων με σύμβαση Π.Δ.407, σε μισθολογική αντιστοιχία του επίκουρου καθηγητή. Αυτοδύναμη διδασκαλία του μαθήματος Strategic Management in Hospitality & Tourism. (2012 – 2013 και 2013 - 2014)

Τ.Ε.Ι. ΣΕΡΡΩΝ, Μεταπτυχιακό Πρόγραμμα MBA in Tourism. Διδάσκων με σύμβαση Π.Δ.407, σε μισθολογική αντιστοιχία του επίκουρου καθηγητή. Αυτοδύναμη διδασκαλία του μαθήματος Tour Operations & Tourism Distribution Channel Management. (2012 – 2013 και 2013 - 2014) και συν-διδασκαλία του μαθήματος Global Hospitality Management (2013 - 2014)

ΔΗΜΟΚΡΙΤΕΙΟ ΠΑΝΕΠΙΣΤΗΜΙΟ ΘΡΑΚΗΣ, Τμήμα Διοίκησης Επιχειρήσεων, Διδάσκων με σύμβαση Π.Δ.407, σε μισθολογική αντιστοιχία του επίκουρου καθηγητή. Αυτοδύναμη διδασκαλία των μαθημάτων: Αρχές Διοίκησης Επιχειρήσεων (I) και Αρχές Διοίκησης Επιχειρήσεων (II) (2009 - 2010) και Αρχές Διοίκησης Επιχειρήσεων (I), Διοίκηση Επιχειρησιακών Λειτουργιών, Οργανωσιακή Θεωρία και Διοίκηση Δημόσιων Επιχειρήσεων και Οργανισμών (2010 - 2011)

ΠΑΝΕΠΙΣΤΗΜΙΟ ΜΑΚΕΔΟΝΙΑΣ, Μεταπτυχιακό Πρόγραμμα στις Ευρωπαϊκές Πολιτικές Νεολαίας του Πανεπιστημίου Μακεδονίας (Τμήμα Διεθνών & Ευρωπαϊκών Σπουδών): Αυτοδύναμη διδασκαλία μαθήματος: «Νέες τεχνολογίες και ηλεκτρονική διακυβέρνηση». Το εαρινό εξάμηνο των ακαδημαϊκών ετών: 2008 – 1009, 2009 – 2010, 2011 – 2012, 2014 - 2015)

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LIBERA UNIVERSITA DI BOLZANO, Facolta di Economia, Brunico, Italy: Assistant Professor (Επίκουρος Καθηγητής) με σύμβαση D.P.R.382: Αυτοδύναμη διδασκαλία των μαθημάτων: Tourist Service Management, και Management & Economics of Travel and Transport) (από 09/2002 – 06/2004) (κατατέθηκε στο ΕΑΠ σχετική βεβαίωση προϋπηρεσίας το 2005).

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INTERCOLLEGE: Λευκωσία, Κύπρος - Επισκέπτης Λέκτορας, στο MBA programme (αυτοδύναμη διδασκαλία μαθήματος: Managing E-commerce systems (από 03/2002 – 09/2003).

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UNIVERSITY OF SURREY: School of Language, Guildford, U.K. - Law and International Studies: *Supervision of SOCRATES-ERASMUS students' theses* (10/1998 – 2/1999).

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