

# ROBOTICS CONFERENCE 2025



#RoboticsConference2025

APPLICATIONS AND RESEARCH AGENDA OF  
ROBOTICS IN HOSPITALITY,  
TOURISM AND RETAILING

8.19<sup>2025</sup> TUE → 8.20<sup>2025</sup> WED

The two-day conference (from 9:00 am to 5:35 pm) includes 12 plenary talks and four parallel sessions. It provides an exchange platform for academics and practitioners.

Venues: **N203** (19/8)  
**S215** (20/8)



**POLYU**  
**WEST KOWLOON CAMPUS**  
9 HOI TING RD, YAU MA TEI,  
HONG KONG, CHINA



Supporting  
Organizations:



DIVISION OF BUSINESS AND  
HOSPITALITY MANAGEMENT





**Prof. YUEN, Pok-man Peter**

Dean, College of Professional and Continuing Education,  
The Hong Kong Polytechnic University

Prof. Peter P. Yuen is Dean of the College of Professional and Continuing Education (CPCE) of The Hong Kong Polytechnic University (PolyU). He is also Professor of PolyU's Department of Management and Marketing. He received his Bachelor of Arts degree in Cellular and Molecular Biology and Master in Business Administration degree from the State University of New York at Buffalo, USA, and his Doctor of Philosophy degree in Health Economics from the University of Birmingham, UK.

Prior to his appointment as Dean of CPCE, Prof. Yuen held a number of management positions at PolyU, including Associate Vice-President (Management), Director of the Public Policy Research Institute, and Head of the Department of Management. He was also the founding Director of the Doctor of Business Administration programme in the Faculty of Business.

Prof. Yuen's research mainly focuses on public policy formulation and evaluation, and health services management.

He is the Co-Editor-in-Chief of Public Administration and Policy and an Editorial Committee member of Asia Pacific Journal of Health Management. He was also a consultant for the Hong Kong Special Administrative Region (HKSAR) Government and the Bauhinia Foundation on a number of public policy related projects including the West Kowloon Cultural District, Sustainable Built Environment, Subsidised Homeownership, Managed Care in Hong Kong, and Health Systems Reform.

Prof. Yuen is currently the immediate Past Chairman of the Federation for Self-financing Tertiary Education (Hong Kong). He has served as a member of the HKSAR Government Manpower Development Committee, Health and Medical Development Advisory Committee, and the Committee on Self-financing Post-secondary Education. He is a founding Fellow of the Hong Kong College of Health Services Executives, and an Honorary Fellow of the Australian College of Health Services Management. He once served as Vice-President of the Chinese National Institute of Health Care Management Education, and President of the Hong Kong Public Administration Association.

**Dr. CHAN, Kai-yue Jason, MH, JP**

Director of School of Professional Education and Executive Development (SPEED), CPCE,  
The Hong Kong Polytechnic University

Dr. Jason Chan, MH, JP is the Associate Dean (Information and Development) and Head of Information Technology of the College of Professional and Continuing Education (CPCE) of The Hong Kong Polytechnic University (PolyU). He is also the Director of the School of Professional Education and Executive Development (SPEED).

Dr. Chan is an innovation and technology expert and a professional generalist. He is well-qualified with various degrees and credentials. He received his Bachelor of Arts degree in Public and Social Administration with First Class Honours and Master of Science in Computing degree from the City University of Hong Kong, Master of Educational Technology degree from The University of British Columbia, Doctor of Education degree from the University of Bristol, the credential of Stanford Certified Project Manager from Stanford University and Certified Practising Accountant of CPA Australia. With a multidisciplinary academic background and diverse experience, Dr Chan is an accomplished professional generalist in public administration, education, artificial intelligence, big data, social media, social commerce, Fintech, Internet of Things, strategy, resource management, leadership, smart city, research methodology and e-governance.

Dr Chan is actively engaged in public and community service by serving on various committees and panels of Government and statutory bodies such as the following:

Member, Property Management Services Authority  
Member, Board of Governors, The Prince Philip Dental Hospital

Member, Advisory Committee, Innovation and Technology Venture Fund  
Member, Steering Committee, Child Development Fund  
Member, Dissemination & Promotion Sub-committee, Quality Education Fund  
Member, Entrepreneurship Committee Advisory Group, Cyberport  
Mentor, Hong Kong Science and Technology Park, Cyberport, and Hong Kong Scholarship for Excellence Scheme, Education Bureau  
He was also a Member of Chinese People's Political Consultative Conference, SongJiang Shanghai (2017-2021), Member of Consumer Council (2016-2018), Member of Solicitors Disciplinary Tribunal Panel, Judiciary Hong Kong (2015-2021), Member of Transport Tribunal Panel (2013-2020) and Member of Advisory Committee (Tertiary Education Representative), Education Development Fund (2012-2019). In recognition of Dr Jason Chan's services and contribution to the community and the Government over the years, he was appointed as Justices of the Peace (JP) and awarded the Medal of Honour (MH) by the HKSAR government in 2017 and 2021 respectively.

As for voluntary and professional affiliations, Dr Chan is currently the President of Hong Kong Digital Currency Academy and the Vice-President (Innovation and Technology) of UNESCO Hong Kong Association. He was the Chairman of Hong Kong Mensa: The High IQ Society (2012-2015 and 2018-2020), President (Education) of Young Professionals Alliance (2014-2017) and Vice President of Hong Kong Public Administration Association (2014-2020). Dr Chan has regularly organised and participated in well-regarded community service activities as a true partner of our community and nation.



## GUEST OF HONOUR



**Mr. MAK, Chi-kui Donald, BBS**

Deputy Commissioner (Data Governance), Digital Policy Office, The Government of The HKSAR

As Deputy Commissioner (Data Governance), Mr. Donald Mak has been actively involved in promoting Government's agenda for innovation, technology adoption and public services improvement. He also played a key role in the implementation of a number of digital government infrastructures (including the government cloud infrastructure, big data analytics platform, shared blockchain platform, consented data exchange gateway, iAM Smart and Digital Corporate Identity Platform) and the formulation and implementation of open data policy as well as other data governance policies and measures.

Mr. Mak joined the Government in 1989. Since then he has assumed various important duties including formulation and implementation of facilitation strategies and initiatives for information and communications technology (ICT) industry development, data centre development, digital inclusion, ICT co-operation with the Mainland and overseas economies as well as the implementation and management of various government ICT systems and services.

## KEYNOTE SPEAKERS



### **Transforming a Traditional Manpower-Driven Business into a Robotics Company**

**Mr. HO, Kin-wai Ken**

Chairman & CEO, Primech Holdings Ltd

Mr. Ho is a seasoned entrepreneur and business leader with extensive experience in automation and technology-driven solutions. As the CEO of PMEC (Primech Holdings Ltd.), he has led the company's growth in the cleaning and facility management industry, driving innovation through robotics and AI.

He also founded Primech AI, which developed Hytron, Asia's first toilet-cleaning robot, now deployed in airports, hospitals, and commercial properties. With a background in technology and business, he is passionate about automation, efficiency, and expanding smart cleaning solutions globally.



### **The Robotic Applications in the Great Bay Area's Hospitality and Tourism Industries**

**Dr. HUANG, Dong-yan**

Chief of Scientist, Shenzhen Xinyang AI Technology Co. Ltd

Dong-Yan Huang (M'96-SM'05) received her bachelor and master degrees from Xi'an Jiaotong University, Xi'an, China, in 1985 and 1988, respectively, and the PhD degree in Système Physique et Métrologie-Communication & Electronique from the Conservatoire National des Arts et Métiers Paris (CNAM), France, in 1996. She is now Chief of Scientist, Shenzhen Xinyang AI Co. Ltd; Steering Committee Member of Tsinghua University IID Master Program; Visiting Researcher at Shenzhen Institute of Advanced Technology, Chinese Academy of Sciences - Ambient Intelligence and Multimodal Systems Lab. From Feb. 2019 – Dec. 2024, She was a Principal Scientist at UBTECH Robotics Corp. From Dec. 1997 to Nov. 2002, she was a Senior Research Engineer at the Institute of Microelectronics, Singapore. Before that, she was a postdoctoral researcher at the UFR de Mathématiques Informatique, Université Paris Descartes, France. From Dec. 2002 to Feb. 2019, she was a Senior Scientist at the Institute for Infocomm Research, Singapore.

Her research focuses on machine learning, pattern recognition, affective computing, automatic speech recognition, text-to-speech synthesis, voice conversion, computer vision, dialogue system, talking head, human-machine interaction, robotics and embodiment intelligence. She has authored more than 100 publications in peer-reviewed journals, and conference proceedings. She was solicited and co-chaired for ASMMC from 2015 to 2021. She has been serving as the program committee for several international conferences in the areas of signal processing, speech processing, multimedia, human-computer interaction, affective computing and intelligent interaction. She was the chair of the IEEE Singapore Sensor Committee Sub-Committee (2016-2018), the chair of the WIE (Women in Engineering) group (2006-2008). She led a team to implement online and offline speech technology on Cruzr, Walker robots and a series of educational products. Her team's works on digital emotion won the awards of A\*STAR's 30 Most Impactful Innovations & Inventions over Three Decades (2021), and P&G Connect + Develop Open Innovation Solutions Award on Digital Insights 2020, the first prize in the 2011 INTERSPEECH Speaker State Challenge Sleep Competition and the first prize in the EmotioNet Challenge.





## The Economics of Service Robots in Hospitality Companies

**Prof. IVANOV, Stanislav**

Professor, Varna University of Management and Director, Zangador Research Institute

Prof. Stanislav Ivanov ('Stan') is a Professor in Tourism Economics at Varna University of Management and Director of Zangador Research Institute. He is the founder and the (co-)Editor-in-chief of two academic journals: the European Journal of Tourism Research (indexed in Scopus and Web of Science) and ROBONOMICS: The Journal of the Automated Economy.

Additionally, he serves on the editorial and review boards of over 30 other journals. He authored over 200 publications (books, book chapters, articles, conference reports, book reviews, and industry reports) in the field of robonomics, robotics, artificial intelligence and service automation, hotel marketing, hotel chains, pricing and revenue management, destination marketing and management, tourism's impact on economic growth, political issues in tourism.



## Experimental Design in Robotic Research for Business, Marketing, and Hospitality Scholars

**Dr. LEE, Suet-mui Daisy**

Senior Lecturer, CPCE, The Hong Kong Polytechnic University

Dr. Daisy Lee is a veteran of marketing. She has extensive commercial experience across digital marketing, consumer marketing, shopper marketing, business marketing, technical marketing and marketing research gained from multinational giants she worked with. Prior to academia, she worked as Regional Director at Philips Asia Pacific marketing team, overseeing 15 APAC countries.

Aspiring to nurture the next generation, Dr Lee started her teaching career at the City University of Hong Kong. She taught undergraduate marketing programme at CityU for 5 years before joining this institution. Her research interest focuses on digital marketing and social marketing.



## Ethical Dynamics of Service Robot Adoption in Tourism and Hospitality

**Dr. LIN, Boyu**

Assistant Professor, City University of Macau

Boyu Lin is an assistant professor in the Faculty of International Tourism and Management at the City University of Macau. He has received a Master from the University of Leicester in England and a PhD from Arizona State University in the USA. He previously worked at Beijing Union University for more than 4 years. He has an interest in intelligent technology for service innovation and social media marketing.

Dr. Lin has over 20 publications and is involved in over 20 international projects. He is an editorial board member of some tourism journals and a reviewer for top SSCI journals. He has been awarded twice for best conference paper in international conferences. His vision is that intelligent technologies can be applied practically to enhance the quality of life in the community and visitors' experience, making our lives easier, faster, and better.



## Advancing Aviation through AI-Driven Robotics

**Dr. LUK, Andy**

Former Head of Digital Transformation & Insights, HK Express Airways

Dr. Luk was appointed as the Head of Digital Transformation & Insights at HK Express Airways, a Cathay Pacific company. Dr. Luk is an Academic Practitioner & senior leader in Digital Strategy, Digital Technology, Digital Marketing & Consumer Neuroscience with interests in SEA countries.

Dr Luk was honored with CIO100 ASEAN Award 2003 - Top 4 and World CIO200 Legend Award 2003 in recognition of his vision and leadership in driving the company's digital transformation. Recently, he has been bestowed as the Chief Digital Officer of the Year 2025 by Tech Fest Hong Kong.





## **The AI-Driven Transformation of Tourism: Rethinking Industry, Workers, Travelers, and Society**

**Dr. SHIN, Hakseung**

Assistant Professor, Hanyang University

Dr. Hakseung Shin currently holds the position of assistant professor in the School of Tourism at Hanyang University. Prior to joining this program, he served as an assistant professor (lecturer) in the hospitality and tourism program at the University of Surrey from 2020 to 2021. He obtained his Bachelor's and Master's degrees in tourism management from Hanyang University in 2012 and 2015 respectively. In 2020, he completed his doctoral degree in business administration at the Virginia Polytechnic Institute and State University.

His research has been published in esteemed tourism SSCI journals including Tourism Management, Annals of Tourism Research, and Journal of Travel Research. He holds the position of editorial board member at the Journal of Travel Research. Prof. Shin has been selected as one of the top 2% of researchers globally based on research performance data from Elsevier for 2023.



## **My Journey and Personal Reflection of Researching Service Robots in Hospitality and Tourism**

**Dr. SONG, Hanqun**

Reader, University of Essex, United Kingdom

Dr Song is an established scholar in hospitality and tourism. He obtained his PhD from Griffith University, Australia, and now works as a reader in marketing at the Essex Business School, University of Essex, UK. Dr Song's research is mainly related to hospitality marketing, consumer behaviour and destination management, and he has published more than 40 peer-reviewed journal articles.

Recently, he has been funded by British academy and various universities to investigate service robots in the hospitality sector, and the research outcomes of service robots are published in top-tier

journals, such as Tourism Management, International Journal of Hospitality Management, International Journal of Contemporary Hospitality Management, Service Industries Research, and so on.

Dr Song has successfully completed a number of externally funded projects and is well connected to professional networks in hospitality marketing in Europe, USA, Oceania, and China. He regularly disseminates his research at academic conferences, universities and companies. Before entering academia, he had worked three years in the tourism sector in Mainland China. He currently serves on the Editorial Board of Journal of Vacation Marketing.



## **Robotics-Driven Innovations in the Design and Delivery of Event Experiences**

**Mr. WAI, Hamson**

General Manager, Once Communication Limited & Honorary President of International Live Events Association

Mr. Hamson Wai has worked in the field of conventions, exhibitions and event planning for 30 years. He has been responsible for exhibition projects in Hong Kong, Macau, Mainland China and other Asian, European and American countries.

He is currently the Honorary President of ILEA Asia Chapter. He is also a member of the Macau Exhibition & Trade Association and the Federation of Hong Kong Brand.

He graduated from the Faculty of Social Sciences of the University of Hong Kong in 1991. He is a member of the Advisory Board of the School of Finance and Business of the School of Professional and Continuing Education of the University of Hong Kong. Mr. Wai is currently the general manager of AT Once Communication Limited, responsible for the overall operation and decision-making of the company.





## Preparing for the Future of Hospitality and Tourism: Insights on Service Robots

**Prof. WAN, Chun-ying Lisa**

Associate Professor, The Chinese University of Hong Kong

Professor Wan is an Associate Professor in the School of Hotel and Tourism Management at The Chinese University of Hong Kong (CUHK) Business School and Co-Director of the Centre for Hospitality and Real Estate Research.

She has authored over 120 academic publications, including 46 journal articles in top-tier journals such as Journal of Consumer Research, Annals of Tourism Research, Tourism Management, and Journal of Travel Research.

Her research on consumer reactions to service robots during COVID-19, published in Annals of Tourism Research, gained significant attention, attracting 368 media pickups globally, being shared with 15,864 media outlets, and read by 1,253 journalists.

As Associate Editor of Annals of Tourism Research (2023–present), she shapes tourism scholarship. She also serves on the editorial boards of Tourism Management (2024–present), Journal of Travel Research (2025–present), and Journal of Travel and Tourism Marketing (2023–present), and previously on Journal of Hospitality and Tourism Research (2021–2023).



## Robot Appearance: Shaping Human Perception and Interaction

**Dr. YANG, Hui-jun June**

Assistant Professor, Macao University of Tourism

Dr. Huijun Yang serves as an Assistant Professor at the Faculty of Innovative Hospitality Management, Macao University of Tourism. Her research expertise lies in the innovative application of intelligent technologies, robotic services, cross-cultural behavior analysis, and human resource management within the hospitality and tourism industries. Dr. Yang has made significant scholarly contributions, with publications in top-tier hospitality and tourism journals, including Tourism Management, International Journal of Hospitality Management, International Journal of Contemporary Hospitality Management, Journal of Hospitality Marketing & Management, and Journal of Travel & Tourism Marketing, among others.

Dr. Yang has successfully received substantial research grants from the Macao Government, with over 600,000 MOP from 2020 till now, underscoring her impact in advancing academic inquiry in her field. With more than 20 years of professional experience in the hospitality and tourism sector across Hong Kong, Macau, and Mainland China, she possesses a profound understanding of regional dynamics and industry challenges. Her extensive background enriches her teaching and research, fostering innovation and excellence in hospitality management education.



## Policy on Robotics' Applications

**Mr. YEUNG, Man-yui Gary, MH**

President, Smart City Consortium

Gary is a young entrepreneur with a passion for exploring technologies and promoting innovations that enhance the quality of life in our cities, particularly in the Greater Bay Area of China.

As the President of the Smart City Consortium (SCC) since 2019., he has established a vast network connecting consulates, think tanks, universities, research institutions, and international enterprises from 15 regions and countries. This collaboration aims to assist the government in building a Smart City that improves the living standards of residents.

He believes that the development of smart cities is supported by three essential elements: technological advancement, policy support, and practical application.

Twelve years ago, Gary founded Tecture Limited, a MarTech company that offers integrated online-to-offline (OMO) marketing solutions. The company helps marketers to create engaging consumer experiences that enhance campaign effectiveness.



Time	Event
8:30 am – 9:00 am	Registration
<b>Opening Ceremony</b>	
9:00 am – 9:10 am	<b>Welcoming Remarks</b> Prof. YUEN, Pok-man Peter Dean of CPCE, The Hong Kong Polytechnic University
9:10 am – 9:15 am	<b>Welcoming Speech</b> Mr. MAK, Chi-kui Donald, BBS Acting Commissioner for Digital Policy, Digital Policy Office, The Government of The HKSAR
9:15 am – 9:20 am	<b>Photo-taking Session 1</b>
<b>Keynote Speech I-II</b> Moderator: Dr. NG, Mei-lan Peggy	
9:20 am – 10:10 am Keynote Speech I	<b>The Economics of Service Robots in Hospitality Companies</b> Prof. IVANOV, Stanislav Professor, Varna University of Management and Director, Zangador Research Institute
10:10 am – 11:00 am Keynote Speech II	<b>Preparing for the Future of Hospitality and Tourism: Insights on Service Robots</b> Prof. WAN, Chun-ying Lisa Associate Professor, The Chinese University of Hong Kong
11:00 am – 11:25 am	<b>Refreshment and Connection</b>
<b>Keynote Speech III-IV</b> Moderator: Dr. LEE, Wing Stephanie	
11:25 am – 12:15 pm Keynote Speech III	<b>Robot Appearance: Shaping Human Perception and Interaction</b> Dr. YANG, Hui-jun June Assistant Professor, Macao University of Tourism
12:15 pm – 1:05 pm Keynote Speech IV	<b>Ethical Dynamics of Service Robot Adoption in Tourism and Hospitality</b> Dr. LIN, Boyu Assistant Professor, City University of Macau
1:05 pm – 2:30 pm	<b>Lunch</b>
<b>Keynote Speech V-VI</b> Moderator: Dr. CHAN, Ah-heung Elaine	
2:30 pm – 3:20 pm Keynote Speech V	<b>Advancing Aviation through AI-Driven Robotics</b> Dr. LUK, Andy Former Head of Digital Transformation & Insights, HK Express Airways
3:20 pm – 4:10 pm Keynote Speech VI	<b>Robotics-Driven Innovations in the Design and Delivery of Event Experiences</b> Mr. WAI, Hamson General Manager, AT Once Communication Limited & Honorary President of International Live Events Association
4:10 pm – 4:35 pm	<b>Refreshment and Connection</b>
4:35 pm – 5:35 pm	<b>Parallel Sessions A &amp; B</b>
Session A  Venue: WK-S215 Moderator: Dr. NG, Mei-lan Peggy	(A1) 4:35 pm - 4:55 pm <b>Justice perceptions and service recovery satisfaction in hospitality industry: The impact of anthropomorphic robots</b> (Dr. LEE, Lok-man Joseph, CPCE, The Hong Kong Polytechnic University) (A2) 4:55 pm - 5:15 pm <b>Benefits And Drawbacks of Last-Mile Robotics on E-Commerce Consumers' Experience and Satisfaction</b> (Dr. FUNG, Yi-ning Elaine, CPCE, The Hong Kong Polytechnic University) (A3) 5:15 pm - 5:35 pm <b>Beyond Efficiency: Fulfilling Customers' Psychological Needs Through Retail Robotics</b> (Dr. LEUNG, Yin-ting Joane, CPCE, The Hong Kong Polytechnic University)
Session B  Venue: WK-S213 Moderator: Dr. WUT, Tai-Ming Edmund	(B1) 4:35 pm - 4:55 pm <b>The Role of Robots in Hospitality Industry</b> (Dr. CHAN, Man-leong Benny, CPCE, The Hong Kong Polytechnic University) (B2) 4:55 pm - 5:15 pm <b>Using Robots by Retailers</b> (Dr. WONG, Shun-mun Helen, CPCE, The Hong Kong Polytechnic University) (B3) 5:15 pm - 5:35 pm <b>Integration of AI chatbots and Robots</b> (Dr. WUT, Tai-Ming Edmund, CPCE, The Hong Kong Polytechnic University)

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<b>Opening Ceremony</b>	
9:00 am – 9:10 am	<b>Welcoming Remarks</b> Dr. CHAN, Kai-yue Jason, MH, JP Director of School of Professional Education and Executive Development (SPEED), CPCE, The Hong Kong Polytechnic University Associate Dean, CPCE, The Hong Kong Polytechnic University
9:10 am – 9:15 am	<b>Welcoming Speech</b> Dr. WUT, Tai-ming Edmund Senior Lecturer, CPCE, The Hong Kong Polytechnic University
9:15 am – 9:20 am	Photo-taking Session 2
<b>Keynote Speech I-II</b> Moderator: Dr. LEE, Wing Stephanie	
9:20 am – 10:10 am Keynote Speech I	<b>My Journey and Personal Reflection of Researching Service Robots in Hospitality and Tourism</b> Dr. SONG, Hanqun Reader, University of Essex, United Kingdom
10:10 am – 11:00 am Keynote Speech II	<b>Experimental Design in Robotic Research for Business, Marketing, and Hospitality Scholars</b> Dr. LEE, Suet-mui Daisy Senior Lecturer, CPCE, The Hong Kong Polytechnic University
11:00 am – 11:25 am	Refreshment and Connection
<b>Keynote Speech III-IV</b> Moderator: Dr. CHAN, Kai-yue Jason, MH, JP	
11:25 am – 12:15 pm Keynote Speech III	<b>Transforming a Traditional Manpower-Driven Business into a Robotics Company</b> Mr. HO, Kin-wai Ken Chairman & CEO, Primech Holdings Ltd
12:15 pm – 1:05 pm Keynote Speech IV	<b>Policy on Robotics' Applications</b> Mr. YEUNG, Man-yui Gary, MH President, Smart City Consortium
1:05 pm – 2:30 pm	Lunch
<b>Keynote Speech V-VI</b> Moderator: Dr. CHAN, Ah-heung Elaine	
2:30 pm – 3:20 pm Keynote Speech V	<b>The Robotic Applications in the Great Bay Area's Hospitality and Tourism Industries</b> Dr. HUANG, Dong-yan Chief of Scientist, Shenzhen Xingyang AI Technology Co. Ltd
3:20 pm – 4:10 pm Keynote Speech VI	<b>The AI-Driven Transformation of Tourism: Rethinking Industry, Workers, Travelers, and Society</b> Dr. SHIN, Hakseung Assistant Professor, Hanyang University
4:10 pm – 4:35 pm	Refreshment and Connection
4:35 pm – 5:35 pm	<b>Parallel Sessions C &amp; D</b>
Session C  <b>Venue: WK-S215</b> Moderator: Dr. WUT, Tai-Ming Edmund	(C1) 4:35 pm - 4:55 pm <b>Robotics in Hospitality from the Perspective of Levinas' Philosophy of the Other</b> (Dr. HUNG, Tsz-wan Andrew, CPCE, The Hong Kong Polytechnic University) (C2) 4:55 pm - 5:15 pm <b>Enhancing Cultural Learning through AI Robotics and Immersive Entertainment: A Case Study of Cultural Festivals in Hong Kong</b> (Dr. LAU, Yan-lam Chammy, CPCE, The Hong Kong Polytechnic University)
Session D  <b>Venue: WK-S213</b> Moderator: Dr. NG, Mei-lan Peggy	(D1) 4:35 pm - 4:55 pm <b>Unveiling the Trends and Future Research Directions: A Bibliometric Analysis of Artificial Intelligence and Empowering Vulnerable (AI) and Minority Employees</b> (Dr. KWOK, Man-lung Jonathan, CPCE, The Hong Kong Polytechnic University) (D2) 4:55 pm - 5:15 pm <b>Challenges in Developing Chinese Speech Recognition Systems for Regional Dialects</b> (Dr. HONG, Ying, CPCE, The Hong Kong Polytechnic University) (D3) 5:15 pm - 5:35 pm <b>Exploring the Actual Guest-Robot Interaction in Real Restaurant Setting</b> (Dr TSE, Po-man Deborah, CPCE, The Hong Kong Polytechnic University)