

# PANEL SESSIONS

**Saturday, November 14<sup>th</sup>, 2020**

Panel Session 19

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## **Key issues in tourism, hospitality and event industry in Japan: Post COVID-19 landscape**

Chair: **SAITO, Hiroaki**, Ritsumeikan Asia Pacific University, Japan

1. **KASHIWAGI, Sho**, School of Cross-Cultural Studies, Faculty of Cross-Cultural and Japanese Studies, Kanagawa University, Japan

Title: Exploring the potential of VFR travel for a destination recovery after crises

2. **NAGAI, Hayato**, Wakayama University, Japan; **CHIEN, Pi-Hsuan Monica**, University of Queensland, Australia

Title: Mega-events and Japan's tourism development: A focus on the World Expo 2025 in Osaka, Kansai

3. **YOO, Kate Inyoung**, College of Foreign Studies, Kansai Gaidai University, Japan; **BAUM, Tom**, University of Strathclyde, United Kingdom

Title: Omotenashi or hospitality: The challenges for a multinational workforce in delivering service to visitors in Japan

4. **SAITO, Hiroaki**, Ritsumeikan Asia Pacific University, Japan; **BROZOVIC, Danilo**, School of Business, University of Skovde, Sweden

Title: Tourism and hospitality in the post-corona world: Adaptations, challenges and opportunities