



May 11-13, 2021

**Global Conference
on Services and Retail Management**

Virtually hosted by: **University of Naples Federico II, Italy &
University of South Florida, USA**



**CONFERENCE
SCHEDULE
(TENTATIVE)**



Monday, May 10, 2021

Time (EDT)	Event	Online Venue(Links to follow)
11:30am - 1:30pm	Pre-conference Workshop on Qualitative Research and Data Analysis using NVivo led by Dr. Rab-Nawaz Lodhi	Main Hall

Tuesday, May 11, 2021

Time (EDT)	Event	Online Venue(Links to follow)
8:30am - 8:45am	Opening Remarks	Main Hall
8:45am - 9:45am	Concurrent Sessions <ul style="list-style-type: none"> ● Presenter 1 ● Presenter 2 ● Presenter 3 ● Presenter 4 	Breakout Rooms
9:45am - 10:00am	Break	
10:00am - 11:00am	Panel: Future Workforce: Are Higher Education Institutions Ready for the Needs of Future Jobs?	Connect via YouTube Connect via LinkedIn
11:00am - 11:15am	Break	
11:15am - 12:15pm	Concurrent Sessions <ul style="list-style-type: none"> ● Presenter 5 ● Presenter 6 ● Presenter 7 ● Presenter 8 	
12:15pm - 1:15pm	Lunch	
1:15pm - 2:15pm	Concurrent Sessions <ul style="list-style-type: none"> ● Presenter 9 ● Presenter 10 ● Presenter 11 ● Presenter 12 	
2:15pm - 2:30pm	Break	
2:30pm - 3:30pm	Concurrent Sessions	

	<ul style="list-style-type: none"> • Presenter 13 • Presenter 14 • Presenter 15 • Presenter 16 	
3:30pm - 3:45pm	Break	
3:45pm - 4:45pm	Workshop: Get Them Out of the Cave! Using audio in online learning by Dr. Duchamp	Main Hall

Wednesday, May 12, 2021

Time (EDT)	Event	Online Venue
7:30am - 8:30am	Concurrent Sessions <ul style="list-style-type: none"> • Presenter 17 • Presenter 18 • Presenter 19 • Presenter 20 	
8:30am - 8:45am	Break	
8:45am - 9:45am	Concurrent Sessions <ul style="list-style-type: none"> • Presenter 21 • Presenter 22 • Presenter 23 • Presenter 24 	
9:45am - 10:00am	Break	
10:00am - 11:00am	Keynote by Jonathan Reynolds, Associate Professor in Retail Marketing and Deputy Dean, Saïd Business School, Oxford University, UK	Connect via YouTube
11:00am - 11:15am	Break	
11:15am - 12:15pm	Concurrent Sessions <ul style="list-style-type: none"> • Presenter 24 • Presenter 25 • Presenter 26 • Presenter 27 	
12:15pm - 1:00pm	Lunch	
1:00pm - 2:00pm	Panel: Impact of Artificial Intelligence / Robots on Retail and Service	Connect via YouTube

2:15pm - 2:30pm	Break	
2:30pm - 3:30pm	Concurrent Sessions <ul style="list-style-type: none"> • Presenter 28 • Presenter 29 • Presenter 30 • Presenter 31 	
3:30pm - 3:45pm	Break	
3:45pm - 4:45pm	Concurrent Sessions <ul style="list-style-type: none"> • Presenter 31 • Presenter 32 • Presenter 33 • Presenter 34 	

Thursday, May 13, 2021		
Time (EDT)	Event	Online Venue
7:30am - 8:30am	Panel: Research Agenda for the Next Generation of Service and Retail Research	Connect via YouTube
8:30am - 8:45am	Break	
8:45am - 10:15am	Concurrent Sessions <ul style="list-style-type: none"> • Presenter 35 • Presenter 36 • Presenter 37 • Presenter 38 • Presenter 39 • Presenter 40 	
10:15am - 10:30am	Break	
10:30am - 11:30am	Keynote by Russ Klein, Chief Executive Officer American Marketing Association	Connect via YouTube
11:30am - 11:45am	Break	
11:45am - 12:45pm	Concurrent Sessions <ul style="list-style-type: none"> • Presenter 41 • Presenter 42 • Presenter 43 • Presenter 44 	
12:45pm - 1:45pm	Lunch	

1:00pm - 2:00pm	oncurrent Sessions <ul style="list-style-type: none"> ● Presenter 45 ● Presenter 46 ● Presenter 47 ● Presenter 48 	
2:00pm - 2:15pm	Break	
2:15pm - 3:15pm	Concurrent Sessions <ul style="list-style-type: none"> ● Presenter 49 ● Presenter 50 ● Presenter 51 ● Presenter 52 	
3:15pm - 3:30pm	Break	
3:30pm - 4:30pm	Concurrent Sessions <ul style="list-style-type: none"> ● Presenter 53 ● Presenter 54 ● Presenter 55 ● Presenter 56 	
4:30pm - 4:45pm	Break	
4:45pm - 5:45pm	Closing Remarks	Main Hall
TBA	Workshop: Qualitative Research and Data Analysis using NVivo by Dr. Rab Nawaz	
TBA	Workshop: Best Italian Pasta Making	