

LISA C. WAN

School of Hotel and Tourism Management and
Department of Marketing
Faculty of Business Administration
The Chinese University of Hong Kong

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EDUCATION

The Chinese University of Hong Kong
Ph.D. in Marketing, M. Phil. in Marketing, B.B.A.

PROFESSIONAL EXPERIENCE

2019 AUG – PRESENT

Associate Professor, School of Hotel and Tourism Management and Department of Marketing, The Chinese University of Hong Kong

2015 AUG – PRESENT

Director, Center for Hospitality and Real Estate Research (CHRER), CUHK

2012 AUG - 2019 JULY

Assistant Professor, School of Hotel and Tourism Management, The Chinese University of Hong Kong

2009 AUG - 2012 AUG

Assistant Professor, Department of Marketing and International Business, Lingnan University

2009 JAN - JULY

Visiting Lecturer, Department of Marketing and International Business, Lingnan University

AWARDS AND HONORS

University Education Award 2021 (General Faculty Members Category), The Chinese University of Hong Kong

Hong Kong UGC Teaching Award nomination (General Faculty Members Category), 2021
Vice-Chancellor's Exemplary Teaching Award 2017, The Chinese University of Hong Kong
Faculty Teaching Merit Award 2020-21, The Chinese University of Hong Kong

Faculty Teaching Merit Award 2019-20, The Chinese University of Hong Kong
Faculty Teaching Excellence Award 2016-17, The Chinese University of Hong Kong
Faculty Teaching Merit Award 2018-19, The Chinese University of Hong Kong
Faculty Teaching Merit Award 2016-17, The Chinese University of Hong Kong
Faculty Teaching Merit Award 2015-16, The Chinese University of Hong Kong
Faculty Teaching Merit Award 2014-15, The Chinese University of Hong Kong
Faculty Teaching Award 2013-14, The Chinese University of Hong Kong
Faculty Teaching Award 2012-13, The Chinese University of Hong Kong
Teaching Excellent Award (Merit), 2011-12, Lingnan University
Research Excellent Award 2011-12, Lingnan University
Best Paper Award for Consumer Behavior and Marketing Track 2013, Academy of International Business Southeast Asia Regional Conference.
The Postgraduate Research Output Award 2008, The Chinese University of Hong Kong

MAIN RESEARCH INTEREST

Service Failures and Recovery, Consumer Reactions to Service Robots and Technologies,
Cross-cultural Consumer Behavior, Consumer/Tourist Green Behaviors, Tourist
Misbehavior

PUBLICATIONS

1. Wan, Lisa C. and Robert S. Wyer (forthcoming), “The Role of Incidental Embarrassment on Social Interaction Behavior.” *Social Cognition*.
2. Kim, Hwang, Shannon X. Yi, Luo Xiaoyan, and Lisa C. Wan (forthcoming), “A Silver Lining of Tourism Stagnation.” *Annals of Tourism Research Empirical Insights*.
3. Wan, Lisa C., Michael K. Hui, and Yao (Chloe) Qiu (2021), “Tourist Misbehavior: Psychological Closeness to Fellow Consumers and Informal Social Control.” *Tourism Management*, 104258. (doi: <https://doi.org/10.1016/j.tourman.2020.104258>).
4. Yu, I. Y., Lisa C. Wan, Yi, Shannon X (2021), “Managerial Response to Negative Online Reviews in the Service Industry: A Tactic-Based and Culture-Based Model,” *Journal of Global Marketing*, 1-11. (<https://doi.org/10.1080/08911762.2021.1888393>).

5. * Wan, Lisa C., Elisa K. Chan, and Xiaoyan Luo (2020), “Robots Come to Rescue: How to Reduce Perceived Risk of Infectious Disease in Covid19-stricken Consumers?” *Annals of Tourism Research*, 103069.(doi: 10.1016/j.annals.2020.103069).
*The research findings [attracted 368 local and international media pickups](#). The research findings were disseminated to 15,864 media around the world and 1,253 journalists read the article.
6. Wan, Lisa C. and Robert S. Wyer (2019), “The Influence of Incidental Similarity on Observers’ Causal Attributions and Reactions to a Service Failure?” *Journal of Consumer Research*, 45 (6), 1350-68. (<https://academic.oup.com/jcr/advance-article/doi/10.1093/jcr/ucy050/5033710>)
7. Wyer, Robert S., Ping Dong, Xun (Irene) Huang, Zhongqiang (Tak) Huang, and Lisa C. Wan (2019), “The Effect of Incidental Emotions on Judgments and Behavior in Unrelated Situations: A Review,” *Journal of the Association for Consumer Research*, 4 (2), 198-207. (All but the first author are listed in alphabetical order)
(<https://www.journals.uchicago.edu/doi/abs/10.1086/701889?mobileUi=0&>)
8. Hou, Yuansi, Yixia Sun, Lisa C. Wan, and Wan Yang (2018), “How Can Psychological Contagion Effect Be Attenuated? The Role of Boundary Effect on Menu Design,” *Journal of Hospitality and Tourism Research*, 42 (4), 606-26.
(<http://journals.sagepub.com/doi/abs/10.1177/1096348015619410>)
9. Su, Lei, Lisa C. Wan, and Robert S. Wyer (2018), “The Contrasting Influences of Incidental Anger and Fear on Responses to a Service Failure?” *Psychology & Marketing*, 35 (9), 666-75. (The first two authors contributed equally.)
(<https://onlinelibrary.wiley.com/doi/abs/10.1002/mar.21114>)
10. Wan, Lisa C., Patrick S. Poon, and Chunling Yu (2016), “Consumer Reactions to Corporate Social Responsibility Brands: The Role of Face Concern,” *Journal of Consumer Marketing*, 33 (1), 52-60. (<https://www.emeraldinsight.com/doi/full/10.1108/JCM-03-2013-0493>)
11. Wan, Lisa C. and Robert S. Wyer (2015), “Consumer Reactions to Attractive Service Providers: Approach or Avoid?” *Journal of Consumer Research*, 42(4), 578-95.
(<https://academic.oup.com/jcr/article/42/4/578/2572203>)
12. Wan, Lisa C. and Patrick S. Poon (2014), “Tourist Views on Green Brands: The Role of Face Concern,” *Annals of Tourism Research*, 46, 173-175.
(<https://www.sciencedirect.com/science/article/pii/S0160738314000164>)

13. Wan, Lisa C. (2013), "Culture's Impact on Consumer Complaining Responses to Embarrassing Service Failure," *Journal of Business Research*, 66(3), 298-305.
(<https://www.sciencedirect.com/science/article/pii/S0148296311002864>)

14. Peng, Ling, Ada Hiu Kan Wong, and Lisa C. Wan (2012), "The Effects of Image Congruence and Self-Monitoring on Product Evaluations: A Comparison between Genuine and Counterfeit Products," *Journal of Global Marketing*, 25(1), 17-28.
(<https://www.tandfonline.com/doi/abs/10.1080/08911762.2012.697380>)

15. Wan, Lisa C., Michael K. Hui, and Robert S. Wyer (2011), "The Role of Relationship Norms in Responses to Service Failures," *Journal of Consumer Research*, 38(2), 260-77.
(<https://academic.oup.com/jcr/article/38/2/260/1893828>)

16. Wan, Lisa C., Elisa K. Chan, and Lily L. Su (2011), "When Will Customers Care about Service Failures that Happened to Strangers? The Role of Personal Similarity and Regulatory Focus and Its Implication on Service Evaluation," *International Journal of Hospitality Management*, 30, 213-220. (<https://www.sciencedirect.com/science/article/pii/S0278431910000861>)

17. Hui, Michael K., Candy K. Y. Ho, and Lisa C. Wan (2011), "Prior Relationships and Consumer Responses to Service Failures: A Cross-Cultural Study," *Journal of International Marketing*, 19(1), 59-81. (https://www.jstor.org/stable/25800820?seq=1#metadata_info_tab_contents)

18. Chan, Haksin and Lisa C. Wan (2009), "Dual Influences of Moderating Variables in the Dissatisfaction Process: Theory and Evidence," *Journal of International Consumer Marketing*, 21(2), 125-135. (<https://www.tandfonline.com/doi/abs/10.1080/08961530802153441>)

19. Chan, Haksin, Lisa C. Wan, and Leo Yat-ming Sin (2009), "The Contrasting Effects of Culture on Consumer Tolerance: Interpersonal Face and Impersonal Fate," *Journal of Consumer Research*, 36(2), 292-304.
(https://www.jstor.org/stable/10.1086/597329?seq=1#metadata_info_tab_contents)

20. Chan, Haksin and Lisa C. Wan (2008), "Consumer Responses to Service Failures: A Resource Preference Model of Cultural Influences," *Journal of International Marketing*, 16(1), 72-97.
(Authors contributed equally.)
(<http://journals.ama.org/doi/abs/10.1509/jimk.16.1.72?code=amma-site>)

21. Chan, Haksin, Lisa C. Wan, and Leo Yat-ming Sin (2007), "Hospitality Service Failures: Who Will Be More Dissatisfied?" *International Journal of Hospitality Management*, 26(3), 531-545. (<https://www.sciencedirect.com/science/article/pii/S0278431906000235>)

RESEARCH AND TEACHING GRANTS

Competitive Research Grants

1. Principle-investigator "When Attractive Service Providers Make Mistakes: Who Will Be More Dissatisfied?" General Research Fund, Hong Kong RGC, 2015-2018. HK\$606,200. Project reference no.: 14504815. Project duration: 01-12-2015 to 30-11-2018.
2. Principle-investigator "The Influence of Incidental Similarity on Consumers' Causal Attributions and Reactions to Observable Service Failures Across Culture?" General Research Fund, Hong Kong RGC, 2014-2017. HK\$334,138. Project reference no.: 14502514. Project duration: 01-11-2014 to 31-10-2017.
3. Principle-investigator "Consumer Reactions to Attractive Service Providers: Approach or Avoid?" General Research Fund, Hong Kong RGC, 2013-2016. HK\$244,810. Project reference no.: 493113. Project duration: 01-12-2013 to 30-11-2016.
4. Co-investigator "Consumer Responses to Contactless Service Provision by Service Robot Under Contagion Threat" General Research Fund, Hong Kong RGC, 2021/22. HK\$597,993. Project Reference no.: 14500721. Project Duration: 1-1-2022 to 1-1-2024.
5. Co-investigator "When Does a Positive Role Model Backfire," Competitive Research Funding Schemes for the Local Self-financing Degree Sector 2016/17 (Faculty Development Scheme). HK\$331,737. Project reference no.: UGC/FDS16/B07/19. Project duration:01-01-2020 to 30-6-2022.
6. Co-investigator "Halting Wasteful Consumption: The Differential Impact of Guilt and Shame," Competitive Research Funding Schemes for the Local Self-financing Degree Sector 2016/17 (Faculty Development Scheme). HK\$460,668. Project reference no.: UGC/FDS16/B02/16. Project duration:01-01-2017 to 31-12-2018.
7. Co-investigator "Incidental Emotion as Antecedent of Attribution in Service Failure Context" General Research Fund, Hong Kong RGC, 2013-2016. HK\$216,323. Project reference no.: 292113. Project duration: 01-11-2013 to 31-10-2016.

Teaching Grants:

1. Principal Investigator "Space Tourism Virtual Reality Learning Tool." Teaching Development and Language Enhancement Grant (TDLEG) 2021-22 Triennium. HK\$200,000.

2. Principal Investigator “Learning Technologies Beyond Textbook: Service Robots in the Hospitality and Tourism Industry” Courseware Development Grant Scheme 2021-22. HK\$100,000.

Non-Competitive Research Grants

1. Principle-investigator, “Let’s Combat COVID-19 Together: Exploring the Robotic Solution to COVID-19 for the Hospitality and Tourism Industry.” CUHK Impact Research Projects Grant 2021-2022, HK\$200,000.
2. Principle-investigator “Smart Tourism Satisfaction Index: An Asian Ranking Study” CUHK Impact Research Projects Grant 2019-2020, HK\$200,000.
3. Principle-investigator “Tourist Misbehavior: An Exploratory Research” CUHK Direct Research Grant 2019-2020, HK\$65,000.
4. Principle-investigator “Consumer Reactions to Technology Embarrassment: The Role of Public self-consciousness” CUHK Direct Research Grant 2018-2019. HK\$20,000.
5. Principle-investigator “An Exploratory Study of Consumer Reactions to Online Review” CUHK Direct Research Grant 2017-2018. HK\$60,000.
6. Principle-investigator “The Effect of Taste of Sweetness on Perception of Opposite-Sex Attractiveness,” CUHK Direct Research Grant 2015-2016. HK\$50,000.
7. Principle-investigator “The Impact of Psychological Distance on Observing Consumer Responses to Service Failure” CUHK Direct Research Grant 2012-2013. HK\$50,000.
8. Principle-investigator “Consumer Reactions to Service Embarrassment: The Role of Social Presence of Service Providers and Other Customers in Service Failures” CUHK Direct Research Grant 2012-2014. HK\$90,000.

CONFERENCE PAPERS

1. Yu, I. Y., and Lisa C. Wan (2021), “How Broad Foreign Tour Experiences Increase Deviant Tourist Behavior,” The Asia Pacific Tourism Association (APTA) 2021 Annual Conference, Online.

*One of five Best Paper Candidates.

2. Yu, I. Y., and Lisa C. Wan (2021), “The Dark Side of Travelling Abroad: How Broad Foreign Tour Experiences Increase Deviant Tourist Behaviors,” APacCHRIE 2021, Singapore.

3. Yi, X, Lisa C. Wan, and Sungwoo Choi (2021). How Mobile Phone Usage Affects Reactions in Service Failure. The Asia Pacific Tourism Association (APTA) 2021 Annual Conference, Online.

4. Yi, X., Sungwoo Choi and Lisa C. Wan (2021), "The Effects of Brand Warmth and Competence on Consumers Reactions in Service Failure," APacCHRIE 2020, Singapore.
5. Luo, X., and Lisa C. Wan (2021), "The Impact of Personalization on Variety Seeking," APacCHRIE 2021, Singapore.
6. Hu, J., Xiaoyan Luo, and Lisa C. Wan (2021), "The Effect of Mobility Confinement on Destination Persuasion," APacCHRIE 2021, Singapore.
7. Li, Y. and Lisa C. Wan (2021), "Impacts of Taste Cues on Culinary Tourism's Travel Intention: Based on the Online Reviews of Culinary Destinations," The Asia Pacific Tourism Association (APTA) 2021 Annual Conference, Online.
8. Xue, N., Yi, X., Luo, X., and Lisa C. Wan (2021), "Developing an Advanced Hotel CSR Scale from Customers' Perspective," The Asia Pacific Tourism Association (APTA) 2021 Annual Conference, Online.
9. Xue, N., and Lisa C. Wan (2021), "To Avoid Interaction or to Desire? The Influence of Social Crowding on Preference for Having Travel Companions," APacCHRIE 2021, Singapore.
10. Liu, Xing and Lisa C. Wan (2021), "Mortality Salience and Preference for Humanoid Service Robot," The Asia Pacific Tourism Association (APTA) 2021 Annual Conference, Online.
11. Liu, Xing, H. Shen and Lisa C. Wan (2021), "How Social Exclusion Influences Tourist Intention to Visit Popular Versus Distinctive Attractions?" APacCHRIE 2021, Singapore.
12. Maggie Y. Chu and Lisa C. Wan (2020), "On Encouraging Green Living – When Does A Positive Role Model Backfire? 2020 Global Marketing Conference, Seoul, South Korea.
13. Liu, Xing and Lisa C. Wan (2020), "How Psychological and Contextual Factors Influence Consumers' propensity to engage in green consumption," 2020 Global Marketing Conference, Seoul, South Korea.
14. Luo, Xiaoyan and Lisa C. Wan (2020), "Personalized or Not? The Effect of Awareness of Information Blindness on Online Shopping Recommendation," 2020 Global Marketing Conference, Seoul, South Korea.
15. Luo, Xiaoyan and Lisa C. Wan (2020), "How Consumers React to Personalized Recommendation? The Effect of Activated Awareness of Information Blindness," APacCHRIE 2020, Hong Kong.
16. Yu, I. Y., Yang, M. X., Zeng, K. J., and Lisa, C. W (2020), "Climb the Hotel Loyalty Program Ladder: Does Progress Framing Matter?" APacCHRIE 2020, Hong Kong

17. Yi, Shannon X, and Lisa C. Wan (2020), "The Effect of Mobile Phone Adoption in Responses to Service Failure," APacCHRIE 2020, Hong Kong.
18. Yi, Shannon X, and Lisa C. Wan (2019), "The Role of Personal Self-Serving Technologies in Responses to Service Failures," Association for Consumer Research Conference, Atlanta, U.S.
19. Wan, Lisa C. and Robert S. Wyer (2019), "When A Beautiful Service Provider Makes Mistakes: To Forgive or Not to Forgive?" Association for Consumer Research Conference, Special Session, Atlanta, Georgia, USA.
20. Maggie Y. Chu and Lisa C. Wan (2019), "Motivating or De-motivating Responsible Consumption? The Divergent Influences of Moral Emotions," 2019 Academy Marketing Science Annual Conference, Vancouver, Canada.
21. Yi Xiao, Qiu Yao, and Lisa Wan (2019) *Consumer Reactions in Service Failure: The Effects of Brand Warmth and Brand Competence*. The Asia Pacific Tourism Association (APTA) 2019 Annual Conference, Danang, Vietnam.
22. Chan, Elisa and Lisa C. Wan (2018), "How Potential Customers Respond to Service Recovery Strategies," SERVSIG 2018, Paris, France.
23. Chan, Elisa, Lisa C. Wan, and Maggie Y. Chu (2018), "Exploring the Psychological Impacts of Service Recovery Strategies on Potential Customers," Global Marketing Conference 2018 (GMC), Tokyo, Japan.
24. Chu, Maggie Y., Frederick H. K. Yim, Lisa C. Wan, and Elisa Chan (2018), "Do Moral Emotions Make People Responsible Consumers? A Preliminary Investigation of Incidental Guilt and Shame," Global Marketing Conference 2018 (GMC), Tokyo, Japan.
25. Qiu, Chloe Y. and Lisa C. Wan (2018), "Are People More Likely to Misbehave During Travel? The Mediation Effect of Perceived Social Control," Global Marketing Conference 2018 (GMC), Tokyo, Japan.
26. Qiu, Chloe Y. and Lisa C. Wan (2018), "Consumer Responses to Similar Others' Unethical Behavior: The Moderating Role of Norm Violation Type," European ACR Conference (Association for Consumer Research), Ghent, Belgium.
27. Qiu, Chloe Y. and Lisa C. Wan (2018), "The Interaction Effect of Norm Violation Type and Group Categorization on Consumer Reactions to Other-Customer Misbehavior in Service Industry," AMA SERVSIG International Service Research Conference, Paris, France.

28. Yi, Shannon X., Chloe Y. Qiu, and Lisa C. Wan (2018), "How Do Customers React to Service Failures? The Roles of the Two Dimensions of Brand Perception - Warmth and Competence," SERVSIG 2018, Paris, France.
29. Yi, Shannon X., Chloe Y. Qiu, and Lisa C. Wan (2018), "The Different Roles of the Two Dimensions of Brand Perception - Warmth and Competence after Service Failures," European ACR Conference (Association for Consumer Research), Ghent, Belgium.
30. Yi, Shannon X., Chloe Y. Qiu, and Lisa C. Wan (2018), "The Independent Effects of Brand Warmth and Brand Competence Perception on Consumers' Complaining Responses to Service Failures," Global Marketing Conference 2018, Tokyo, Japan.
31. Wan, Lisa C. (2018), "When A Beautiful Service Provider Makes Mistakes: The Moderating Role of Service Failure Type," European ACR (Association for Consumer Research) Conference, Ghent, Belgium.
32. Chu, Maggie Y. and Lisa C. Wan (2017), "Encouraging Green Behaviours by Evoking Guilt and Shame Emotions in Social Advertising," The Asia Pacific Tourism Association (APTA) 2017 Annual Conference, Busan, Korea.
33. Chu, Maggie Y. and Lisa C. Wan (2017), "Don't be a Big Waster! Regulating Consumer Behaviours Through the Experience of Guilt and Shame," 2017 INFORMS Marketing Science Conference, California, USA.
34. Qiu, Chloe Y., Shannon X. Yi, and Lisa C. Wan (2017), "Cross-cultural Influences on Customer Evaluation of Dysfunctional Customer Behavior," 2017 INFORMS Marketing Science Conference, California, USA.
35. Qiu, Chloe Y., Shannon X. Yi, and Lisa C. Wan (2017), "Customer Response to Misbehaving Others: A Cross Cultural Study," The Asia Pacific Tourism Association (APTA) 2017 Annual Conference, Busan, Korea.
36. Wan, Lisa C. (2017), "Will Observers Blame A Service Failure That Happens To Others? The Role of Incidental Similarity," 2017 INFORMS Marketing Science Conference, California, USA.
37. Wan, Lisa C. (2017), "How Observers React To Service Failures? The Impact of Incidental Similarity," The Asia Pacific Tourism Association (APTA) 2017 Annual Conference, Busan, Korea.
38. Wan, Lisa C. (2017), "To Tolerate or Not to Tolerate? When Attractive Opposite-Sex Service Providers Make Mistakes," The Asia Pacific Tourism Association (APTA) 2017 Annual Conference, Busan, Korea.

39. Yi, Shannon X., Chloe Y. Qiu, and Lisa C. Wan (2017), "Using Regulatory Fit and Unfit to Adjust Front-line Service Providers' Work Engagement When Facing Customer Feedbacks," 2017 INFORMS Marketing Science Conference, California, USA.
40. Yi, Shannon X., Chloe Y. Qiu, and Lisa C. Wan (2017), "How Customer Feedbacks Affect Service Provider's Work Engagement? The Role of Regulatory Fit," The Asia Pacific Tourism Association (APTA) 2017 Annual Conference, Busan, Korea.
41. Wan, Lisa C. and Robert S. Wyer (2016), "The Influence of Incidental Similarity on Consumer Reactions to Observable Service Failures," Annual Australian New Zealand Academy of Management (ANZAM) Conference, Brisbane.
42. Wan, Lisa C. (2016), "When Attractive Opposite-Sex Service Providers Make Mistakes: Who Will be More Dissatisfied?" Annual Australian New Zealand Academy of Management (ANZAM) Conference, Brisbane.
43. Hou, Yuansi, Yixia Sun, Lisa C. Wan, and Wan Yang (2015), "How Can Psychological Contagion Effect Be Attenuated? The Role of Boundary Effect on Menu Design," Paper presented at the Association for Consumer Research Asian Pacific Conference, Hong Kong.
44. Wan, Lisa C. and Robert S. Wyer (2015), "Consumer Reactions to Attractive Service Providers: Approach or Avoid," Paper presented at the Academy of International Business Southeast Asia Regional Conference, Malaysia.
45. Hou, Y.S., Sun, Y.X., Wan, Lisa C., & Yang, W. (2014), "The Role of Psychological Contagion Effect on Menu Items Evaluations: A Psychological Study of Menu Design," Paper presented at the Annual Conference of International Council on Hotel, Restaurant and Institutional Education (CHRIE), San Diego, California, US.
46. Hou, Y.S., Sun, Y.X., & Wan, Lisa C. (2014), "Psychological Contagion and Visual Boundaries: Changing Evaluations without Contact," Paper presented at the Annual Society for Consumer Psychology (SCP) Winter Conference, Miami, Florida, US.
47. Chu, Maggie Y., Robert S. Wyer and Lisa C Wan (2013), "When a Sequence of Decisions Leads to Unfavorable Outcome: The Conflicting Roles of Perceived Control," Paper presented at the Association for Consumer Research Conference, Chicago, US.
48. *Wan, Lisa C., Patrick S. Poon and Maggie Y. Chu (2013), "The Impact of Perceived Similarity of Other Customers on Service Quality Perceptions of Potential Customers," Paper presented at the Academy of International Business Southeast Asia Regional Conference, Bali, Indonesia.

** Awarded the Best Paper for Consumer Behavior and Marketing Track*

49. Chu, Maggie Y., Robert S. Wyer and Lisa C Wan (2012), “The Influence of Perceived Control in Sequential Decision Making: A Cross-cultural Perspective,” Paper presented at the Academy of International Business Southeast Chapter, Xiamen, China.

50. Wan, Lisa C. and Anthony H. Cheng (2012), “How Consumers React to Different Types of Service Embarrassment?” Paper presented at the Global Marketing Conference, Seoul, Korea.

51. Wan, Lisa C. (2011), “The Impact of Personal Similarity and Regulatory Focus on Consumer Evaluations on Service Failures that Happen to Others”, Paper presented at the Annual Conference of China Marketing Science, Guangzhou, China.

52. Wan, Lisa C. (2011), “How Culture Influences Consumer Complaining Responses? The Role of Face Concern in Embarrassing Service Failure,” Paper presented at the Asia-Pacific Conference of the Association for Consumer Research, Beijing, China.

53. Wan, Lisa C. and Patrick S. Poon (2011), “How Consumer React to Corporate Social Responsibility Brands in the Hospitality Industry? The Role of Face Concern,” Paper presented at the Academy of International Business Southeast Asia Regional Conference, Taiwan.

54. Wan, Lisa C., Patrick S. Poon and Chunyu Li (2011), “A Study of the Impact of Face Concern on CSR Brands”, Paper presented at the Annual Conference of China Marketing Science, Guangzhou, China.

55. Chu, Maggie Y.Y. and Lisa C. Wan (2010), “Regrets in Switching: The Conflicting Role of Perceived Control.” Paper presented at the Marketing Science Conference, Cologne, Germany.

56. Gao, Xue, Patrick S. Poon, and Lisa C. Wan (2010), “The Effects of Perceived Brand Globalness on Consumer Responses to Brand Failures,” Paper presented at the Academy of International Business Southeast Asia Regional Conference, Ho Chi Minh City, Vietnam.

57. Wan, Lisa C. and Patrick S. Poon (2010), “Consumer Reactions to CSR Brands: The Role of Face Concern.” Paper presented at the Marketing Science Conference, Cologne, Germany.

58. Wan, Lisa C. and Michael K. Hui (2009), “Be Tolerable or Be Angry? A Situation of Relationship Norm Conflict in Failure.” Paper presented at the Advances in Consumer Research.

59. Chan, Elisa K., Lisa C. Wan, and Lily L. Su (2008), “Defending Against Future Loss: The Impact

of Regulatory Focus on an Observing Customer's Attribution Behavior," Paper presented at the Marketing Science Conference, Vancouver, BC.

60. Chan, Elisa K., Lily L. Su, and Lisa C. Wan (2008) "How a Consumption Failure Influences an Observing Customer's Attribution and Perceived Service Quality: The Role of Regulatory Focus." Paper presented at the Advances in Consumer Research.

61. Wan, Lisa C., Felix T. Tang, and Vane Ing Tian (2008), "When Consumer Performance is a Key to Satisfaction: An Exploratory Study of Consumer Satisfaction in Experiential Consumption," Paper presented at the Marketing Science Conference, Vancouver, BC.

62. Wan, Lisa C. and Haksin Chan (2006), "A Two-Step Model of Service Dissatisfaction: Theory and Evidence." Proceedings of the Advances in Consumer Research, vol. 34, 675-676.

63. Wan, Lisa C. and Haksin Chan (2003), "A Model of Cultural Influences on Customer Responses to Service Failures." Proceedings of the American Marketing Association Educators' Winter Conference, Chicago, 84-86.

Book Chapters

1. Wan, Lisa C. and Maggie Y. Chu (2014), "Cross-Cultural Research on Consumer Responses to Service Failure: A Critical Review," Chapter 9, *Multinationals and Global Consumers: Tension, Potential and Competition*. 185-206.

2. Peng, Ling, Lisa C. Wan and Patrick S. Poon (2014), "Self-Discrepancy and Consumer Responses to Counterfeit Products," Chapter 10, *Multinationals and Global Consumers: Tension, Potential and Competition*. 207-224.

INVITED PRESENTATIONS

1. Service Robot Adoption in Hospitality and Tourism Research, Research Webinar, Department of Tourism, Fudan University, China, 2021.

2. Guest speakers, Hang Seng University of Hong Kong, Teaching and Learning Forum on April 30, 2019.

3. Research and Insights on Consumer Reactions to Service Failures, Research Seminar, Research Institute for Business, Hang Seng Management College, Hang Seng University of Hong Kong, 2017.

4. Consumer Reactions to Attractive Service Providers: Approach or Avoid, Research Seminar,

Management School, Jinan University, China, 2016.

5. Consumer Reactions to Attractive Service Providers: Approach or Avoid, Research Seminar, Department of Marketing and International Business, Lingnan University, 2014.

6. The Role of Relationship Norms in Responses to Service Failure, Research Seminar, Department of Marketing, Shanghai Jiao Tong University, China, 2012.

CONFERENCE ORGANIZATION

Program Committee Member, Association for Consumer Research Asian Pacific Conference, Hong Kong, 2014-15.

PROFESSIONAL SERVICES

Editorial Board Member

Journal of Hospitality and Tourism Research

Ad Hoc Reviewer for Journals:

Journal of Consumer Research

Journal of Retailing

Journal of Business Research

International Journal of Hospitality Management

Tourism Management

Cornell Hospitality Quarterly

Journal of Hospitality and Tourism Research

Journal of Hospitality Marketing & Management

European Journal of Marketing

International Marketing Review

Journal of Business Ethics

Ad Hoc Reviewer for Conferences:

Association for Consumer Research North American Conference

Academy of International Business Southeast Asia Regional Conference

Annual Conference of China Marketing Science

Asia Pacific Tourism Association Annual Conference

European Association for Consumer Research Conference

Global Marketing Conference

Ad Hoc Reviewer for Grant Proposals:

Israel Science Foundation (ISF)
RGC's Faculty Development Scheme (FDS)

POSTGRADUATE STUDENTS

Dissertation Committee Member: Hou Yuansi (2015)

Graduated MPhil Student: Chloe Y. Qiu (2018)

Current PhD Students: Shannon X. Yi, Abby X. Luo, Irina Y. Yu, Stella X. Liu, Iris N. Xue, Harry J. Hu, Li Yuan

INTERNAL SERVICE

Department/ Faculty

Director, The Center for Hospitality and Real Estate Research (CHRER), CUHK, 09/2015—Present.

Chair of the Executive Committee, The Center for Hospitality and Real Estate Research (CHRER), CUHK, 09/2019—Present.

Member of the Management Committee, The Center for Hospitality and Real Estate Research (CHRER), CUHK, 09/2019—Present.

Chairman, School of Hotel & Tourism Management Department Panel for RAE 2020, 05/2017—Present.

Chairman, School of Hotel & Tourism Management 20th Anniversary Committee, 02/2018—11/2018.

Assessment Panel of UG and Master Programs, School of Hotel & Tourism Management, 09/2016—Present.

Ambassadorial Faculty Member, UG Business Programs, 09/2018—Present.

Committee, MPhil-PhD Programmes, 10/2015-08/2018. 08/2020—Present.

Management Board, The Asia-Pacific Institute of Business, 01/2016-07/2016.

Coordinator, Inter-departmental research workshop, 09/2016-08/2018.

Member, Teaching Assessment Working Group, 09/2013-09/2014.

Task Force Member, Behavioral Laboratories, 05/ 2016-07/2016.

Course coordinator, HTMG4530 Attraction Marketing in Term 2, 04/2016-06/2016.

Business Lecture, CUHK UG Program Exploration Day, 05/2018.

Guest Lecture, EconBiz@CUHK Business School, 07/2016.

Guest Lecture, JBF-Sophia-CUHK Summer Course, 08/2017.

College/ University

Departmental coordinator, New Asia College, 08/2013—Present.

Canteen Committee member, New Asia College, 08/2014—Present.

Ex-Co member, New Asia Staff Association, New Asia College, 08/2014-07/2018

Guest Lecture, CUHK Knowledge Enrichment Programme for Secondary School Students, 12/2016.

Guest Lecture, CUHK Knowledge Enrichment Programme for Secondary School Students, 12/2018.

EXTERNAL SERVICE

Fellow Researcher, Center For Luxury Research, Johannes Gutenberg-Universität Mainz, 09/2012— Present.

Vice President, Institute of Asian Brands, 07/2013— Present.

Professional Advisor, TraVR HK Limited, 08/2019— Present.

External Examiner, Heng Sang University UG Program, 09/2019— Present.

Guest Speaker at the HSUHK Teaching and Learning Forum 2019

External Examiner, Lingnan Institute of Future Education, 02/2015-08/2017.

Internal Validation (PV) for the Bachelor of Business Administration (Honours) in Marketing (BBA-M) Programme, The Hong Kong Nang Yan College, 06/2014.

Professional Consultant for QTS Merchant Service Staff Award 2015.

Professional Consultant for a Marketing Research Project, Star Cruises, 2012-13.

Judge for The Hong Kong Corporate Branding Award, 2010-13.

Executive Training Courses, Strategic Brand Management, Pui Hua Organization, 2012 and 2014.

Executive Training Courses, Introduction to Brand Management, The Federation of Hong Kong Chiu Chow Community Organization, 2011.

Guest speaker, RTHK Radio and Commercial Radio program, 2011 and 2014.

PROFESSIONAL SOCIETIES

Member, Association of Consumer Research

Member, INFORMS Society for Marketing Science

Member, Asia Pacific Tourism Association