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EDUCATION

University of South Carolina, Columbia, South Carolina <i>Ph.D. in Hospitality Management</i>	<i>2015</i>
Skema Business School, Raleigh, North Carolina <i>M.S. in International Business; Valedictorian</i>	<i>2012</i>
Glion Institute of Higher Education, Bulle, Switzerland <i>B.A. in Hospitality and Finance</i>	<i>2005</i>
Lausanne Hotel School, Lausanne, Switzerland <i>A.S. in International Hospitality Management</i>	<i>2004</i>

EMPLOYMENT

Assistant Professor – University of Central Florida (USA)	<i>2015-Current</i>
Research & Teaching Assistant – University of South Carolina (USA)	<i>2012-2015</i>
Restaurant Manager – Suri Ceviche & Bar (Brazil)	<i>2010-2011</i>
Food Administrator – General Prime Burger (Brazil)	<i>2010</i>
Training & Revenue Manager – Hotel Bourbon Convention Ibirapuera (Brazil)	<i>2007-2010</i>
Finance Assistant – Hotel Marqués de Riscal (Spain)	<i>2006-2007</i>
Intern – The Ritz-Carlton Barcelona (Spain)	<i>2006</i>
Intern – Hotel Novotel Coralia St. Gilles-Les-Bains (France)	<i>2003-2004</i>
Intern – Hotel Novotel Cannes Montfleury (France)	<i>2001</i>

INTERNAL GRANTS

Funded Grant Projects

1. **\$2,500** Co-PI (2015) – Product innovations in wine tourism: When design hotels meet historic wineries. Grant funded by the Rosen College of Hospitality Management.
2. **\$7,470** Co-PI (2018) – Micro-entrepreneurship in the sharing economy: An exploratory study of Airbnb in Florida. Grant funded by the Office of Research and Commercialization (VPR AECR).

REFEREED JOURNAL PUBLICATIONS

1. Smith, S., Kubickova, M., Bufquin, D., & Weinland, J. (2018). Trends and opportunities in lodging research. *Journal of Hospitality & Tourism Insights*, 1(3), 186-187.
2. Nalley, M. E., Park, J., & Bufquin, D. (in press). An investigation of AAA diamond rating changes on hotel performance. *International Journal of Hospitality Management* (SSCI & Indicative List of Journals).
3. Back, R., Bufquin, D., & Park, J. (in press). Why do they come back? The effects of winery tourists' motivations and satisfaction on repeat visits and revisit intentions. *International Journal of Hospitality & Tourism Administration* (Indicative List of Journals).
4. Park, J. -Y., Bufquin, D., & Back, R. (in press). When do they become satiated? An examination of the relationships among winery tourists' satisfaction, repeat visits and revisit intentions. *Journal of Destination Marketing and Management* (SSCI & Indicative List of Journals).
5. Altin, M., Kizildag, M., & Bufquin, D. (in press). An empirical investigation on loan applications and fear of rejection of external financing in the foodservice industry. *Journal of Foodservice Business Research* (Indicative List of Journals).
6. Bufquin, D., Back, R. M., & Park, J. -Y. (2017). The effects of architectural congruence perceptions on winery visitors' emotions and behavioral intentions: The case of Marqués de Riscal. *Journal of Destination Marketing & Management* (SSCI & Indicative List of Journals).
7. Bufquin, D., DiPietro, R. B., Orlowski, M., & Partlow, C. G. (in press). The effects of restaurant managers' warmth and competence on employees' job attitudes and turnover intentions. *International Journal of Contemporary Hospitality Management* (SSCI & Indicative List of Journals).
8. Bufquin, D., DiPietro, R. B., Partlow, C. G., & Smith, S. J. (in press). Differences in social evaluations and their effects on employee job attitudes and turnover intentions in a restaurant setting. *Journal of Human Resources in Hospitality & Tourism* (Indicative List of Journals).

9. Bufquin, D., DiPietro, R. B., Park, J. -Y., & Partlow, C. G. (2017). Effects of social perceptions and organizational commitment on restaurant performance. *Journal of Hospitality Marketing & Management*, 26(7), 752-769 (SSCI & Indicative List of Journals).
10. Bufquin, D., DiPietro, R. B., Orłowski, M., & Partlow, C. G. (2017). The influence of restaurant co-workers' perceived warmth and competence on employees' turnover intentions: The mediating role of job attitudes. *International Journal of Hospitality Management*, 60, 13-22 (SSCI & Indicative List of Journals).
11. DiPietro, R. B., & Bufquin, D. (2017). Effects of work status congruence and perceived management concern for employees on turnover intentions in a fast casual restaurant chain. *Journal of Human Resources in Hospitality & Tourism*, 1-22 (Indicative List of Journals).
12. DiPietro, R. B., Khan, M. A., & Bufquin, D. (2017). Customer perceptions of "McService:" Relationship with return intention. *Journal of Foodservice Business Research*, 20(3), 286-303 (Indicative List of Journals).
13. Bufquin, D., DiPietro, R. B., & Partlow, C. G. (2017). The influence of the DinEX service quality dimensions on casual dining restaurant customers' satisfaction and behavioral intentions. *Journal of Foodservice Business Research*, 20(5), 542-556 (Indicative List of Journals).
14. Bufquin, D., Partlow, C. G., & DiPietro, R. B. (2015). Measuring restaurant patron's perceptions and expectations: An importance-performance analysis using the DinEX model. *Journal of Foodservice Business Research*, 18(3), 226-243 (Indicative List of Journals).

REFEREED CONFERENCE PROCEEDINGS/PRESENTATIONS

1. Nutta, M. W. W., Back, R. M., Bufquin, D., & Park, J. -Y. (2019). Too much information! Optimizing hotel websites to maximize booking intentions. *24th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism*, Houston, TX.
2. Lanfranco, K., Park, J. -Y., Okumus, F., & Bufquin, D. (2019). Second-hand service failures and their impact on guests' intention to revenge. *24th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism*, Houston, TX.
3. Bufquin, D., Zhang, T., & Lu, C. (2018). Towards a typology of micro-entrepreneurship in the sharing economy. *EuroCHRIE 2018*, Dublin, Ireland.
4. Bufquin, D., & Orłowski, M. (2018). The influence of social perceptions on employees' work engagement and extra-role customer service. *EuroCHRIE 2018*, Dublin, Ireland.
5. Orłowski, M., & Bufquin, D. (2018). An examination of the effects of social perceptions on frontline restaurant employees' burnout and turnover intentions. *Council for Hospitality Management Education 2018 Research Conference*, Bournemouth, UK.

6. Bufquin, D., Nalley, M. E., & Park, J. -Y. (2018). An empirical examination of the effects of Diamond rating changes on hotels' performance. *2018 Annual ICHRIE Summer Conference and Marketplace*, Palm Springs, CA.
7. Park, J., Bufquin, D., & Back, R. M. (2017). What happens when they visit too often? The relationships among winery tourists' satisfaction, revisit intentions and repeat visits. *4th World Research Summit for Tourism and Hospitality and 2nd USA-China Tourism Research Summit and Industry Dialogue: Innovation, Partnerships, and Sharing Conferences*, Orlando, FL.
8. Bufquin, D., Back, R. M., & Park, J. (2017). The effects of architectural congruence perceptions, as related to local landscape, self-image and brand image, on visitors' emotions and behavioral intentions. *4th World Research Summit for Tourism and Hospitality and 2nd USA-China Tourism Research Summit and Industry Dialogue: Innovation, Partnerships, and Sharing Conferences*, Orlando, FL.
9. Back, R. M., Bufquin, D., & Park, J. -Y. (2016). Iconic hotels meet historic wineries: The effects of "starchitecture" on wine tourism, brand perception, and consumer behavior. *10th Annual Conference of the American Association of Wine Economists*, Bordeaux, France.
10. Bufquin, D., DiPietro, R. B., Partlow, C. G., DiStefano, C., & Smith, S. J. (2015) How important is it for co-workers and general managers to be evaluated by employees as warm and competent individuals? The case of casual dining restaurants. *3rd World Research Summit for Tourism and Hospitality and 1st USA-China Tourism Research Summit*, Orlando, FL.
11. Bufquin, D., & DiPietro, R. B. (2015). Social perceptions in the workplace: An analysis of restaurant co-workers and managers' perceived warmth and competence. *8th HRSM & Social Sciences Research Symposium*, Columbia, SC.
12. Bufquin, D., Smith, S., Kubickova, M., & Ramsey, J. (2015). Effects of online customer generated content, hotel star rating and room size on hotel room rates sold through an online travel agency. *20th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism*, Tampa, FL.
13. Bufquin, D., DiPietro, R. B., & Partlow, C. G. (2014). The influence of DinEX performance attributes on customers' satisfaction and behavioral intentions in a casual dining restaurant setting. *19th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX, 46-51.
14. Bufquin, D. (2013). Residents' perceptions of tourism development: The case of Costa dos Coqueiros, Bahia, Brazil. *South East CHRIE Spring Meeting and Hospitality Career Fair*, Atlanta, GA, 2-4.

REFEREED CONFERENCE PROCEEDINGS/POSTERS

1. Park, S., Kwun, D., Park, J. -Y., & Bufquin, D. (2018). Comparing self-service technologies and human interaction services in the hotel industry. *The 23rd Annual*

Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Dallas, TX.

2. Park, J. -Y., Bufquin, D., & Back, R. M. (2016). The effects of perceived congruence on visitors' emotional and behavioral responses emanating from the disruption of a hotel "starchitecture." *EuroCHRIE Conference*, Budapest, Hungary.
3. Bufquin, D., DiPietro, R. B., & Partlow, C. G. (2014). Effects of perceived restaurant attributes on customers' satisfaction: An empirical investigation using the DinEX scale. *2014 Annual ICHRIE Summer Conference & Marketplace*, San Diego, CA.
4. Atadil, A., Bufquin, D., & Lu, Q. (2014). Analysis of the impacts of events and festivals on residents' perceived quality of life. *South East TTRA Annual Conference & Tourism Research Symposium*, Lexington, KY.

TRADE PUBLICATIONS AND OTHER MEDIA

1. Phone interview for Family Vacation Critic about how to tip hotel housekeepers: <https://www.familyvacationcritic.com/why-and-how-much-to-tip-hotel-housekeeping/art/>
2. Cited on KFI AM640 iHeartRadio about great places to take road trips during the summer: <https://kfiam640.iheart.com/content/2018-06-18-california-rates-as-top-destination-for-road-trips/>
3. Phone interview for Hcareers.com on housekeeping jobs in the hotel industry: <https://www.hcareers.com/article/job-search-tips/7-hotel-jobs-housekeepers-are-qualified-to-advance-into>
4. Written interview for WalletHub on best summer travel destinations. Retrieved from <https://wallethub.com/edu/best-summer-travel-destinations/3792/#diego-bufquin>
5. Dino (2017). Empresários de sucesso saem do Brasil em busca de oportunidades no exterior. *Exame*. Retrieved from <https://exame.abril.com.br/negocios/dino/empresarios-de-sucesso-saem-do-brasil-em-busca-de-oportunidades-no-exterior/>
6. Written interview for WalletHub on hotel and airline credit cards. Retrieved from https://wallethub.com/credit-cards/hotel/#Diego_Bufquin
7. Russon, G. (2017). Are Disney hotels goofy to let dogs stay in rooms? *Orlando Sentinel*. Retrieved from <http://www.orlandosentinel.com/business/tourism/os-bz-dogs-disney-resorts-20171022-story.html>
8. Televised interview for WESH 2 on hotel security. Retrieved from <http://www.wesh.com/article/will-hotels-in-orlando-increase-security-measures/12790095>
9. Bufquin, D. (2017). Opinion: Why warmth and competence are key traits in employees. *Nation's Restaurant News*. Retrieved from <http://www.nrn.com/workforce/opinion-why-warmth-and-competence-are-key-traits-employees>

10. Friedman, R. A. (2016). Brazil's hotels, after Olympics, will be swimming in rooms. *The Wall Street Journal*. Retrieved from http://www.wsj.com/article_email/brazil-hotels-likely-to-get-temporary-bounce-from-olympics-1470132001-1MyQjAxMTE2ODA2MjUwMzI4Wj

GUEST EDITOR OF PEER-REVIEWED JOURNALS

1. Journal of Hospitality & Tourism Insights (Special Issue: "Trends and Opportunities in Lodging Research")
2. Journal of Hospitality & Tourism Insights (Special Issue: "Current Issues in the Hospitality and Tourism Industries in Brazil")

EDITORIAL BOARD MEMBER

1. International Journal of Contemporary Hospitality Management
2. Journal of Foodservice Business Research

REVIEWER OF PEER-REVIEWED JOURNALS

1. International Journal of Hospitality Management
2. Journal of Foodservice Business Research
3. International Journal of Contemporary Hospitality Management
4. Journal of Hospitality & Tourism Research
5. Tourism Management
6. Journal of Hospitality Marketing & Management
7. Journal of Hospitality and Tourism Technology
8. Journal of Destination Marketing & Management
9. Journal of Hospitality & Tourism Insights

REVIEWER OF PEER-REVIEWED CONFERENCE PROCEEDINGS/ABSTRACTS

1. The 24th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2019), Houston, TX.
2. EuroCHRIE Conference (2018), Dublin, Ireland.
3. 23rd Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism (2018), Dallas, TX.
4. 4th World Research Summit for Tourism and Hospitality and 2nd USA-China Tourism Research Summit and Industry Dialogue: Innovation, Partnerships, and Sharing Conferences (2017), Orlando, FL.
5. 4th International Conference on Events (ICE) (2017), Orlando, FL.
6. The 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2017), Houston, TX.
7. The 21st Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2016), Philadelphia, PA.

8. 3rd World Research Summit for Tourism and Hospitality and 1st USA-China Tourism Research Summit (2015), Orlando, FL.

CONFERENCE MODERATOR

1. 4th World Research Summit for Tourism and Hospitality and 2nd USA-China Tourism Research Summit and Industry Dialogue: Innovation, Partnerships, and Sharing Conferences (2017), Orlando, FL.
2. 3rd World Research Summit for Tourism and Hospitality and 1st USA-China Tourism Research Summit (2015), Orlando, FL.

CONFERENCE SCIENTIFIC COMMITTEE MEMBER

1. 4th World Research Summit for Tourism and Hospitality and 2nd USA-China Tourism Research Summit and Industry Dialogue: Innovation, Partnerships, and Sharing Conferences 2017, Orlando, FL.
2. 4th International Conference on Events (ICE) 2017, Orlando, FL.

CONFERENCE ORGANIZING COMMITTEE MEMBER

1. 4th World Research Summit for Tourism and Hospitality and 2nd USA-China Tourism Research Summit and Industry Dialogue: Innovation, Partnerships, and Sharing Conferences, Orlando, FL.
2. 4th International Conference on Events (ICE) 2017, Orlando, FL.

UNIVERSITY/COLLEGE ACTIVITIES & COMMITTEES

1. University of Central Florida, Academic Calendar Committee (2016-2018).
2. University of Central Florida, Compliance Advisory Committee (2017-2018).
3. University of Central Florida Commencement Ceremony, Faculty Marshall (2016-ongoing).
4. University of Central Florida Latino Faculty and Staff Association (2016-2017).
5. Rosen College of Hospitality Management – Foodservice and Lodging Management Department Promotion Committee for Instructors (2018).
6. Rosen College of Hospitality Management, Associate Dean of Academic Affairs Search Committee (2018).
7. Rosen College of Hospitality Management, Resources Committee (2018).
8. Rosen College of Hospitality Management, Strategic Planning Committee (2018).
9. Rosen College of Hospitality Management, Assembly Executive Committee (2018-ongoing).
10. Rosen College of Hospitality Management, Awards Committee Member, (2017-2018).
11. Rosen College of Hospitality Management, Budget and Finance Committee Member (2015-2018).
12. Rosen College of Hospitality Management, International Relations Committee Member (2015-2018).
13. Rosen College of Hospitality Management, Culinary Committee Member (2015-2016).

14. Rosen College of Hospitality Management, Lodging/Timeshare Committee Member (2015-ongoing).
15. Rosen College of Hospitality Management, Student Behavior Standards Policy Committee Member (2016-2018).
16. Rosen College of Hospitality Management, Faculty Development Committee Member (2016-ongoing).
17. Rosen College of Hospitality Management, Scholarship Committee Member (2016-2017).
18. Rosen College of Hospitality Management, Smith Travel Research (STR) liaison (2015-ongoing).

STUDENT ACTIVITIES & CLUBS

1. Advised undergraduate and graduate students for the 2018 STR Student Market Study Competition held at the Jacob K. Javits Convention Center, New York, NY.
2. Peer Outreach Mentoring Program (POMP) Advisory Board Member (2016-ongoing).
3. Participated in events organized by the Rosen College Leadership Council called "Afternoon Tea with the Faculty" (2016-ongoing).

INDUSTRY/COMMUNITY ASSOCIATION MEMBERSHIP & COMMITTEE MEMBER

1. International Council on Hotel, Restaurant, and Institutional Education (ICHRIE), Awards Committee Member (2016-2017).
2. International Council on Hotel, Restaurant, and Institutional Education (ICHRIE), Association Member (2016-2017).
3. Central Florida Hotel and Lodging Association (CFHLA), Association Member (2015-ongoing).
4. Academy of Management, Association Member (2016-2017).

INDUSTRY/COMMUNITY EVENTS & COMMITTEES

1. Guest speaker at the 1st Annual Lodging Industry Education and Research Colloquium (2018).
2. Judge at the 58th Annual Florida DECA Career Development Conference (2018).
3. Guest speaker at a Luxury Restaurant Management Workshop (2017).
4. Bacchus Bash, Organizing Committee Member (2016-2017).
5. Moderator at the Southeast Regional Ethics Bowl (2016).
6. Judge at the 56th Annual Florida DECA Career Development Conference (2016).

AWARDS

1. Outstanding Reviewer 2017 - International Journal of Contemporary Hospitality Management.
2. Best Paper Award of the 2015 8th HRSM & Social Sciences Research Symposium, Columbia, SC.

TEACHING

1. HMG 6251: Management of Lodging Operations (RCHM, UCF)
2. HFT 3263: Restaurant Management (RCHM, UCF)
3. HFT 2254: Lodging Operations (RCHM, UCF)
4. HRTM 730: Hospitality Systems and Policy (HRTM, USC)
5. HRTM 440: Services Management for Hospitality and Tourism (HRTM, USC)
6. HRTM 260: Hotel Management (HRTM, USC)

MEMBER OF THESIS/DISSERTATION COMMITTEES

1. Thesis committee member for Ms. Soona Park.
2. Dissertation committee member for Mr. Kyle Hight.

PROFESSIONAL CERTIFICATIONS & DEVELOPMENT

Teaching Colloquium – Barriers Be Gone Escape Room Rosen College of Hospitality Management, University of Central Florida	2018
Active Learning Classroom Course Innovation Project Faculty Center for Teaching & Learning, University of Central Florida	2018
Focus Groups & Mixed Methods Workshop (Dr. David Morgan) Rosen College of Hospitality Management, University of Central Florida	2017
Green Dot Training Workshop Green Dot UCF, University of Central Florida	2017
Workshop on Theory of Planned Behavior (Dr. Icek Ajzen) Rosen College of Hospitality Management, University of Central Florida	2017
Case Study Workshop (Dr. Andreas Schotter) Rosen College of Hospitality Management, University of Central Florida	2016
SoTL Faculty Development Cohort Faculty Center for Teaching & Learning, University of Central Florida	2016
Online Course Development Certification Center for Distributed Learning, University of Central Florida	2015
Certification in Hotel Industry Analytics (CHIA) American Hotel & Lodging Educational Institute	2015
Certified Hospitality Educator (CHE) American Hotel & Lodging Educational Institute	2014
Preparing Future Faculty	2014

PERSONAL INFORMATION

- Languages: Native French and Portuguese; Fluent in English and Spanish.
- International exposure: Lived in six countries (Indonesia, France, Brazil, Switzerland, Spain and USA) and worked in four of them (France, Spain, Brazil and USA).
- Hobbies: Love sports (basketball, gym, walking/jogging...), traveling, and movies.