**Instructions for full papers to appear in our conference proceedings**

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Articles should be 5000 words (A4, including footnotes and bibliography). Each paper must be submitted as a word document in a single file, with the following information in this order: name, institute affiliation and email address for both authors (if it is a joined paper) paper title, full name, institute affiliation, country, and email address for both authors (if it is a joined paper), abstract, keywords, introduction, body of paper, tables, images, figures, etc. in their proper position in the paper (if applicable), conclusion, a brief biography of each author (one paragraph, no more than 100 words), references.

Abstract in English of 150-300 words.

The keywords or phrases must not exceed a total of 15.

Margins: 2,5 cm.

Spacing: Line spacing: single. Paragraph spacing: 1 1⁄2

Fontsize: Title: centered, Arial 10, Bold. Running text: Verdana 10

Use 9-point type size for small text (abstract, literature references and

acknowledgements).

Note: bold type and underlining should be avoided.

Illustrations up to 15, should be submitted as tiff files at 300 dpi, with their full captions at the end of the word document file.

Citations should be made in parentheses within the text, listing author surname, year using Harvard style referencing for books, journals, etc:

Book references:

Maude, B., 2016. Managing cross-cultural communication principles and practice. 2nd ed. London: Palgrave.

Journal references:

Sizoo, S., Plank, R., Iskat, W. and Serrie, H., 2005. The effect of intercultural sensitivity on employee performance in cross-cultural service encounters. The Journal of Services Marketing, 19(4), pp. 245-255.

**Please submit your full paper electronically via email attachment to Dr Eirini Daskalaki at the below email address:** **culturesconfechania@gmail.com**

**Deadline for full paper submission, 22 March, 2019**