

From: Emerald literati@emerald.com
Subject: Congratulations, you've won an Emerald Literati Award!
Date: 19 November 2020 at 10:05 PM
To: joern.buehring@polyu.edu.hk

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Dear Dr. Buehring,

Congratulations, your article '**Designing memorable guest experiences: development of constructs and value generating factors in luxury hotels**' has been selected as an Outstanding Paper in the 2020 Emerald Literati Awards. The editorial team said that it is one of the most exceptional pieces of work they saw throughout 2019.

You will receive a certificate as well as be listed as a winner on the journal homepage. We'll be in touch in the coming weeks with further details about your certificate. Your award-winning article has now been made freely available for 12 months, so make the most of this global recognition by sharing a link to your work with your networks and colleagues.

Share your success!

To help you celebrate your award, we have created a [winners' webpage](#) with hints and tips to help you maximise the visibility of your success. The page includes details of how you can use your social channels, your press office and emails to celebrate your success. We have provided banners for you to download and use in your communications. We would encourage you to use #LiteratiAwards when celebrating your award-winning research on your social channels.

Thank you so much for publishing your work with Emerald. We are proud to reward and promote such high-quality research. Congratulations again on winning this prestigious award and our very best wishes for your continued success.

If you have any questions, please get in touch with a member of the team at literati@emerald.com.

It's time to celebrate!

The Emerald Team



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