CALL FOR PAPERS

The 7th International Conference on Serviceology(ICServ 2020)

March13-15, 2020 | Osaka Seikei University, Osaka, JAPAN

Service and Hospitality management
-Moving forward with seamless technology-

The International Conference on Serviceology 2020 (ICServ 2020) invites academicians, industry leaders, and other stakeholders to send original research works and case studies. The conference will be held on March 13th-15th 2020 in Osaka, Japan.

The society of Seviceology dedicates "academics for the society" through social science, economics, engineering science, and many other disciplines. To this end, we encourage submissions that quality studies to improve our understanding of the service and its impact and introduce technical advances that enhance the wellness of society as well as business enterprises. The highlighted topics of interest are in the research tracks listed below, but these are not exhaustive;

TOPICS

IoT-Based Services

Service Capability

Service Design

Service Digitalization

Service Disruption

Service Ecosystem and Value Co-Creation

Service Engineering & Technology

Service Innovation

Service Marketing & Management

Service Related Human Behavior

Industry Practices (Healthcare, Tourism, Hospitality, Education, Retailing, F&B, Gaming, and so forth)

IMPORTANT DATES

July 15th - August 15th: Extended abstract or full paper submission

September 30th: Author notification

October 30th: Camera-ready paper submission

SUBMISSION GUIDELINE

Authors can submit two types of papers: extended abstract (up to **2000** words), and full papers (up to **12 pages**), including pages for references. All submissions should strictly follow the formatting instructions.

The selected papers will be published in the Proceedings.

ORGANIZING COMMITTEE

General Chair:

Chieko Minami, Kobe University, JAPAN

Steering Committee Chair :

Yoshinori Hara, Kyoto University, JAPAN

Program Committee Chair :

Spring Han, Kyoto University, JAPAN

Publication Chair:

Takeshi Takenaka, AIST, JAPAN

REVIEW PROCESS

The review process will be double-blind by Program Committee (PC) members. Accepted submissions will comprise sets of full paper with oral presentations and poster presentations.

Society for Serviceology