

個人簡介

姓名	曾欽耀	
學歷	澳洲國立南十字星大學企管博士	
經歷	元培國際處兩岸交流暨合作中心主任 元培醫事科技大學觀光與休閒管理系專任副教授	
教授科目	管理學、人力資源訓練與發展、服務品質創新、服務行銷推廣、主題旅遊規劃	
座右銘	心存善念、相由心生	

1.教學經驗

- (1) 元培醫事科技大學觀光與休閒管理系專任副教授
- (2) 元培醫事科技大學觀光與休閒管理系專任助理教授
- (3) 元培醫事科技大學餐飲管理系專任助理教授

2.工作經驗

- (1) International Journal of Contemporary Hospitality Management 審查委員
- (2) 合勤科技產品經理

3.產學研究相關經驗

- (1) 強化服務品質之訓練課程計畫
- (2) 服務價值創造之訓練課程計畫

4.相關證照

- (1) 中華民國導遊人員職業證(華語、英語)
- (2) 中華民國領隊人員職業證(華語、英語)

- (3) 外語(英語)領隊人員(101 專普領字第015380 號)
- (4) 會議展覽專業人員(貿展字第1010015942 號)
- (5) 國民旅遊領團人員認證 (Domestic Tour Leader, DTL)
- (6) 觀光餐旅休閒事業管理師
- (7) 觀光餐旅經營管理
- (8) 觀光餐旅行銷管理
- (9) 觀光餐旅服務管理
- (10) 觀光餐旅數位行銷
- (11) 顧客關係管理師
- (12) 博弈事業管理證照: RCG Certificate (Responsible Conduct of Gambling) Australia, 2009
- (13) 調酒事業管理證照: RAS Certificate (Responsible Service of Alcohol) Australia, 2009
- (14) 進階潛水執照: Advanced Scuba Diver (NAUI)

學術專長

- (1) 服務創新科技應用
- (2) 觀光餐旅服務品質管理
- (3) 觀光餐旅行銷與推廣
- (4) 觀光餐旅人力資源管理
- (5) 觀光博弈事業經營管理

授教課程

- (1) 觀光與休閒概論
- (2) 觀光英文會話
- (3) 觀光休閒產業個案分析

論文著作

1. 期刊論文

- (1) Kuo, C.M., Tseng, C.Y. & Chen, L.C.* (2018/8). Choosing between exiting or innovative solutions for bed and breakfasts. *International Journal of Hospitality Management*, 73, 12-19. SSCI
- (2) Kuo, C.M., Chen, L.C. & Tseng, C.Y*. (2017/3). Investigating an

- innovative service with hospitality robots. *International Journal of Contemporary Hospitality Management*, 29(5). 1305 – 1321. SSCI
- (3)Kuo, C.M., Huang, G.S., Tseng, C.Y*. & Boger, E. (2016/9), SMART SWOT Strategic Planning Analysis: For Service Robot Utilization in the Hospitality Industry, *The Consortium Journal of Hospitality and Tourism*, 20(2), 60-72. ABI/ EBSCO
- (4)Chen, L.C. & Tseng, C.Y*. (2014/9). Employability and Employment in the Hotel Industry: A Review of the Literature. *Business and Economics Journal*, 5(3), doi.org/10.4172/2151-6219.1000105.
- (5)Chen, L.C. & Tseng, C.Y*. (2013). Understanding customer value with cloud technology. *International Journal of Digital Humanities and Creative Innovation Management*, 1(4), 1-11.
- (6)Chen, L.C. & Tseng, C.Y*. (2013). Managing service innovation with cloud technology. *Global Business Perspectives*, 1(4), 379-390. DOI 10.1007/s40196-013-0027-2.
- (7)陳麗蕓、曾欽耀* · 2013 · 休閒餐廳服務創新模式之探討-雲端科技之應用 · 大仁學報 · 43(2), 103-112.
- (8)Chen, L.C. & Tseng, C.Y*. (2012). Benefits of Cross-Functional Training: Three Departments of Hotel Line Supervisors in Taiwan. *Journal of Hospitality and Tourism Management*. 19(1), 115-122.
- (9)Tseng, C.Y. & Wallace, M*. (2012). Retention factors perceived by software development employees in Taiwan. *New Zealand Journal of Human Resource Management*, 12(1), 34-45.

2. 研討會論文

- (1)陳麗蕓與曾欽耀 · 2017 · 服務機器人對於觀光醫療產業的影響 · 海報 · 2017 健康管理學術研討會暨臺日健康產業論壇 · 11 月3 日 · 元培醫事科技大學 · 新竹。
- (2)曾欽耀與陳麗蕓 · 2016 · 觀光醫療服務機器人的發展探討 · 海報 · 2016 台灣健康管理研討會 · 11 月4 日 · 元培醫事科技大學 · 新竹。
- (3)曾欽耀與陳麗蕓 · 2015 · 觀光醫療人才訓練與發展探討 · 海報 · 2015 台灣健康管理研討會 · 元培醫事科技大學 · 新竹。
- (4)陳麗蕓與曾欽耀 · 2014 · 觀光旅館員工招募與留任之研究 · □

頭報告·2014年運動休閒、觀光暨餐旅產業永續經營管理學術研討會·5月30日·正修科技大學·高雄。

(5)Kuo, C.M., Huang, G.S. & Tseng, C.Y. (2014). Exploring Hospitality Innovation with Service Robots by SMART SWOT Method. Poster presented to the 2014 ICHRIE Annual Conference & Marketplace, July 29- Aug. 01.

(6)Kuo, C.M., Huang, G.S. & Tseng, C.Y. (2013). The SMART SWOT Strategic Planning Analysis for Service Robot of Hospitality in Taiwan. Poster presented to the 2013 International Conference on Social Sciences Research, Dec. 28-29, Saipan, USA.

(7)Chen, L.C. & Tseng, C.Y. (2013). Preliminary investigation of customer value with cloud technology for food and beverage industry. Poster presented to the 3rd Advances in Hospitality and Tourism Marketing & Management Conference. June 25-30, Grand Hotel Taipei, Taiwan.

(8)Chen, L.C.& Tseng, C.Y. (2012). Benefits of one stop self-service with cloud technology and marketing edge for leisure restaurants in Taiwan. Poster presented to the 第十四屆休閒、遊憩、觀光學術研討會暨國際論壇,10月5-6日,國立東華大學,花蓮.

(9)Chen, L.C. & Tseng, C.Y. (2011). Cross-functional training among three departments in the hotel industry in Taiwan. Oral presentation presented to 2011 International Conference on Hospitality Management and Industry Development, Jun. 4, Fu Jen Catholic University, Taipei, Taiwan.

3. 專書及專書論文

(1) Chen, L.C. & Tseng, C.Y. (2018). Top 6 Contributions on Business & Management. Avid Science. ISBN: 978-93-88170-09-3

(2) Kuo, C.M., Chen, L.C. & Tseng, C.Y. (2017/12). Investigating an innovative service with hospitality robots. Germany: LAMBERT Academic Publishing. ISBN: 978-659-85653-2

(3) Tseng, C.Y., Chen, L.C. & Wallace, M. (2012). "Doctoral research in Taiwan" , In Miller, P., Selvanathan, A. and Meredith, G. (Eds.),

Transnational Doctoral Education and Research: An Asian Focus
(pp.109-131). Lismore: Southern Cross University Press, ISBN:
978-1-875-85571-1.

(4)Tseng, C.Y. & Wallace, M. (2010). *The Retention of Software
Development Employees: The Study from the Taiwanese IT Industry*.
Germany: LAMBERT Academic Publishing. ISBN:
978-3-8433-6222-1.

(5)Tseng, C.Y. (2010). *The Retention of Software Development
Employees in the IT industry in Taiwan*. Doctor of Business
Administration Thesis. Lismore: Southern Cross University. _