

**Diego R.H. Bufquin, Ph.D., CHE, CHIA**  
**Assistant Professor**  
**Department of Foodservice and Lodging Management**  
**Rosen College of Hospitality Management**  
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## EDUCATION

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

## EMPLOYMENT

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

## INTERNAL GRANTS

### *Funded Grant Projects*

1. **\$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).
2. **\$2,500** Co-PI (2015) – Product innovations in wine tourism: When design hotels meet historic wineries. Internal grant funded by the Rosen College of Hospitality Management.

## EXTERNAL GRANTS

### *Grant Projects Pending*

1. **\$25,003** Co-PI (2018) – Educational Institute (EI) Certification Analysis Grant Proposal.
2. **\$49,850** Co-PI (2018) – National Restaurant Association (NRA) Certification Analysis Grant Proposal.

### *Grant Projects Not Funded*

1. **\$40,000** Co-PI (2018) – Maximizing sales force performance through non-cash incentives: A socio-demographic approach. Submitted to the Incentive Research Foundation (not funded).

## REFEREED JOURNAL PUBLICATIONS

1. Nalley, M. E., & **Bufquin, D.** (2019). Lines at the hotel front desk: A case for effective capacity management. *Journal of Hospitality and Tourism Cases*.
2. Zhang, T., **Bufquin, D.**, & Lu, C. (2019). A qualitative investigation of micro-entrepreneurship in the sharing economy. *International Journal of Hospitality Management* (SSCI & Indicative List of Journals).
3. Park, J. -Y., Back, R., **Bufquin, D.**, & Shapoval, V. (2019). Servicescape, positive affect, satisfaction and behavioral intentions: The moderating role of familiarity. *International Journal of Hospitality Management*, 78, 102-111 (SSCI & Indicative List of Journals).
4. Nalley, M. E., Park, J., & **Bufquin, D.** (2019). An investigation of AAA diamond rating changes on hotel performance. *International Journal of Hospitality Management* (SSCI & Indicative List of Journals).
5. Park, J. -Y., **Bufquin, D.**, & Back, R. (2019). 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).

6. **Bufquin, D.** (2018). The 36<sup>th</sup> annual EuroCHRIE conference: “EuroCHRIE 2018 – Be Inspired” November 7-9 2018, Dublin, Ireland. *Anatolia: An International Journal of Tourism and Hospitality Research*, 1-3.
7. Smith, S., Kubickova, M., **Bufquin, D.**, & Weinland, J. (2018). Trends and opportunities in lodging research. *Journal of Hospitality & Tourism Insights*, 1(3), 186-187.
8. Back, R., **Bufquin, D.**, & Park, J. (2018). 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).
9. Altin, M., Kizildag, M., & **Bufquin, D.** (2018). An empirical investigation on loan applications and fear of rejection of external financing in the foodservice industry. *Journal of Foodservice Business Research*, 21(4), 462-481 (Indicative List of Journals).
10. **Bufquin, D.**, Back, R. M., & Park, J. -Y. (2018). The effects of architectural congruence perceptions on winery visitors' emotions and behavioral intentions: The case of Marqués de Riscal. *Journal of Destination Marketing & Management*, 9, 56-63 (SSCI & Indicative List of Journals).
11. **Bufquin, D.**, DiPietro, R. B., Orłowski, M., & Partlow, C. G. (2018). Social evaluations of restaurant managers: The effects on frontline employees' job attitudes and turnover intentions. *International Journal of Contemporary Hospitality Management*, 30(3), 1827-1844 (SSCI & Indicative List of Journals).
12. **Bufquin, D.**, DiPietro, R. B., Partlow, C. G., & Smith, S. J. (2018). 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*, 17(3), 375-396 (Indicative List of Journals).
13. **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).
14. **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).
15. 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).
16. 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).

17. **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).
18. **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).

### RESEARCH IN PROGRESS (SUBMITTED FOR PUBLICATION)

1. **Bufquin, D.**, Park, J. -Y., Back, R., Nutta, M., & Zhang, T. Effects of hotel website photographs and length of textual descriptions on viewers' emotions and behavioral intentions. *International Journal of Hospitality Management* (SSCI & Indicative List of Journals).
2. Lanfranco, K., Park, J. -Y., **Bufquin, D.**, & Okumus, F. Second-hand service failures and their impact on guests' negative word-of-mouth and intention to revenge. *International Journal of Hospitality Management* (SSCI & Indicative List of Journals).
3. **Bufquin, D.** Social judgments and turnover intentions: The mediating effects of exhaustion and cynicism. *International Journal of Hospitality and Tourism Administration* (Indicative List of Journals).
4. Orłowski, M., **Bufquin, D.**, & Nalley, M. E. The influence of social evaluations on restaurant employee extra-role customer service behaviors: A moderated mediation model. *Cornell Hospitality Quarterly* (SSCI & 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. *10<sup>th</sup> 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. *8<sup>th</sup> 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. *20<sup>th</sup> 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. *19<sup>th</sup> 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. Lanfranco, K., **Bufquin, D.**, Park, J. -Y., & Okumus, F. (2019). Segmentation and Social Network Analysis of Hotel Loyalty Programs. *The 2019 Annual ICHRIE Conference*, New Orleans, LA.
2. Park, J. -Y., Back, R., **Bufquin, D.**, & Nutta, M. (2019). Revisiting information overload: Mediating role of perceived stress and enjoyment. *Tourism, Hospitality, and Event Conference for Researchers, Educators, Practitioners, and Students (THEREPS)*, Las Vegas, NV.
3. 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.
4. 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.
5. **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.
6. 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.

## BOOK CHAPTERS

1. **Bufquin, D.**, Back, R., & Park, J. -Y. (2019). Innovations in the wine tourism experience: The case of Marqués de Riscal. In Fyall, A., Kozak, M., & Correia, A. *Experiential Consumption and Marketing in Tourism: A cross-cultural context*. Goodfellow Publishers Ltd.: Oxford, UK.

## TRADE PUBLICATIONS AND OTHER MEDIA

1. Written article for Panrotas about Rosen College's willingness to recruit more Brazilian students: [https://www.panrotas.com.br/hotelaria/investimentos/2019/06/escola-de-turismo-da-florida-quer-mais-alunos-brasileiros\\_165104.html](https://www.panrotas.com.br/hotelaria/investimentos/2019/06/escola-de-turismo-da-florida-quer-mais-alunos-brasileiros_165104.html)
2. Phone interview for Family Vacation Critic about common hotel problems and how to fix them. Retrieved from <https://www.familyvacationcritic.com/common-hotel-problems-you-might-face-and-how-to-fix-them/art/>
3. Nalley, M. E., **Bufquin, D.**, & Park, J. -Y. (2018). Impact of diamond rating changes on hotel performance. Retrieved from

<http://www.hotelnewsnow.com/Articles/291532/Impact-of-diamond-rating-changes-on-hotel-performance>

4. 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/>
5. 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/>
6. 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>
7. Written interview for WalletHub on best summer travel destinations. Retrieved from <https://wallethub.com/edu/best-summer-travel-destinations/3792/#diego-bufquin>
8. 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/>
9. Written interview for WalletHub on hotel and airline credit cards. Retrieved from [https://wallethub.com/credit-cards/hotel/#Diego\\_Bufquin](https://wallethub.com/credit-cards/hotel/#Diego_Bufquin)
10. 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>
11. Televised interview for WESH 2 on hotel security. Retrieved from <http://www.wesh.com/article/will-hotels-in-orlando-increase-security-measures/12790095>
12. **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>
13. 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](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 (IJCHM)
2. Journal of Foodservice Business Research (JFBR)
3. Journal of Hospitality and Tourism Insights (JHTI)

## **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
10. Journal of Vacation Marketing
11. International Journal of Wine Business Research

## **REVIEWER OF PEER-REVIEWED CONFERENCE PROCEEDINGS/ABSTRACTS**

1. Annual ICHRIE Summer Conference and Marketplace (2019), New Orleans, LA.
2. APacCHRIE & EuroCHRIE Joint Conference (2019), Hong Kong SAR, China.
3. 24<sup>th</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2019), Houston, TX.
4. EuroCHRIE Conference (2018), Dublin, Ireland.
5. 23rd Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism (2018), Dallas, TX.
6. 4<sup>th</sup> 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.
7. 4<sup>th</sup> International Conference on Events (ICE) (2017), Orlando, FL.
8. The 22<sup>nd</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2017), Houston, TX.
9. The 21<sup>st</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2016), Philadelphia, PA.
10. 3rd World Research Summit for Tourism and Hospitality and 1st USA-China Tourism Research Summit (2015), Orlando, FL.

## **CONFERENCE MODERATOR**

1. 4<sup>th</sup> 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. 3<sup>rd</sup> World Research Summit for Tourism and Hospitality and 1<sup>st</sup> USA-China Tourism Research Summit (2015), Orlando, FL.



## **CONFERENCE ORGANIZING/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. 4<sup>th</sup> 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. Organized tours for Brazilian groups (industry/students) (2019).
6. Rosen College of Hospitality Management – Research White Paper Committee (2019-2019).
7. Rosen College of Hospitality Management – Research Incentive Award (RIA) Committee (2018-2019).
8. Rosen College of Hospitality Management – Foodservice and Lodging Management Department Promotion Committee for Instructors (2018).
9. Rosen College of Hospitality Management, Associate Dean of Academic Affairs Search Committee (2018).
10. Rosen College of Hospitality Management, Resources Committee (2018).
11. Rosen College of Hospitality Management, Strategic Planning Committee (2018).
12. Rosen College of Hospitality Management, Assembly Executive Committee (2018-ongoing).
13. Rosen College of Hospitality Management, Awards Committee Member, (2017-2018).
14. Rosen College of Hospitality Management, Budget and Finance Committee Member (2015-2018).
15. Rosen College of Hospitality Management, International Relations Committee Member (2015-2018).
16. Rosen College of Hospitality Management, Culinary Committee Member (2015-2016).
17. Rosen College of Hospitality Management, Lodging/Timeshare Committee Member (2015-ongoing).
18. Rosen College of Hospitality Management, Student Behavior Standards Policy Committee Member (2016-2018).
19. Rosen College of Hospitality Management, Faculty Development Committee Member (2016-2018).
20. Rosen College of Hospitality Management, Scholarship Committee Member (2016-2017).
21. Rosen College of Hospitality Management, Smith Travel Research (STR) liaison (2015-ongoing).

## **STUDENT ACTIVITIES & CLUBS**

1. Replied to more than 80 online solicitations from potential Brazilian students after publishing an article in the leading Brazilian hospitality magazine named Panrotas.
2. Advised both undergraduate and graduate students for the 2018 STR Student Market Study Competition held at the Jacob K. Javits Convention Center, New York, NY.
3. Peer Outreach Mentoring Program (POMP) Advisory Board Member (2016-ongoing).
4. Participated in events organized by the Rosen College Leadership Council called “Afternoon Tea with the Faculty” and “Faculty Meet and Greet” (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. Judge at the 58<sup>th</sup> Annual Florida DECA Career Development Conference (2018).
2. Bacchus Bash, Organizing Committee Member (2016-2017).
3. Moderator at the Southeast Regional Ethics Bowl (2016).
4. Judge at the 56<sup>th</sup> 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 8<sup>th</sup> HRSM & Social Sciences Research Symposium, Columbia, SC.

## **TEACHING**

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

## **KEYNOTE/PROFESSIONAL PRESENTATIONS**

1. Keynote speaker at the Festival das Cataratas, Foz do Iguacu, Brazil (2019).
2. Keynote speaker for the Yadoya Daigaku Global Seminar, Tokyo Fuji University, Tokyo, Japan (2019).
3. Keynote speaker at the 1<sup>st</sup> Annual Lodging Industry Education and Research Colloquium, Rosen College of Hospitality Management (2018).
4. Keynote speaker at a Luxury Restaurant Management Workshop, Biltmore Hotel, Miami, FL (2017).

## **MEMBER OF THESIS/DISSERTATION COMMITTEES**

1. Thesis committee member for Ms. Soona Park (2018).
2. Dissertation committee member for Mr. Kyle Hight (2018/2019).

## **PROFESSIONAL CERTIFICATIONS & DEVELOPMENT**

Digital Learning Course Redesign Initiative (proposal submitted on 03/05/19 to Pegasus Innovation Lab - Division of Digital Learning).	2019
Teaching Colloquium – Rosen College Redesign Lunch & Learn Rosen College of Hospitality Management, University of Central Florida	2019
Teaching Colloquium – Tricks and Treats for Online Courses Rosen College of Hospitality Management, University of Central Florida	2018
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	2015

Center for Distributed Learning, University of Central Florida

Certification in Hotel Industry Analytics (CHIA) 2015  
American Hotel & Lodging Educational Institute

Certified Hospitality Educator (CHE) 2014  
American Hotel & Lodging Educational Institute

Preparing Future Faculty 2014  
Centre for Teaching Excellence, University of South Carolina

## **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.