

RENATA FERNANDES GUZZO
Assistant Professor
University of Nevada, Las Vegas
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Doctor of Philosophy in Hospitality Administration

08/2016 05/2020

Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston

Dissertation:

Courses:

Human Resource Development
Global Strategic Management in the Hospitality Industry
Advanced Lodging Management
Hospitality Marketing
Seminar in Hospitality & Tourism

Adjunct professor - Principles of Revenue Management 08/2019 05/2020
Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston

Research and Teaching Assistant 08/2016 - 07/2019
Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston
Supervisor: Dr. JeAnna Abbott
Course: Power, Politics, and C

Sustainable Development in Hotel Businesses (Post-Graduation)	11/2013 - 12/2013
Internship coordinator	03/2012 - 12/2013
Term papers coordinator	03/2012 - 06/2013
State Government Tourism Office Training	10/2012 - 11/2012

Hospitality Instructor

11/2010 - 11/2011

Microlins Porto Alegre / Brazil

Courses (Technical Education/ Continuing Education):

- Introduction to Tourism
- Introduction to Hotel Business
- Human Resources
- Communication

Teaching Internship

08/2010 - 12/2010

Universidade Federal do Rio Grande do Sul (UFRGS) - Porto Alegre / Brazil

Supervisor: Dr. Luis Felipe M. Nascimento

Course: Socio-Environmental Management

Ad-

Accepted and published papers (Peer Reviewed):

Guzzo, R. F., Suess, C., & Legendre, T. (2022). Biophilic design for urban hotels: A conjoint

International Journal of Contemporary Hospitality Management, 34(8), 2914-2931-6 (yng on wt)-12 rkn hotels

importância dos ativos específicos na diferenciação das firmas do setor hoteleiro. *Revista Economia & Gestão*, 12(41). Full article in Portuguese, abstract in English.

Aragão, M. J. & **Guzzo, R. F.** (2014). [Minibar management: a case study in a hotel in Porto Alegre/RS]. Original title: Gestão do ponto de venda minibar: um estudo de caso em um hotel de rede na cidade de Porto Alegre/RS. *Revista Acadêmica Observatório de Inovação do Turismo*, VIII, 62 - 82. Full article in Portuguese, abstract in English.

Guzzo, R. F. & Nascimento, L. F. M. (2013). [Environmental practices and organizational performance in the hospitality industry: a study of this relation in the city of Porto Alegre]. Original title: Prácticas ambientales y desempeño organizacional en la hotelería: un estudio de sus relaciones en la ciudad de Porto Alegre, Brasil. *Estudios y Perspectivas en Turismo*, 22, 294 - 313. Full article in Spanish, abstract in English.

Guzzo, R. F. (2008). [Greenhouse effects – a touristic and environmental analysis]. Original title: Efeito estufa – uma análise turística e ambiental. *Revista Eletrônica do Mestrado em Educação Ambiental*, 20, 215 - 232. Full article in Portuguese, abstract in English.

Book Chapters:

Kapoor, C. & **Guzzo, R. F.** (2017). Brand Experience and Loyalty. In: Dixit, S. K. (Ed.). *Routledge Handbook of Consumer Behavior in Hospitality and Tourism*. Abingdon: Routledge.

Guzzo, R. F. (2013). [Hotels with environmental practices: is that a good business idea?] Original title: Hotéis com práticas ambientais: Isto é um bom negócio? In: TOMETICH, P. (org.); NASCIMENTO, L. F. M. (org.). *Resultados de pesquisas do PPGA/EA/UFRGS.1*, 2013, p. 345-349. Additional references: Brazil/Portuguese. *Printed, ISBN: 9788591553105*.

Working Papers:

Guzzo, R. F., Cobos, L., & Vargas, D. Taking a stance: Understanding the use of socially controversial CSR in hospitality recruiting. Submitted to *International Journal of Hospitality Management*.

Guchait, P., **Guzzo, R. F.**, Wang, X., & Abbott, J. Stealing thunder: Does it taking responsibility improves performance? Stage: Literature Review. Target journal: *Tourism Management*.

Guzzo, R. F., Legendre, T. & Suess, C. Understanding generation Y and Z preference for restorative attributes in hotels.

Wang, X., **Guzzo, R. F.**, & Do, K. Guchait, P.A. Interplay of error-related organizational culture and leadership styles: Impacts on employee perceived error tolerance and job satisfaction.

Refereed Conference Proceedings and Presentations:

Vargas, D., **Guzzo, R. F.**, & Cobos, L (December 2021). Using socially controversial CSR in recruitment: implications for hospitality management. 6th

de caso Caminhos Rurais de Porto Alegre. In: *XV Encontro Internacional sobre Gestão Empresarial e Meio Ambiente*, São Paulo. Anais, 2013. Full article in Portuguese, abstract in English.

Guzzo, R. F., Tometich, P., & Nascimento, L. F. M. (2013). [Community based tourism: innovation and sustainability at Caminhos Rurais in Porto Alegre]. Original title: Turismo de base comunitária: sustentabilidade e inovação nos Caminhos Rurais de Porto Alegre. Presented at 2º *Fórum Internacional - Ecoinnovar*, Santa Maria. Full article in Portuguese, abstract in English.

Bagatini, C., Schimit, P., t/yT172.83 570.67 Td[(, P)-6 (., t/yT(n)]TJETQ72.025 595.68 39.525 13.775 refiW*nE

<https://www.forbes.com/sites/alisonescalante/2020/12/21/new-research-when-organizations-ignore-cdc-guidelines-employees-get-angry/?sh=31c7d29dcd50> Almost 7,000 views

Technical: Data analysis software (IBM SPSS and AMOS, MPLUS, SmartPLS, NVIVO), Microsoft office, POS System, Opera Micros Fidelio, SABRE, CMNET.

Language: Portuguese (native language); English (fluent); Spanish (Intermediate); Italian (Intermediate)