13th International Research Symposium in Service Management (2025)

New Frontiers in Service Research: Excellence for Sustainability in the Age of AI

IRSSM 13
The Ravenala Attitude, Balaclava, Mauritius
15th to 18th July 2025

The International Research Symposium in Service Management (IRSSM 13) with the theme **"New Frontiers in Service Research: Excellence for Sustainability in the Age of AI,"** explores innovative approaches to achieving sustainable service excellence by focusing on the transformative potential of AI advancements in the service industry. While the symposium prioritizes submissions aligned with this theme, we welcome other ideas aiming at fostering a broader exchange of knowledge and perspectives in service research. The annual symposium organized and hosted this year by the University of Mauritius, in collaboration with the International Centre for Sustainable Tourism and Hospitality and the WTO Chairs Programme, brings together scholars, professionals and practitioners from various disciplines and countries and provides them with a unique forum for sharing the latest theories and practices prevalent in the service economies.

Save the dates!

- **Abstract Submission (Extended) Deadline**: May 15, 2025
- **Early Bird (Extended) Registration**: May 31, 2025
- **Regular Registration**: June 15, 2025
- **Pre-Conference Workshop**: July 15, 2025
- **Symposium Dates**: July 16–18, 2025

Confirmed International Mentors and Speakers

J. Kandampully **D. Solnet** **A. van Riel** **L. Alkire** **A. Bilighan** **S.Beldona** **M. Subramony**

We look forward to welcoming you in Mauritius!

"...Mauritius was made first, and then heaven; and that heaven was copied after Mauritius"
Mark Twain

Conference Co-Chairs:
Jay Kandampully, Professor, Ohio State University (Kandampully.1@osu.edu),
Roubina Juwaheer, Professor, University of Mauritius (roubina@uom.ac.mu),
Viraiyan Teeroovengadum, Associate Professor, University of Mauritius (v.teeroovengadum@uom.ac.mu)

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