

**RENATA FERNANDES GUZZO**  
**Assistant Professor**  
**University of Nevada, Las Vegas**  
*Renata.fguzzo@unlv.edu*

**EDUCATION**

**Doctor of Philosophy in Hospitality Administration** 08/2016 – 05/2020  
Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston  
**Dissertation:** The influence of corporate social responsibility on job seekers and employees: A lodging industry perspective  
**Chair:** Dr. JeAnna Abbott

**Master of Science in Hospitality Management** 05/2016  
Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston  
**Thesis:** Corporate social responsibility in the Brazilian lodging industry: A perspective of small and medium-sized properties  
**Chair:** Dr. Yoon Koh

**Master of Science in Business Administration** 08/2011  
Universidade Federal do Rio Grande do Sul (UFRGS) – Porto Alegre / Brazil  
**Thesis:** Environmental practices and organizational performance in hospitality business at Porto Alegre / Brazil  
**Chair:** Dr. Luis Felipe Nascimento

**Specialization Post-Graduation in Environmental Education** 09/2006  
Centro Universitário La Salle – Canoas / Brazil

**Bachelor of Science in Tourism** 01/2004  
Pontifícia Universidade Católica do Rio Grande do Sul – Porto Alegre / Brazil

**TEACHING AND RESEARCH EXPERIENCE**

**Assistant Professor** 07/2022 – present  
Hospitality Administration, University of Nevada, Las Vegas

Courses:

- Hospitality Human Resources Management
- Managing Hospitality Organizational Behavior

**Assistant Professor** 08/2020 – 05/2022  
Hospitality Leadership Department, Missouri State University

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 Culture in Organizations (MBA program) – online section

**Instructor of Lodging Management/ Teaching Fellow** 08/2017 - 12/2018  
Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston

**Research Assistant** 03/2017 - 08/2017  
Faculty Engagement & Development, University of Houston  
Supervisor: Dr. JeAnna Abbott

**Teaching Assistant** 01/2016 - 05/2016  
Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston  
Supervisor: Camille Kapoor  
Courses: Hospitality Marketing, Hospitality Industry Law, Financial Administration for the Hospitality Industry.

**Graduate Assistant** 01/2015 - 12/2015  
Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston  
Supervisor: Simone Doudna  
Activities: Assisted Prof. Doudna with her Practicum I and II courses and assisted the Massad Family library staff.

**Instructor (full-time)** 02/2011 - 12/2013  
Senac College - Porto Alegre / Brazil  
Hired to teach Front Desk and Reservation classes. Then I was invited to teach other classes at the Hospitality Program and at the Lato Sensu Post-Graduation Program. Bellow a list of courses and activities that I was in charge as an instructor:

- Front Desk and Reservations 02/2011 - 12/2013
- Structure and Management of Hotel Businesses 08/2011 - 12/2013
- Hotel Marketing 02/2013 - 07/2013
- Promotion and Sales 08/2013 - 12/2013
- Technology Information Systems Applied to Hotel Businesses 08/2013 - 12/2013

- 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

**SERVICE – UNIVERSITY OF NEVADA, LAS VEGAS**

*University Service*

- Residency appeals committee: member (FA2022 – present)

*Department Service*

- Curriculum: member (FA 2022 – present)

**SERVICE – MISSOURI STATE UNIVERSITY**

*College Service*

- CNAS budget committee: member (FA2021 – SP2022)
- College scholarship committee: member (SP 2022 – SP2022)

*Department Service*

- Department head search committee (Missouri State University: FA2021 – SP2022)
- Department scholarship committee (Missouri State University: SP 2021 – SP2022)

*Current Professional and Public Service*

- Co-chair: ICHRIE HR special interest group
- Ad-hoc reviewer International Journal of Hospitality Management

- Ad-hoc reviewer Cornell Hospitality Quarterly
- Ad-hoc reviewer International Journal of Contemporary Hospitality Management
- Ad-hoc reviewer Journal of Hospitality and Tourism Management
- Ad-hoc reviewer Journal of Sustainable Tourism
- Ad-hoc reviewer Journal of Hospitality and Tourism Technology
- Ad-hoc reviewer Journal of Cleaner Production
- Ad-hoc reviewer Advances in Hospitality and Tourism Research
- Ad-hoc reviewer International Journal of Consumer Studies

#### *Past Professional and Public Service*

- Board member: Springfield Hotel and Lodging Association
- Ad-hoc reviewer WFCHRIE Conference 2022
- Ad-hoc reviewer Global Conference on Services and Retail Management 2021
- FBLA-PBL judge 2021
- CNAS IT committee (Missouri State University FA 2020 – SP 2021)
- Mentor - Hilton Doctoral Student Association, University of Houston (Fall 2017 - present)
- Co-moderator of the Undergraduate Curriculum Review, University of Houston (Fall 2016)
- Volunteer at the 22<sup>nd</sup> and the 24<sup>th</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Houston, TX
- Guest lecture in collaboration with Daniella Zakhour Manriquez – Revenue Management, Video conference – Workshop at Senac College Academic Week Fair / Brazil (March 2014).
- Editorial committee member – Revista Competência (Senac RS, Brazil - 2013)
- Supervised and oriented 9 students in their term papers at Senac College (2011 - 2013)
- Participated in 28 term paper defense committees at Senac College (2011 - 2013)

#### **INDUSTRY EXPERIENCE**

Moving Consulting and Petrocchi Consulting

**Assistant Consultant - Aparados da Serra Project / Brazil** 11/2013 - 01/2015

- Revised and edited the Aparados da Serra route tourism project in accordance with the Brazilian government requirements
- Evaluate potential pitfalls and proposed possible solutions
- Worked with the team of consultants to improve the chances of getting the project approved

Brazilian Restaurants and Bars Association - ABRASEL RS – Porto Alegre / Brazil.

**Administrative Supervisor** 10/2010 - 02/2011

- Ensured all credit and financial transactions were handled in a secure manner
- Updated members about changes in product, services, prices, and policies
- Promoted events and marketing strategies

Deville Hotel – Porto Alegre / Brazil 02/2004 - 07/2010  
**Front Desk and Hospitality Coordinator** 05/2009 - 07/2010

- Recruited and trained new members
- Resolved service-related problems in a timely manner
- Answered and analyzed feedbacks through questionnaires to evaluate levels of guest satisfaction
- Developed departments objectives, work schedules, budgets and policies
- Managed over 20 members as front desk agents, bellhops and guest service agents ensuring the correct sequence of events for proper registration and check out guests
- Assigned specific tasks to team members
- Worked on the software transition from CMNET to OPERA FIDELIO, and trained employees from other hotels in the hotel chain on the new software
- Supported the reservations area when the reservations manager was in vacation time.

**Guest Service Supervisor** 04/2006 - 04/2009  
**Front Desk Agent** 02/2005 - 03/2006  
**PBX Operator** 11/2004 - 01/2005  
**Order Taker** 02/2004 - 10/2004

### *Internships*

**Restaurants in Palermo, Italy (ACIRS) – shadowing the executive chef** 07/2003 - 08/2003  
**VIP Travel – Travel agent** 06/2002 - 11/2002  
**State Government Tourism Office – Touristic information department** 12/2000 - 06/2002

### **AWARDS AND SCHOLARSHIPS**

- Ph.D. Fellowship, University of Houston (2016 - 2019).
- Scholarship granted by Houston Restaurant Association (2016).
- Scholastic Excellence – Master’s in hospitality management – Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston (2016).
- Scholarship granted by the Italian Government - Financial assistance for a course related to restaurants administration (Brazil) and internship in restaurants (Palermo, Italy) – Chef - *Perito in Gastronomia Tipica Italiana* (2003).

### **PROFESSIONAL CERTIFICATION**

CHE – Certified Hospitality Educator, American Hotel and Lodging Educational Institute (2017)

### **RESEARCH INTERESTS**

- Organizational behavior and strategic human resources
- Influence of corporate social responsibility on employees
- Sustainable development

## PUBLICATIONS

*Accepted and published papers (Peer Reviewed):*

**Guzzo, R. F.**, Suess, C., & Legendre, T. (2022). Biophilic design for urban hotels: A conjoint analysis approach to understanding prospective employees' preference for restorative attributes. *International Journal of Contemporary Hospitality Management*, 34(8), 2914-2933.

**Guzzo, R. F.**, Abbott, J., & Lee, M. (2022). The effects of CSR and Well-being on work-related outcomes: A lodging industry perspective. *International Journal of Contemporary Hospitality Management*, 34 (4), 1470-1490.

**Guzzo, R. F.**, Abbott, J., Madera, J. M., & Dawson, M. (2022). CSR influence on job pursuit intentions: Perspectives from the lodging industry. *Journal of Hospitality and Tourism Management*, 50, 214-222.

Pasamehmetoglu, A., **Guzzo, R. F.** & Guchait, P. (2022). Workplace ostracism: Impact on social capital, organizational trust, and service recovery performance. *Journal of Hospitality and Tourism Management*, 50, 119-126.

**Guzzo, R. F.**, Wang, X., Madera, J. M., & Abbott, J. (2021). Organizational trust in times of COVID-19: Hospitality employees' affective responses to managers' communication. *International Journal of Hospitality Management*, 93, 102778.

Lee, L., **Guzzo, R. F.**, Madera, J. M., & Guchait, P. (2021). Examining Applicant Online Recruitment: The Use of Fictitious Websites in Experimental Studies. *Cornell Hospitality Quarterly*, 1938965520965223.

**Guzzo, R. F.**, Wang, X., & Abbott, J. (2020). Corporate social responsibility and individual outcomes: The mediating role of gratitude and compassion at work. *Cornell Hospitality Quarterly*. <https://doi.org/10.1177/1938965520981069>

**Guzzo, R. F.**, Abbott, J., & Madera, J. M. (2020). A micro-level view of CSR: A hospitality management systematic literature review. *Cornell Hospitality Quarterly*, 61(3), 332-352.

Bernardes, R., **Guzzo, R. F.**, & Madera, J. M. (2019). Millennial attitudes toward online and traditional training methods: The role of training utility and satisfaction. *Cornell Hospitality Quarterly*, 60(4), 320-334.

Ford, R. C., **Guzzo, R. F.**, Abbott, J., & Bowen, J. T. (2018). Development and validation of a measure of ebullient supervision: The ES scale. *Journal of Leadership & Organizational Studies*, 26(2), 150-162.

Marquesan, F.F. S., **Guzzo, R. F.**, Zawislak, P. A., & Tello-Gamarra, J. (2015). [The importance of the specific assets in the differentiation of firms in the hotel sector]. Original title: A

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. 6<sup>th</sup> World Research Summit for Hospitality and Tourism.

**Guzzo, R. F.**, Wang, X., Guchait, P., & Abbott, J. (February 2021). Stealing thunder and performance evaluation: Impact on trust, task performance, and citizenship performance evaluations. West Federation CHRIE, online.

**Guzzo, R. F.**, Abbott, J., & Lee, M. (2020). CSR and loyal boosterism in hotels: The mediating effect of wellbeing. Presented at 25<sup>th</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV.

**Guzzo, R. F.**, & Abbott, J. L. (2019). Corporate social responsibility (CSR) and job pursuit intentions: Implications for the lodging industry. Presented at Annual ICHRIE Conference, New Orleans, LA.

**Guzzo, R. F.**, Wang, X., & Abbott, J. (2019). CSR and employee's well-being: The mediating role of gratitude and compassion at work. Presented at 24<sup>th</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.

Pasamehmetoglu, A., Guchait, P., & **Guzzo, R. F.** (2018). Workplace ostracism: Impact on social capital, procedural fairness, and job burnout. EuroCHRIE Conference, Dublin, Ireland.

**Guzzo, R. F.**, Abbott, J. L., & Madera, J.M. (2018). CSR and job pursuit intentions: A lodging industry perspective. Poster presented at 23<sup>rd</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Fort Worth, TX.

Pasamehmetoglu, A., **Guzzo, R. F.**, & Guchait, P (2017). Workplace ostracism: Impact on social capital, organizational trust, and service. Annual ICHRIE Conference, Baltimore, Maryland, MD.

**Guzzo, R. F.**, & Abbott, J. L. (2017). How CSR and wellbeing affect employee work-related outcomes: A lodging industry perspective. Poster presented at 22<sup>nd</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Houston, TX.

**Guzzo, R. F.**, & Koh, Y. (2016). Corporate Social Responsibility in the Brazilian lodging industry: A perspective of small and medium-sized properties. Presented at 21<sup>st</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Philadelphia, PA.

Blanco, L. A., Leão, T. S., & **Guzzo, R. F.** (2013). [Reservation services for foreigners in Porto Alegre's hotels]. Original title: Atendimento do setor de reservas em relação aos idiomas na rede hoteleira de Porto Alegre. In: Convibra 2013 - online conference. *X Congresso Online de Administração 7 a 9 de novembro de 2013*. Full article in Portuguese, abstract in English.

Tometch, P., **Guzzo, R. F.**, & Nascimento, L. F. M. (2013). [Community based tourism: case study on Caminhos Rurais in Porto Alegre]. Original title: Turismo de base comunitária: estudo



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., **Guzzo, R. F.**, & Moreira, R. D. P. (2011). [The impact of refill's use on loyalty]. Original title: O impacto do uso de refil na fidelização dos clientes. In: *XIII Encontro Nacional sobre Gestão Empresarial e Meio Ambiente - Engema*, São Paulo. Engema + 20 Inovação e Sustentabilidade: as novas fronteiras da gestão empresarial. Full article in Portuguese, abstract in English.

Marquesan, F. F. S., **Guzzo, R. F.**, Santos, S. D. A., & Zawislak, P. A. (2011). [Specific assets in differentiation of firms in Porto Alegre's hotel sector: an exploratory analysis based on transaction costs theory]. Original title: O Peso dos ativos específicos na diferenciação das firmas que compõem o setor hoteleiro de Porto Alegre: uma análise exploratória à luz da economia dos custos de transação. Presented at *XXXV Encontro da Anpad*, Rio de Janeiro. XXXV Enanpad. Full article in Portuguese.

Abdala, P., **Guzzo, R. F.**, & Santos, S. D. A. (2010). [Green propaganda or greenwash? An analysis of advertizing with ecological appeal in Brazil]. Original title: Propaganda verde ou fachada verde? Uma análise do nível de greenwash nos anúncios com apelos ecológicos no Brasil. In: *XII Encontro Internacional sobre Gestão Empresarial e Meio Ambiente*, 2010, São Paulo. XII Engema. Full article in Portuguese, abstract in English.

Reiter, R. G. & **Guzzo, R. F.** (2005). [Practices of environmental education for sustainable tourism]. Original title: Pressupostos e práticas de educação ambiental para o turismo sustentável. In: *VIII Semana Científica Unilasalle*, Canoas. Presented at VIII Semana Científica Unilasalle, p.255 – 255. Full article in Portuguese. Additional references: Brazil/Portuguese. In press.

#### *Other publications:*

**Guzzo, R. F.**, & Nascimento, L. F. M. (2012). [Environmental practices and organizational performance in Porto Alegre's hotels: a positive relationship – Magazine]. Original title: Práticas Ambientais e Desempenho Organizacional na Hotelaria de Porto Alegre: uma relação positiva. *Revista Senac em Movimento*. Porto Alegre, 18 - 19.

#### *Media appearances:*

Escalante, A. (2020). New research: When organizations ignore CDC Covid-19 guidelines, employees get angry. *Forbes*, Dec. 2020.

<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

## **SKILLS**

**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)