

After re-launching the *FIU Hospitality Review* as the *International Hospitality Review (IHR)* with our inaugural issue (Vol. 32 No. 1), I am delighted to introduce the second issue of the *IHR* (Vol. 33 No. 1). The *IHR's* mission is to generate the exchange of ideas between academics and industry leaders on both theoretical and applied concepts with the explicit purpose of promoting the highest level of scholarship and value. With that objective in mind, in this issue readers will find exchanges of ideas between academic research and industry leaders' perspectives.

Accordingly, we are greatly honored to include an interview with Jerry Montgomery, Senior Vice President of Global Human Resources at Carnival Corporation. Mr Montgomery addresses recent trends in the cruise industry while exploring his expectations for hospitality and tourism education and future goals in educating young talent. In this issue of the new and improved *IHR*, you will also find peer-reviewed articles that address the following research topics: value of music and its benefits in the service environment, use of online service to assess and compare website load performance, urban MICE competitiveness in China and assessment of learning outcomes process.

An article by J. Chen and D. Chen identifies the principal factors and indicators of MICE competitiveness among 17 cities in China. An article by E.A. Kemp, K. Williams, D. Min and H. Chen examines the psychological influence that the presence of music has on consumers' evaluations of the service environment. Another research paper by B. Stringam and J. Gerdes investigates how hotel website load time performance compared against customer expectation benchmarks. A two-part research paper by A.Z. Reich, G.R. Collins, A.L. DeFranco and S.L. Pieper presents the seven steps of implementing an assessment of learning outcomes process for hospitality and tourism education programs. In part one, the authors offer the justifications for implementing a closed-loop assessment of learning outcomes process and the steps required to design student learning outcomes. Part two then completes the seven steps of the process, including related experiences for each step and has some concluding remarks.

In future issues, we will continue to interview industry leaders and encourage them to provide their views on the future of the hospitality and tourism industry. In the meantime, we encourage our academic colleagues to contribute their research to the *IHR*.

We sincerely hope you enjoy reading the articles on Vol. 33 No. 1 of the *IHR*.

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