

CTS 8 Keynote Address



Alison McIntosh
Professor of Hospitality &
Tourism
Auckland University of
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Born and raised in the South-West of England, Alison earned her Bachelor of Tourism Studies (First Class Hons) from Cardiff Metropolitan University and her PhD from Queen Margaret University, Edinburgh. After emigrating to New Zealand in 1997, Professor McIntosh assumed academic positions at The University of Otago, Lincoln University, and most recently as Professor of Tourism at The University of Waikato in New Zealand. She also holds a Visiting Professor position at Edinburgh Napier University, Scotland.

Alison's research focuses on critical understandings of the tourism and hospitality experience, with particular focus on issues of accessibility, social justice and advocacy. A central theme of her research is that experiential, qualitative, and social justice analyses reveal subjective, emotional, and neglected aspects of tourism experiences, prioritising otherwise unheard voices, personal dimensions, and tourism in marginalised contexts. Alison is Founding Co-Editor of the international journals *Hospitality & Society* (Intellect) and *Hospitality Insights* (Tuwhera) and serves on the editorial boards of other leading tourism journals. She is also Co-Founder of the outreach network, Network for Community Hospitality, that supports not-for-profits and community stakeholders in tackling some of New Zealand's pressing social issues.

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Paul Lynch
Professor of Critical Hospitality &
Tourism
Edinburgh Napier University, UK

Paul's research focuses upon critical and sociological perspectives on hospitality and tourism. Exploring commercial homes has led to his main areas of publication, concentrating on small hospitality and tourism firm entrepreneurs, including women micro-entrepreneurs, social enterprises, tourism destination networks and networking, advanced qualitative research methods (sociological impressionism and sociological expressionism), hospitality, and space. Deepening understanding of commercial home enterprises has drawn attention to the interactions between host and guest, host and home, the nature of hospitality, and how the study of hospitality sheds light on people, work and society. Paul's most recent research focuses upon understanding the experience of mundane welcome. With colleagues in the UK, US, and NZ, Paul pioneered the launch of a new intentionally interdisciplinary journal *Hospitality & Society*, which seeks to provide a hospitable meeting-ground for discussion, exchange of ideas, and advancing theoretical developments relating to perspectives on hospitality. Paul serves on the editorial boards of the following journals: *International Journal of Hospitality and Tourism Administration*; *Tourism Review*; *Research in Hospitality Management*. Paul previously worked at the University of Strathclyde and Queen Margaret University. He is a Fellow of the Institute of Hospitality, former Chair (Research) of the Council for Hospitality Management Education, Visiting Professor at the University of Stenden, Hotelschool The Hague, and Auckland University of Technology.

Welcome to the Hopeful Possibilities of Hospitality!

The inaugural Critical Tourism Studies Conference in 2005 in Dubrovnik was the catalyst that kick-started conversations between us around the relatively inhospitable nature of most previous academic hospitality research. Despite our different fields of research, we shared a commonality in our quest for a hospitable academy of hope, and the possibility for a hospitable society—noting, in effect, that hospitality is society. Since CTS 2005, we have shared in a collaborative journey to challenge the existing commercial focus of most previous hospitality management research, and we established the *Hospitality & Society* journal to encourage interdisciplinary understandings and a richer critical framing of the study of hospitality. In this keynote address, we welcome you to a critical and hopeful dialogue about hospitality, moralities, knowledge, creativity, the world, and the self. We frame our talk around the ideology of ‘welcome’ and ‘hospitality’ as a social relation and a lens for the examination of society. We discuss our respective research on mundane welcome in the everyday, and in the welcome for refugees and asylum seekers, to illustrate how we believe hospitality, seen as the unconditional ideal of welcome, can give us hope for a better, fairer, more just world.

