

Diego R.H. Bufquin, Ph.D., CHE, CHIA
Associate Professor
Department of Foodservice and Lodging Management
Rosen College of Hospitality Management
University of Central Florida
9907 Universal Blvd.
Orlando, FL 32819
Phone: (407) 903-8209; Email: Diego.Bufquin@ucf.edu

EDUCATION

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

EMPLOYMENT

Program Director, International Development – University of Central Florida (USA)	2022-Current
Associate Professor – University of Central Florida (USA)	2021-Current
Assistant Professor – University of Central Florida (USA)	2015-2021
Research / Teaching Assistant – University of South Carolina (USA)	2012-2015
Restaurant Manager – Suri Ceviche & Bar (Brazil)	2010-2011
Food Administrator – General Prime Burger (Brazil)	2010
Training/Revenue Manager – Hotel Bourbon Convention Ibirapuera (Brazil)	2007-2010
Finance Assistant – Hotel Marqués de Riscal / Luxury Collection (Spain)	2006-2007
Intern – Hotel Arts Ritz-Carlton Barcelona (Spain)	2006
Intern – Hotel Novotel Coralia St. Gilles-Les-Bains (France)	2003-2004
Intern – Hotel Novotel Cannes Montfleury (France)	2001

INTERNAL GRANTS, INCENTIVE, AWARDS, & SPONSORSHIPS

Funded

1. **\$2,500** Co-Pi (2022) – A qualitative assessment of hotel employee engagement in anti-human trafficking initiatives. Research Award funded by Rosen College of Hospitality Management (Top Journal Article Publication Incentive Program).
2. **\$2,500** Co-Pi (2021) – An examination of restaurant employees’ work-life outlook: The influence of support systems during COVID-19. Research Award funded by Rosen College of Hospitality Management (Top Journal Article Publication Incentive Program).
3. **\$2,500** Co-Pi (2021) – Attraction, social presence, sociability, and booking intentions: The moderating role of homophily. Research Award funded by Rosen College of Hospitality Management (Top Journal Article Publication Incentive Program).
4. **\$2,500** Pi (2021) – Employee work status, mental health, substance use, and career turnover intentions: An examination of restaurant employees during COVID-19. Research Award funded by Rosen College of Hospitality Management (Top Journal Article Publication Incentive Program).
5. **\$2,000** Pi (2020) – Brazil/USA Hospitality & Tourism Summit. Sponsorship funded by the Office of the Vice President for Research and Dean of the College of Graduate Studies.
6. **\$2,970** Co-Pi (2020) – Digital Learning Course Redesign Initiative (DL CRI). Incentive funded by Digital Learning Center.
7. **\$2,500** Co-Pi (2020) – Effects of hotel website photograph size and human images on perceived transportation and behavioral intentions. Research Award funded by Rosen College of Hospitality Management (Top Journal Article Publication Incentive Program).
8. **\$2,500** Pi (2020) – Effects of hotel website photographs and length of textual descriptions on viewers’ emotions and behavioural intentions. Research Award funded by Rosen College of Hospitality Management (Top Journal Article Publication Incentive Program).
9. **\$10,000** Co-Pi (2019) – Leveraging mobile technologies to promote hotel employees’ engagement with counter human trafficking initiatives. Grant funded by the Rosen College of Hospitality Management (Dean’s Research Cluster Program).
10. **\$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).
11. **\$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 (Dean’s Research Scholar Program).

Not Funded

1. **\$151,018** Co-Pi (2021) – Collaborative International Enrolment: RCHM-CECS-UCF Global (UCF Jump Start Fund).

EXTERNAL GRANTS, INCENTIVE, AWARDS, & SPONSORSHIPS

Pending

1. **\$2,500,000** Co-Pi (2022) – National Institute of Justice (NIJ) Labor Trafficking in the Restaurant Sector: Filling Gaps in Knowledge and Practice Grant Proposal.

Not Funded

1. **\$90,033** Co-PI (2021) – Visit Orlando, Community Sentiment Study 2022 Grant Proposal.

2. **\$600,000** Co-PI (2021) – National Institute of Justice (NIJ) Labor Trafficking in the Restaurant Sector Grant Proposal.
3. **\$25,003** Co-PI (2018) – Educational Institute (EI) Certification Analysis Grant Proposal.
4. **\$49,850** Co-PI (2018) – National Restaurant Association (NRA) Certification Analysis Grant Proposal.
5. **\$40,000** Co-PI (2018) – Maximizing sales force performance through non-cash incentives: A socio-demographic approach. Submitted to the Incentive Research Foundation.

REFEREED JOURNAL PUBLICATIONS

1. Godovykh, M., Back, R., **Bufquin, D.**, Baker, C., & Park, J. -Y. (TBD) Peer-to-peer accommodation amid COVID-19: The effects of Airbnb cleanliness information on guests' trust and behavioral intentions. *International Journal of Contemporary Hospitality Management*.
2. Zhang, T., Ronzoni, G., Medeiros, M., & **Bufquin, D.** (2022) A qualitative assessment of hotel employee engagement in counter-human-trafficking initiatives. *International Journal of Hospitality Management*.
3. Park, J. -Y., Hight, K. S., **Bufquin, D.**, Meira, J., & Back, R. (2021) An examination of restaurant employees' work-life outlook: The influence of support systems during COVID-19. *International Journal of Hospitality Management*.
4. Park, S., Kwun, D., Park, J. -Y., & **Bufquin, D.** (2021). Service quality dimensions in hotel service delivery options: Comparison between human interaction service and self-service technology. *International Journal of Hospitality & Tourism Administration*.
5. **Bufquin, D.**, Park, J. -Y., Back, R. M., Souza Meira, J. V., & Hight, S. K. (2021). Employee work status, mental health, substance use, and career turnover intentions: An examination of restaurant employees during COVID-19. *International Journal of Hospitality Management*, 93 (SSCI & Indicative List of Journals).
6. Park, J. -Y., Back, R., **Bufquin, D.**, Nutta, M. W. W. (2021). Attraction, social presence, sociability, and booking intentions: The moderating role of homophily. *Journal of Hospitality & Tourism Research* (SSCI & Indicative List of Journals).
7. Orłowski, M., **Bufquin, D.**, & Nalley, M. E. (2021). The influence of social perceptions on restaurant employee work engagement and extra-role customer service behavior: A moderated mediation model. *Cornell Hospitality Quarterly* (SSCI & Indicative List of Journals).
8. Back, R., **Bufquin, D.**, & Park, J. (2021). 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. Back, R., Park, J. -Y., **Bufquin, D.**, Nutta, M. W. W., & Lee, S. (2020). Effects of hotel website photograph size and human images on perceived transportation and behavioral intentions. *International Journal of Hospitality Management*, 89 (SSCI & Indicative List of Journals).
10. Dos Anjos, S. J., & **Bufquin, D.** (2020). Guest editorial for special issue on hospitality and tourism in Brazil. *Journal of Hospitality and Tourism Insights*, 3(2), 73-74.
11. **Bufquin, D.** (2020). Co-workers, supervisors and frontline restaurant employees: Social Judgments and the mediating effects of exhaustion and cynicism. *Journal of Hospitality and Tourism Insights*, 3(3), 353-369.
12. **Bufquin, D.**, Park, J. -Y., Back, R., Nutta, M. W. W., & Zhang, T. (2020). Effects of hotel website photographs and length of textual descriptions on viewers' emotions and behavioral

- intentions. *International Journal of Hospitality Management*, 87 (SSCI & Indicative List of Journals).
13. Nalley, M. E., & **Bufquin, D.** (in press). Lines at the hotel front desk: A case for effective capacity management. *Journal of Hospitality and Tourism Cases*.
 14. Zhang, T., **Bufquin, D.**, & Lu, C. (2019). A qualitative investigation of micro-entrepreneurship in the sharing economy. *International Journal of Hospitality Management*, 79, 148-157 (SSCI & Indicative List of Journals).
 15. 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).
 16. Nalley, M. E., Park, J., & **Bufquin, D.** (2019). An investigation of AAA diamond rating changes on hotel performance. *International Journal of Hospitality Management*, 77, 365-374 (SSCI & Indicative List of Journals).
 17. 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*, 11, 231-239 (SSCI & Indicative List of Journals).
 18. **Bufquin, D.** (2018). The 36th annual EuroCHRIE conference: "EuroCHRIE 2018 – Be Inspired" November 7-9 2018, Dublin, Ireland. *Anatolia: An International Journal of Tourism and Hospitality Research*, 30(2), 291-293.
 19. Smith, S., Kubickova, M., **Bufquin, D.**, & Weinland, J. (2018). Trends and opportunities in lodging research. *Journal of Hospitality & Tourism Insights*, 1(3), 186-187.
 20. 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).
 21. **Bufquin, D.**, Back, R. M., Park, J. -Y., & Nutta, M. W. W. (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).
 22. **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).
 23. **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).
 24. **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).
 25. **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).
 26. 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).
 27. 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).

28. **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).
29. **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. Meira, J., Park, J. -Y., Hight, K. S., **Bufquin, D.**, & Back, R. Sexual harassment, negative emotions, and turnover intention in the restaurant industry: The moderating effect of pay satisfaction. *Cornell Hospitality Quarterly*.
2. Hight, K., Okumus, F., Park, J. -Y., **Bufquin, D.**, & Taheri, B. An entrepreneur's perspective of the pop-up business model: A grounded theory approach in the food and beverage industry. *International Journal of Hospitality Management*.
3. Lanfranco, K., **Bufquin, D.**, Park, J. -Y., & Okumus, F. Network analysis and segmentation of loyalty program members. *International Journal of Culture, Tourism, and Hospitality Research*.
4. Lanfranco, K., Park, J. -Y., **Bufquin, D.**, & Okumus, F. Did this service failure happen to "only me" or "me too"? The impact of service failure, recovery, and hotel loyalty membership status on negative word-of-mouth and intention to revenge. *Journal of Hospitality Marketing & Management* (SSCI & Indicative List of Journals).

REFEREED CONFERENCE PROCEEDINGS/PRESENTATIONS

1. Nutta, M. W. W., Park, J. -Y., Back, R., & **Bufquin, D.** (2022). Is brand coolness part of brand personality? Focusing on its impact on behavioral intentions. *Tourism, Hospitality, and Event Conference for Researchers, Educators, Practitioners, and Students (THEREPS)*, Philadelphia, PA.
2. **Bufquin, D.**, Park, J. -Y., Back, R., & Nutta, M. W. W. (2021). Effects of human images on users' social presence, sociability and booking intentions in hotel websites. *Advances in Hospitality & Tourism Marketing & Management Conference*, São Paulo, Brazil.
3. **Bufquin, D.**, Park, J. -Y., Back, R., Lee, S., & Nutta, M. W. W. (2019). Human images in hotel websites: Its effects on customers' cognitive, emotional, attitudinal and behavioral outcomes. *5th World Research Summit for Hospitality & Tourism*, Orlando, FL.
4. **Bufquin, D.** (2019). Warmth, competence, and morality: Its effects on frontline restaurant employees' job burnout and turnover intentions. *5th World Research Summit for Hospitality & Tourism*, Orlando, FL.
5. Hight, K., Okumus, F., Park, J. -Y., **Bufquin, D.**, & Altinay, L. (2019). The viability of the pop-up business model for firm creation: What is the food and beverage industry telling us? *5th World Research Summit for Hospitality & Tourism*, Orlando, FL.
6. 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.

7. 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.
8. **Bufquin, D.**, Zhang, T., & Lu, C. (2018). Towards a typology of micro-entrepreneurship in the sharing economy. *EuroCHRIE 2018*, Dublin, Ireland.
9. **Bufquin, D.**, & Orłowski, M. (2018). The influence of social perceptions on employees' work engagement and extra-role customer service. *EuroCHRIE 2018*, Dublin, Ireland.
10. 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.
11. **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.
12. 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.
13. **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.
14. 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.
15. **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.
16. **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.
17. **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.
18. **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.
19. **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. Zhang, T., **Bufquin, D.**, Medeiros, M., Ronzoni, G., & Weinland, J. (2021). No Room for Trafficking: Investigating Sex Trafficking SOPs in the Hotel Sector. *6th World Research Summit for Hospitality and Tourism*, Virtual.
2. Lanfranco, K., Okumus, F., Park, J. -Y., & **Bufquin, D.** (2021). Examining Perceived Program Value and Multi-brand Loyalty among Hotel Loyalty Program Members. *The 26th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism*, Houston, TX.
3. 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.
4. 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.
5. 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.
6. 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.
7. **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.
8. 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. Phone interview for Marketplace about the return of tourists to Maine which takes a toll on restaurant workers: <https://www.marketplace.org/2021/08/23/the-return-of-tourists-to-maine-takes-a-toll-on-restaurant-workers/>
2. Dr. Diego Bufquin and his research colleagues had a published article carried in the BASIS - a product of the Division on Addiction, Cambridge Health Alliance, a Harvard Medical School teaching hospital: <https://www.basisonline.org/2021/07/mental-health-substance-use-restaurant-workers-covid-19.html>
3. Participated in a Podcast for Amatus Recovery Centers: <https://sharearc.podbean.com/e/episode-14-rising-substance-use-and-psychological-distress-among-restaurant-employees-with-dr-diego-bufquin/>

4. Research Recovery and Reskill Webinar, presented by **Dr. Diego Bufquin** featured in Hospitality Net: <https://www.hospitalitynet.org/video/69000541.html>
5. Phone interview for Orlando Business Journal about new Disney Star Wars Hotel: <https://www.bizjournals.com/orlando/news/2020/03/04/now-hiring-disney-seeks-admiral-to-head-up-new.html>
6. Phone interview for the Washington Post about Trump's hotel properties: https://www.washingtonpost.com/politics/house-democrats-ask-secret-service-for-details-about-its-payments-to-trumps-company/2020/02/12/33b4a13e-4db3-11ea-bf44-f5043eb3918a_story.html. The article and phone interview was then cited by the following magazines: Washing Post (https://www.washingtonpost.com/politics/newly-obtained-documents-show-157000-in-additional-payments-by-the-secret-service-to-trump-properties/2020/03/05/7da2a610-5cbd-11ea-b014-4fafa866bb81_story.html); Salon (<https://www.salon.com/2020/03/06/trump-org-charged-taxpayers-eight-times-more-for-secret-service-stays-than-it-claimed-documents/>); among other magazines.
7. Cited on written article for Revista Hoteis: https://www.revistahoteis.com.br/rosen-college-of-hospitality-management-anuncia-evento-para-publico-brasileiro/?fbclid=IwAR36L6FwkW0q7Aw3fRnnBMm2WGuU_exD3ncVlx1127j8kn6hXgwGqUZeuGo
8. Cited on written article for Meininger's Wine Business International: <https://www.drinks-today.com/wine/marketing-wine-tourism/what-keeps-wine-tourists-coming>
9. Phone interview for Today's Hotelier: <https://www.todayshotelier.com/2019/12/11/the-gig-is-up/>
10. Cited on 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
11. Cited on written articles about the 13th International Tourism Forum of Iguazu: <https://www.mercadoeventos.com.br/feiras-e-eventos/13o-forum-internacional-de-turismo-do-iguassu-recebera-mais-de-mil-participantes/> & <https://www.clickfozdoiguacu.com.br/forum-de-turismo-prorroga-prazo-para-envio-de-trabalhos-e-divulga-atividades-confirmadas/> & <https://festivaldascataratas.com/palestrantes-confirmados-para-o-forum-internacional-de-turismo-do-iguassu/>
12. Phone interview for Family Vacation Critic about common hotel problems and how to fix them: <https://www.familyvacationcritic.com/common-hotel-problems-you-might-face-and-how-to-fix-them/art/>
13. Phone interview for Hotelsmag.com about the “#MeToo Movement”: <http://library.hotelsmag.com/publication/?m=18556&i=475484&p=16&pp=1>
14. Nalley, M. E., **Bufquin, D.**, & Park, J. –Y. (2018). Impact of diamond rating changes on hotel performance. *Hotel News Now*. Retrieved from <http://www.hotelnewsnow.com/Articles/291532/Impact-of-diamond-rating-changes-on-hotel-performance>
15. 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/>
16. Cited on written article for 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/>
17. 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>

18. Written interview for WalletHub on best summer travel destinations: <https://wallethub.com/edu/best-summer-travel-destinations/3792/#diego-bufquin>
19. Cited on written article for Exame about hospitality opportunities outside of Brazil: <https://exame.abril.com.br/negocios/dino/empresarios-de-sucesso-saem-do-brasil-em-busca-de-oportunidades-no-exterior/>
20. Written interview for WalletHub on hotel and airline credit cards: https://wallethub.com/credit-cards/hotel/#Diego_Bufquin
21. Phone interview for the Orlando Sentinel about Disney hotels letting dogs stay in rooms: <http://www.orlandosentinel.com/business/tourism/os-bz-dogs-disney-resorts-20171022-story.html>
22. Televised interview for WESH 2 on hotel security: <http://www.wesh.com/article/will-hotels-in-orlando-increase-security-measures/12790095>
23. **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>
24. Phone interview for the Wall Street Journal about Brazil's hotels after the Olympic games: 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. Tourism Management Perspectives
7. Journal of Hospitality Marketing & Management
8. Journal of Hospitality and Tourism Technology
9. Journal of Destination Marketing & Management
10. Journal of Hospitality & Tourism Insights
11. Journal of Vacation Marketing
12. International Journal of Wine Business Research
13. Anatolia

14. PsyCH Journal
15. Journal of Air Transport Management
16. International Journal of Hospitality & Tourism Administration

REVIEWER OF PEER-REVIEWED CONFERENCE PROCEEDINGS

1. 27th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2022), Houston, TX.
2. 6th World Research Summit for Hospitality and Tourism (2021), Virtual.
3. Annual ICHRIE Summer Conference and Marketplace (2021), Virtual.
4. 26th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2021), Houston, TX.
5. Annual ICHRIE Summer Conference and Marketplace (2020), Phoenix, AZ.
6. 5th World Research Summit for Tourism and Hospitality and 3rd USA-China Tourism Research Summit and Industry Dialogue: Innovation, Partnerships, and Sharing Conferences (2019), Orlando, FL.
7. Annual ICHRIE Summer Conference and Marketplace (2019), New Orleans, LA.
8. APacCHRIE & EuroCHRIE Joint Conference (2019), Hong Kong SAR, China.
9. 24th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2019), Houston, TX.
10. EuroCHRIE Conference (2018), Dublin, Ireland.
11. 23rd Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism (2018), Dallas, TX.
12. 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.
13. 4th International Conference on Events (ICE) (2017), Orlando, FL.
14. The 22nd Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2017), Houston, TX.
15. The 21st Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (2016), Philadelphia, PA.

CONFERENCE SCIENTIFIC, ORGANIZING COMMITTEE MEMBER & SESSION CHAIR

1. Brazil – USA Hospitality & Tourism Summit (TBD), Orlando, FL.
2. 6th World Research Summit for Hospitality and Tourism (2021), Virtual.
3. 5th World Research Summit for Tourism and Hospitality and 3rd USA-China Tourism Research Summit and Industry Dialogue: Innovation, Partnerships, and Sharing Conferences (2019), Orlando, FL.
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. 3rd World Research Summit for Tourism and Hospitality and 1st USA-China Tourism Research Summit (2015), Orlando, FL.

UNIVERSITY/COLLEGE ACTIVITIES & COMMITTEES

1. University of Central Florida – Graduate Appeals Committee (2021-2022).
2. University of Central Florida – 1st Alternate Faculty Senator (2020-2022).
3. University of Central Florida – Faculty Excellence Advisory Committee (2019-2022).
4. University of Central Florida – Library Advisory Committee (2019-2022).
5. University of Central Florida – Commencement Ceremony, Faculty Marshall (2016-2020).
6. University of Central Florida – Academic Calendar Committee (2016-2018).
7. University of Central Florida – Compliance Advisory Committee (2017-2018).
8. University of Central Florida – Latino Faculty and Staff Association (2016-2017).
9. Rosen College of Hospitality Management – Smith Travel Research (STR) liaison (2015-ongoing).
10. Rosen College of Hospitality Management – Lodging/Timeshare Committee Member (2015-ongoing).
11. Rosen College of Hospitality Management – Cumulative Profess Evaluation Committee (2022-ongoing).
12. Rosen College of Hospitality Management – College Promotion Committee Chair (2022-2023).
13. Rosen College of Hospitality Management – Assembly Executive Committee Member (2018-2020) and Vice Chair (2021-2023).
14. Rosen College of Hospitality Management – International Studies Committee Member (2015-2018; 2021-2023).
15. Rosen College of Hospitality Management – Participated in the Lodging Track and HFT 3263 Revisions Sub-Committees (2022).
16. Rosen College of Hospitality Management – Participated in the Instructor Search Committee (2022).
17. Rosen College of Hospitality Management – Participated in the Promotion of the Lodging Track (2020-2022).
18. Rosen College of Hospitality Management – Continuing Education Committee Member (2020-2021) and Chair (2021-2022).
19. Rosen College of Hospitality Management – Faculty Research Committee Member (2020-2022) and Chair (2019 & 2020).
20. Rosen College of Hospitality Management – College Promotion Committee for Instructors (2018-2021) and Tenure Track Faculty (2021).
21. Rosen College of Hospitality Management – Strategic Enrollment Taskforce (2020-2021).
22. Rosen College of Hospitality Management – Rosen Research Review (RRR) Editorial Board Member (2019-2021).
23. Rosen College of Hospitality Management – FLM Degree Revision Committee (2020-2021).
24. Rosen College of Hospitality Management – FLM Department AESP Revision Committee (2019-2021).
25. Rosen College of Hospitality Management – PhD Student Recruitment Committee (2019-2021).
26. Rosen College of Hospitality Management – Doctoral Review Committee Member (2019-2022) and Chair (2020-2021).
27. Rosen College of Hospitality Management – Participated in Let’s Chat Session (2020).
28. Rosen College of Hospitality Management – Coordinated the Research Committee in the creation of the new Career Fair Survey for both employers and students (2020).

29. Rosen College of Hospitality Management – Organized tours for Brazilian groups (industry/students) and marketed the college to various Brazilian hospitality/tourism magazines (2019-2020).
30. Rosen College of Hospitality Management – Actively involved in the Reciprocal Student Exchange Agreement with Institut Paul Bocuse (2019-2020).
31. Rosen College of Hospitality Management – Research Incentive Award (RIA) Committee (2018-2020).
32. Rosen College of Hospitality Management – Research White Paper Committee (2019).
33. Rosen College of Hospitality Management – Associate Dean of Academic Affairs Search Committee (2018).
34. Rosen College of Hospitality Management – Resources Committee (2018).
35. Rosen College of Hospitality Management – Strategic Planning Committee (2018).
36. Rosen College of Hospitality Management – Awards Committee Member, (2017-2018).
37. Rosen College of Hospitality Management – Budget and Finance Committee Member (2015-2018).
38. Rosen College of Hospitality Management – Student Behavior Standards Policy Committee Member (2016-2018).
39. Rosen College of Hospitality Management – Faculty Development Committee Member (2016-2018).
40. Rosen College of Hospitality Management – Scholarship Committee Member (2016-2017).
41. Rosen College of Hospitality Management – Culinary Committee Member (2015-2016).

STUDENT ACTIVITIES & CLUBS

1. As Program Director of International Development, I coordinated the recruitment efforts of international students at a variety of virtual (i.e., Asia and Latin America) and in-person students fairs (i.e., in the UAE, Brazil, U.K., Mexico, and Colombia). I also participated in a couple of conferences (NAFSA) to establish partnerships with key education leaders/universities/companies/associations.
2. Replied to more than 80 online solicitations from potential Brazilian students after publishing articles in leading Brazilian hospitality magazines about the Rosen College (2019-ongoing).
3. Advised students for the newly created FRLA Rosen Student Committee (2019-ongoing).
4. Peer Outreach Mentoring Program (POMP) Advisory Board Member (2016-ongoing).
5. Participated in events organized by the Rosen College Leadership Council called “Afternoon Tea with the Faculty” and “Faculty Meet and Greet” (2016-ongoing).
6. Participated in Young Hoteliers Summit as a faculty coordinator (2020-2021).
7. Participated as a guest speaker in PhD Seminar HMG 7876 – Strategies and Tactics: Foodservice (2020).
8. Participated at the Virtual Meet & Greet for Lodging Management Tract seekers (2020).
9. Participated at the Virtual Meet & Greet for Restaurant & Foodservice Management majors (2020).
10. Advised both undergraduate and graduate students for the STR Student Market Study Competitions held at the Jacob K. Javits Convention Center, New York, NY (2018, 2019, 2020).
11. Advised existing students at the Faculty Panel for Freshman in the SLS 1501 Strategies for Student Success Class (2019).
12. Advised prospecting students at the Rosen College Open House for the Lodging Management Track (2019).

INDUSTRY/COMMUNITY ASSOCIATION MEMBERSHIP, COMMITTEE MEMBER & EVENTS

1. Participated at the 12th Annual Human Trafficking Awareness Day (2020).
2. Judged high-school students at the 58th Annual Florida DECA Career Development Conference (2016 & 2018).
3. Bacchus Bash, Organizing Committee Member (2016-2017).
4. International Council on Hotel, Restaurant, and Institutional Education (ICHRIE), Awards Committee Member (2016-ongoing).
5. International Council on Hotel, Restaurant, and Institutional Education (ICHRIE), Association Member (2016-2017).
6. Central Florida Hotel and Lodging Association (CFHLA), Association Member (2015-ongoing).
7. Academy of Management, Association Member (2016-2017).
8. Moderator at the Southeast Regional Ethics Bowl (2016).

AWARDS/RECOGNITION

1. Promoted as Program Director, International Development at UCF Rosen College (2022-2024), in charge of international partnerships, continuing education programs and student recruitment initiatives.
2. Award for Affordable Instructional Materials (AIM) Initiative 2022.
3. Paper Selected for Rosen Research Insights (Spring 2022 issue).
4. Outstanding Reviewer 2021 – Journal of Hospitality and Tourism Insights.
5. Paper Selected for Rosen Research Review (Fall 2021 issue). Retrieved from <https://cdn.researchfeatures.com/RosenResearchReview/RRR005/index.html>
6. The Rosen College's Hero Award 2020.
7. Award for Digital Learning Course Redesign Initiative (DL CRI) 2020.
8. Faculty coordinator at the 2020 Virtual STR Student Market Study Competition:
 - Undergraduate Student Team was Selected as a "Finalist" (Top 10 Schools in the Competition)
9. Faculty coordinator at the 2019 STR Student Market Study Competition, Javits Center, NYC:
 - Undergraduate Student Team Received an "Honorable Mention"
 - Graduate Student Team was Selected as a "Finalist" (Top 6 Schools in the Competition)
10. Paper Selected for Rosen Research Review (Fall 2019 issue). Retrieved from <http://cdn.researchfeatures.com/RosenResearchReview/RRR02/index.html>
11. Paper Selected for Rosen Research Review (Spring 2019 issue). Retrieved from <http://cdn.researchfeatures.com/RosenResearchReview/RosenResearchReview001/index.html>
12. Faculty coordinator at the 2018 STR Student Market Study Competition, Javits Center, NYC:
 - Undergraduate Student Team Received an "Honorable Mention"
 - Graduate Student Team was Selected as a "Finalist" (Top 6 Schools in the Competition)

13. Outstanding Reviewer 2017 - International Journal of Contemporary Hospitality Management.

TEACHING

1. FSS 3008: Culture and Cuisine (RCHM, UCF)
2. HFT 4894: International Gastronomy (RCHM, UCF)
3. HFT 4796: International Events (RCHM, UCF)
4. HFT 4266: Hospitality Brand Management (RCHM, UCF)
5. HMG 6251: Management of Lodging Operations (RCHM, UCF)
6. HFT 3263: Restaurant Management (RCHM, UCF)
7. HFT 2254: Lodging Operations (RCHM, UCF)
8. HRTM 730: Hospitality Systems and Policy (HRTM, USC)
9. HRTM 440: Services Management for Hospitality and Tourism (HRTM, USC)
10. HRTM 260: Hotel Management (HRTM, USC)

KEYNOTE/PROFESSIONAL PRESENTATIONS

1. Delivered several workshops about Leadership and International Relations for Universidad Militar Nueva Granada (2021-2022), Universidad Católica de Colombia (2021), and Universidad Santo Tomás (2022).
2. Keynote speaker at Research Colloquium, Rosen College of Hospitality Management, Orlando, FL (2022).
3. Keynote speaker for Seeds of Dreams (2019 & 2022).
4. Keynote speaker in two classes of graduate students from Angers University (2020-2021).
5. Keynote speaker / panel coordinator at Rosen College webinar named “Leadership, Communication and HR Strategies in Times of Crisis” (2020).
6. Keynote speaker at Research Colloquium, Rosen College of Hospitality Management, Orlando, FL (2020).
7. Keynote speaker at Facebook webinar for Seeds of Dreams (2020).
8. Keynote speaker at the Festival das Cataratas, Foz do Iguacu, Brazil (2019).
9. Keynote speaker for the Yadoya Daigaku Global Seminar, Tokyo Fuji University, Tokyo, Japan (2019).
10. Lodging operations summer workshop for Kyung Hee University Summer Seminar Program, Rosen College of Hospitality Management, Orlando, FL (2018).
11. Keynote speaker at the 1st Annual Lodging Industry Education and Research Colloquium, Rosen College of Hospitality Management, Orlando, FL (2018).
12. Keynote speaker at Luxury Restaurant Management Workshop, Biltmore Hotel, Miami, FL (2017).
13. Keynote speaker at Research Colloquium, Rosen College of Hospitality Management, Orlando, FL (2016).

MEMBER OF THESIS/DISSERTATION COMMITTEES

1. External dissertation committee member for Ms. Laura Daum Avital (2022).
2. Dissertation committee member for Mr. Marco Nutta (2020-2022).
3. Dissertation committee member for Ms. Karima Lanfranco (2019-2021).

4. Dissertation committee member for Mr. Kyle Hight (2018/2020).
5. Thesis committee member for Ms. Soona Park (2017/2018).

PROFESSIONAL CERTIFICATIONS & DEVELOPMENT

NAFSA 2022 Annual Conference & Expo “Building our Sustainable Future”	2022
Human Subjects Research (CITI Program) - Group 2.Social / Behavioral Research Investigators and Key Personnel	2022
NAFSA 2021 Annual Conference & Expo “Designing our Shared Future”	2021
Structural Equation Modeling: Part 1 (Statistical Horizons)	2021
The New Economy – Virtual Summit Series Orland Economic Partnership	2020
Teaching Colloquium – Adaptive Learning Rosen College of Hospitality Management, University of Central Florida	2019
Teaching Colloquium – Rosen College Redesign Lunch & Learn Rosen College of Hospitality Management, University of Central Florida	2019
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
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

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.