



**WELCOMGROUP GRADUATE SCHOOL
OF HOTEL ADMINISTRATION**
MANIPAL
(A constituent unit of MAHE, Manipal)



TAPMI
(A constituent unit of MAHE, Manipal)



12th International Research Symposium in Service Management 2024

Luminaire Hall, Fortune Valley View,
Manipal, INDIA

6th to 9th August 2024

Organized by

IRSSM in association with

Welcomgroup Graduate School of Hotel Administration
(WGSHA) & T A Pai Management Institute (TAPMI),
MAHE Manipal.

<https://irssm.org/>

Harmonizing People, Technology and Compassion: Re-Imagining the Soul of Service

About the symposium

The service industry, technology, and people have become inextricably intertwined in the new age, giving rise to a dynamic relationship that reshapes how we interact, work, and live. The key to success in the new age lies in harmonizing these elements. This conference aims to explore the intricate interplay between these crucial elements, charting a path to revolutionize how we deliver and receive service in an increasingly digital and automated era. It also offers a unique platform for individuals and organizations to collaborate, learn, and lead in redefining service in an age of unprecedented technological advancement.

Highlights

- International Mentors
- Research Advancement Workshop
- Research Presentations
- Expert Sessions
- Academia- Industry Round Table
- CEO -Keynote Sessions
- Professional Networking

Call for abstract

- Participants are invited to present original research work only
- One-page abstract submission (350-500 words) using the Abstract Template
- Abstracts to be emailed to: irssm.wgsha@manipal.edu or irssm.wgsha@gmail.com

Themes

- Service Industry in the 21st Century
- Service Industry Aligning with SDGs: People, Process, and Technology
- Digital Transformation in Service Management
- Value Co-creation, Equity, Value-in-use
- Navigating the Path to Responsible Hospitality and Tourism
- Moving forward with research and innovation in Services

Awards

- Best Paper Awards
- Young Service Researcher Awards

Important Dates

- Last date of abstract submission: June 30, 2024
- Acceptance Notification: May 1, 2024
- Registration: May 2 to June 30, 2024

Research Advancement Workshop (RAW) - August 6, 2024

An integral and critical component of IRSSM 2024 is the Research Advancement Workshop (RAW), a unique mentoring workshop for prospective researchers. The workshop mentors, all internationally acclaimed senior service scholars, provide constructive reviews and critical pointers designed to the research ideas and enhance research and publication potential for academicians with research acumen. Seats are limited to 50 participants.

International Mentors are Prof. Anil Bilgihan, Prof. David Solnet, Prof. Christian Kowalkowski, Prof. Linda Alkire, Prof. Srikanth Beldona, Prof. Jay Kandampully, Prof. Allard C R Van Riel, and Prof. Werner H. Kunz.

Registration Fee (Non Refundable)

IRSSM 2024 Events	Indian	International
Research workshop (August 6, 2024)	INR 3000	USD 100
Symposium (August 7-9, 2024)		
Early bird registration fee (Delegates)	INR 9000	USD 200
Early bird registration fee (Students and Research Scholars)	INR 3000	USD 100
Regular registration fee (Delegates)	INR 10000	USD 250
Regular registration fee (Students and Research Scholars)	INR 5000	USD 130
Accompanying person (Participating but not presenting)	INR 5000	USD 100

Registration and payment are online only. Please visit <https://irssm.org/>

*Inclusive of 18% GST

Registration
May 2 to June 30, 2024

Convenor

Dr Jay Kandampully

Co-convenors

Dr (Chef) K Thirugnanasambantham
Dr Rajeev Kumra

Who can attend

Students, Research Scholars,
Academicians & Industry Professionals

For more details

- irssm.wgsha@manipal.edu | irssm.wgsha@gmail.com
- <https://irssm.org/>
- +91 99640734262 | +91 9344789111



Connect, Collaborate, and Innovate at our Research Symposium. A warm welcome to MAHE, an Institute of Eminence and a multidisciplinary educational hub