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THE-ICE Research Grant Scheme (RGS) 2024 Recipient

Dr Madalyn Scerri

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Dr Madalyn Scerri is a senior lecturer, researcher and higher degree research supervisor in hospitality, tourism and service management. Her research investigates the dynamism of service experience, behaviour and systems in a range of service settings, with attention to the increasing significance of service for human flourishing and well-being. Passionate about empowering equal access to tourism and hospitality employment for people with disability, her research interests and industry collaboration further targets inclusive education, training, and skill development for the hospitality workforce of the future. Madalyn is co-lead of the Tourism and Hospitality Research and Practice cluster in Torrens University Australia's

Centre of Organisational Change and Agility (COCA).