

## **Teresa Aguiar Quintana. Short Curriculum**

- **Phd in Business and Economics by the University of Las Palmas de Gran Canaria in 2000 with the doctoral dissertation entitled: The influence of the leadership styles on the quality perceived by customers: an empirical application in the hospitality industry.** Postgraduate Course in Hotel, Catering and Institutional management in Leeds Metropolitan University in 1994. Máster in Marketing management by the University of Las Palmas de GC in 2006. Revenue management Certificate by Cornell University (New York) in 2016. She is currently the Transference and dissemination director of the Institute of Tourism and Sustainable Economic development (Tides) at the University of Las Palmas de Gran Canaria (Spain). **Teaching activities:** Professor in the Faculty of Economics, Business and Tourism at the University of Las Palmas de Gran Canaria (ULPGC) for almost 20 years. **Lecturer in the International Tides Master (MsC in Tourism, transport and environmental Economics)** in the subject "Service Quality Analisis", in the Master in Tourism in the Eastern Finland University and also in the Master in Tourism in the University of Surrey.

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- **Research activities:**

- **a) Published books:**

100 solutions to 50 problems for the management of tourist business: Manual of real cases studies in Iberoamerica. Editorial Síntesis (publisher). I.S.B.N: 978-84-9171-365-4. Year. 2019

Successful case Studies in the Canary islands' Tourism industry. Cambridge Scholars Publishing. I.S.B.N (10): 1-4438-9129-0. YEAR 2017.

Casos de éxito turístico en Canarias. Editorial Síntesis (publisher). I.S.B.N:978-84-907716-7-9. Year. 2015

The competitiveness in Tourism in Gran Canaria: analysis and recommendations. I.S.B.N.:978-84-96971-86-8. Year 2008.

Teaching book: Front-Office management. I.S.B.N. 10:84-96718-46-8. Year 2007.

Leadership and Quality in the hospitality industry. I received an award called Premio Fyde-Caja Canarias by the Ministry of Economy, Finance and Commerce. I.S.B.N:84-699-9101-9. Year 2002.

- **b) Academic Journal Citation Report articles (JCR):**

**Aguiar-Quintana, T.,** Nguyen, H., Araujo-Cabrera, Y., & Sanabria-Díaz, J. M. (2021). Do job insecurity, anxiety and depression caused by the COVID-19 pandemic influence hotel employees' self-rated task performance? The

moderating role of employee resilience. *International Journal of Hospitality Management*, 94, 102868.

- **Aguiar-Quintana**, T., Araujo-Cabrera, Y., & Park, S. (2020). The sequential relationships of hotel employees' perceived justice, commitment, and organizational citizenship behaviour in a high unemployment context. *Tourism Management Perspectives*, 100676.
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- Sanabria Díaz, J. M., **Aguiar Quintana**, T., & Araujo Cabrera, Y. (2020). Tourist renewal as a strategy to improve the competitiveness of an urban tourist space: a case study in Maspalomas-Costa Canaria. *Sustainability*, 12(21), 8775.
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- Gössling, S., Araña, J. E., & **Aguiar-Quintana**, J. T. (2019). Towel reuse in hotels: Importance of normative appeal designs. *Tourism Management*, 70, 273-283.
- 
- Araujo-Cabrera, Y., Suarez-Acosta, M. A., & **Aguiar-Quintana**, T. (2017). Exploring the influence of CEO extraversion and openness to experience on firm performance: The mediating role of top management team behavioral integration. *Journal of Leadership & Organizational Studies*, 24(2), 201-215.
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- **Aguiar-Quintana**, T., Moreno-Gil, S., & Picazo-Peral, P. (2016). How could traditional travel agencies improve their competitiveness and survive? A qualitative study in Spain. *Tourism Management Perspectives*, 20, 98-108.
- 
- **Quintana**, T. A., Park, S., & Cabrera, Y. A. (2015). Assessing the effects of leadership styles on employees' outcomes in international luxury hotels. *Journal of Business ethics*, 129(2), 469-489.
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- Zoghbi-Manrique-de-Lara, P., Suárez-Acosta, M. A., & **Aguiar-Quintana**, T. (2014). Hotel guests' responses to service recovery: How loyalty influences guest behavior. *Cornell Hospitality Quarterly*, 55(2), 152-164.
- 
- Zoghbi-Manrique-de-Lara, P., **Aguiar-Quintana**, T., & Suárez-Acosta, M. A. (2013). A justice framework for understanding how guests react to hotel employee (mis) treatment. *Tourism Management*, 36, 143-152.
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- **Other Publications in Scopus index journals:**
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- Falcón, J. M. G., & Quintana, J. T. A. (2002). Influencia de las variables demográficas de los hoteles en la calidad percibida por los clientes. *Estudios turísticos*, (154), 113-133.
- 
- Gil, S. M., Sosa, D. F. C., & Quintana, T. A. (2002). Análisis de la satisfacción del turista de paquetes turísticos respecto a las actividades de ocio en el destino: El caso de República Dominicana. *Cuadernos de Turismo*, (9), 67-84.
-

- Moreno Gil, S., & Aguiar Quintana, J. T. (2006). Diagnóstico, tendencias y estrategias de futuro para las agencias de viajes: El caso del sector español. *Estudios y perspectivas en turismo*.
- 
- Gil, S. M., Hudson, S., & Quintana, T. A. (2006). The influence of service recovery and loyalty on perceived service quality: a study of hotel customers in Spain. *Journal of hospitality & leisure marketing*, 14(2), 47-68.
- 
- Acosta, M. Á. S., de Lara, P. Z. M., & Quintana, T. A. (2013). Motivación del turista hacia la práctica de deportes náuticos: un estudio en el destino turístico de Gran Canaria. *Revista de análisis turístico*, (15), 37-48.
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- Aguiar Quintana, T. (2015). Under-researched areas of event management in the past 15 years. *Journal of Tourism & Hospitality*.
- 
- Araujo Cabrera, Y. G., & Aguiar Quintana, J. T. (2018). Be Cordial Hotels & Resorts, una apuesta de un grupo de emprendedores por la expansión en el mercado turístico y por la sostenibilidad. *Emprendimiento y negocios internacionales*.

- **C) Books' chapters:**

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- Cabrera, Y. A., & Quintana, J. T. A. (2020). ¿Influye la justicia organizacional percibida por los empleados del sector hotelero sobre su compromiso y su comportamiento cívico en tiempos de COVID-19?. En *Turismo pos-COVID-19: Reflexiones, retos y oportunidades* (pp. 397-404). Cátedra de Turismo CajaCanarias-Ashotel de la Universidad de La Laguna.
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- Quintana, T. A., & Canino, R. M. B. (2019). Learning from Canary Islands Tourism Entrepreneurship. In *Delivering Tourism Intelligence*. Emerald Publishing Limited.
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- Aguiar Quintana, T., William Secin, E. & Batista-Canino, R. (2019). El grupo Lopesan: éxito en el modelo de crecimiento de una empresa familiar: Fortaleciendo lo local para crecer de forma global. En *100 soluciones a 50 problemas para la gestión turística de empresas de Iberoamérica: manual de casos reales* (pp. 61-76). Editorial Síntesis.
- 
- Aguiar Quintana, T., Llinares, P. y William Secin, E. (2019). El grupo FTI y su modelo de negocio basado en la integración vertical: Meeting Point hotels. En *100 soluciones a 50 problemas para la gestión turística de empresas de Iberoamérica: manual de casos reales* (pp. 99-107). Editorial Síntesis.
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- Melián González, S., Aguiar Quintana, T., y William Secin, E. (2019). Fidelidad de la plantilla como clave en la gestión turística de la empresa Cicar. En *100 soluciones a 50 problemas para la gestión turística de empresas de Iberoamérica: manual de casos reales* (pp. 175-182). Editorial Síntesis.

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- Ballesteros Rodríguez, J. L., Domínguez-Falcón, C., & Aguiar Quintana, T. (2019). Bodegas El Grifo: tres siglos de experiencia, crecimiento y comercialización internacional de una empresa familiar en Lanzarote. En *100 soluciones a 50 problemas para la gestión turística de empresas de Iberoamérica: manual de casos reales* (pp. 257-275). Editorial Síntesis.
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- Ballesteros Rodríguez, J. L., Aguiar Quintana, T., & Domínguez-Falcón, C. (2019). Allende Restauración: equilibrando gastronomía y crecimiento. En *100 soluciones a 50 problemas para la gestión turística de empresas de Iberoamérica: manual de casos reales* (pp. 199-213). Editorial Síntesis.
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- Sanabria Díaz, J. M., Simancas Cruz, M., & Aguiar-Quintana, T. (2019). La reconversión de alojamientos turísticos: el caso de Santa Mónica Suites Hotel. En *100 soluciones a 50 problemas para la gestión turística de empresas de Iberoamérica: manual de casos reales* (pp. 39-59). Editorial Síntesis.
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- Aguiar Quintana, J. T., Batista Canino, R. M., Willian, C. E., & Almeida Santana, A. (2017). Lopesan Hotels & Resorts. The Internationalization of the Hotel Industry in the Canary Islands. In *Successful case studies in the Canary Islands' Tourism Industry*, 62. Cambridge Scholars Publishing.
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- Aguiar Quintana, T., & Moreno Gil, S. (2017). Case 11 Cicar, the leading family run car rental company on the Canary Islands. In *Successful case studies in the Canary Islands' Tourism Industry*, 197-207. Cambridge Scholars Publishing.
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- Aguiar-Quintana (2017). Successful Case Studies in the Canary Islands' Tourism Industry. Aguiar-Quintana, T.; Batista-Canino, RM (Eds.). UK: Cambridge Scholars Publishing. ISBN: 1-4438-9129-0. *Emprendimiento y negocios internacionales*.
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- Melián-Alzola, L., Aguiar- Quintana, T., & Celís-Sosa, D. (2017). Meliá-salinas: a hotel model which creates experiences. In *Successful Case Studies in the Canary Islands' Tourism Industry*, 302. Cambridge Scholars publishing.
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- Quintana Déniz, A., Aguiar Quintana, J. T., & Picazo Peral, P. (2015). Hoteles Riu: responsabilidad social corporativa e internacionalización como señas de identidad. En *Casos de éxito turístico en Canarias*, 137-151. Editorial Síntesis.
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- Aguiar Quintana, J. T., & Moreno Gil, S. (2015). Cicar: empresa familiar líder en alquiler de coches en el archipiélago canario. En *Casos de éxito turístico en Canarias*, 203-212. Editorial Síntesis.
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- Aguiar Quintana, J. T., Batista Canino, R. M., & Almeida Santana, A. (2015). Lopesan Hotels & Resorts: la internacionalización de la hostelería hecha en Canarias. En *Casos de éxito turístico en Canarias*, 81-99. Editorial Síntesis.
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- Parra López, E., & Aguiar Quintana, J. T. (2015). Fred Olsen: una empresa naviera comprometida con el desarrollo del transporte marítimo en Canarias. En *Casos de éxito turístico en Canarias*, 259-269. Editorial Síntesis.
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- Aguiar Quintana, J. T., León González, C. J., León Ledesma, J. D., & McCombes, L. (2015). Mejorando la sostenibilidad con el proyecto piloto Kuoni: hacia Travelife en Canarias. El caso Playitas Resort. En *Casos de éxito turístico en Canarias*, 277-290. Editorial Síntesis.
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- Melián Alzola, L., Aguiar Quintana, J. T., & Celis Sosa, D. F. (2015). Meliá Salinas: un modelo de hotel que crea experiencias. Editorial Síntesis. En *Casos de éxito turístico en Canarias*, 305-315. Editorial Síntesis.
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- Medina Brito, M. D. P., Aguiar Quintana, J. T., & Batista Canino, R. M. (2015). R2 Hotels: una cadena hotelera familiar canaria. Editorial Síntesis. En *Casos de éxito turístico en Canarias*, 193-202. Editorial Síntesis.
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- **d) Several publications in international conferences** like in the University of Southern Denmark, in the CBTS conferences in the Applied Sciences University in Munich and in the Free University of Bolzano. Also publications in SSTD 2016, SSTD 2017, ITSA 2018 in South Africa, SSTD 2018 and SSTD 2019. Some of these publications are:
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- Tähtinen, K. & Aguiar, T. (2019). The importance of an increase of language services in the health care. Case example: Finnish tourists in Gran Canaria, Spain. IV International Congress of Tides "Gran Canaria Spring Symposium on Challenges in Sustainable Tourism Development" (SSTD 2019), 6 y 7 Junio 2019.
- Anaya, J. Lehto, X. and Aguiar, T. (2019). Digital nomadism and Tourism. IV International Congress of Tides "Gran Canaria Spring Symposium on Challenges in Sustainable Tourism Development" (SSTD 2019), 6 y 7 Junio 2019.
- Hannonen, O. and Aguiar, T. (2019). Within or outwith? a comparative perspective towards the issues of social involvement of foreign recreational property owners. IV International Congress of Tides "Gran Canaria Spring Symposium on Challenges in Sustainable Tourism Development" (SSTD 2019), 6 y 7 Junio 2019.
- Domínguez Falcón , C. and Aguiar-Quintana,T. (2019). A service-driven market orientation: a case study in the Canary islands. IV International Congress of Tides "Gran Canaria Spring Symposium on Challenges in Sustainable Tourism Development" (SSTD 2019), 6 y 7 Junio 2019.
- El-Sherbiny, M. and Aguiar, T. (2018). Meta-análisis sobre sentimental analysis y puntuaciones digitales de los clientes en el sector hotelero. VI foro internacional de turismo Maspalomas. 13 y 14 diciembre 2018.
- Nabil, M., Aguiar, T. and Araujo,Y. (2018). The impact of Ethical leadership on guests' service recovery satisfaction in hotels in Spain. III Gran Canaria SSTD 2018. 7 y 8 junio 2018.
- Sanabria, J., León, C. and Aguiar, T. (2018). Modernization plans under the law 2/2013 May the 29th, on Tourism Renewal and modernization of the Canary

- islands. Requalification as an increment factor of competitiveness: the case of Santa Mónica Suites Hotel. III Gran Canaria SSTD 2018. 7 y 8 junio 2018.
- Aguiar, T. and Suvanbekova, A. (2018). Meta-analysis of online service recovery and hotel performance. III Gran Canaria SSTD 2018. 7 y 8 junio 2018.
  - El-Sherbiny, M., Aguiar, T., and González, C. (2018). The relationship between customer sentiment and online customer ratings for chain hotels in Gran Canaria. III Gran Canaria SSTD 2018. 7 y 8 junio 2018.
  - Domínguez, C. and Aguiar-Quintana, T. (2017). The Anfi group: a case study of tourism excellence based on marketing innovation. II International Congress of Tides "Gran Canaria Spring Symposium on Challenges in Sustainable Tourism Development" (SSTD 2017), 18-19 de mayo.
  - Sanabria Díaz, J. M., León González, C. J., & Aguiar-Quintana, T. (2017). Economic impact of modernization process in private touristic facilities planned in "the plan of the modernization, improvement and increase of the competitiveness of San Bartolomé de Tirajana". II International Congress of Tides "Gran Canaria Spring Symposium on Challenges in Sustainable Tourism Development" (SSTD 2017), 18-19 de mayo de 2017.
  - Hannonen, O. and Aguiar, T. (2017). International mobility and second-home ownership: German recreational properties in Gran Canaria. II International Congress of Tides "Gran Canaria Spring Symposium on Challenges in Sustainable Tourism Development" (SSTD 2017), 18-19 de mayo de 2017.
  - Aleman, Z., Martín, J.C., Roman, C. and Aguiar Quintana, T. (2016). Under-researched areas of event tourism: determinants of the quality perceived and loyalty in the MICE industry. Congreso internacional CBTS 2016. 14,15 y 16 diciembre 2016. Munich.
  - Aguiar Quintana, T. (2016). Capacidades dinámicas e innovación en negocios turísticos. XIX Congreso Internacional de AECIT. 16 Noviembre 2016.
  - Aguiar Quintana, T., and Medina Muñoz, D. (2016). Action plan towards sustainability: Travelife gold certification as an output in riosol hotel. I International Congress of Tides "Gran Canaria Spring Symposium on Challenges in Sustainable Tourism Development" (SSTD 2016), 7 y 8 de abril de 2016.
  - Aguiar Quintana, T. (2015). Mejorando la sostenibilidad con el proyecto piloto Kuoni: hacia Travelife en Canarias. III Foro internacional de Turismo, Maspalomas Costa Canaria. Congreso Internacional de Sostenibilidad, competitividad e innovación en destinos insulares. 10 y 11 diciembre 2015.
  - Aguiar Quintana, T. and Araujo Cabrera, Y. (2015). Towards a Common European Hotel Classification System in Europe: The current situation in Spain. XXIX Annual conference of AEDEM.3, 4 y 5 Junio 2015.
  - Aguiar Quintana, T. and Araujo Cabrera, Y. (2014). Assessing the effects of leadership styles on employees' outcomes in International Luxury hotels. II Foro Internacional de Turismo Maspalomas- Costa Canaria. 11 y 12 Diciembre 2014.
  - Moreno Gil, Picazo Peral and Aguiar Quintana (2014). Strategies for success for traditional travel agencies: The Spanish case. International Antalya Hospitality Tourism and Travel Research Conference. 9-12 Diciembre 2014.
  - Aguiar Quintana, T. and Araujo Cabrera, Y. (2014). Leadership styles and their effects on employee outcomes. XXVIII CONGRESO ANUAL AEDEM. 4 - 6 Junio 2014.

- Aguiar Quintana, T., Moreno Gil, S. and Suárez Acosta, M. (2013). Hacia un sistema de clasificación hotelera común a nivel Europeo. I Foro Internacional de Turismo Maspalomas- Costa Canaria. 12 y 13 Diciembre 2013.
- Aguiar Quintana, T., Moreno Gil, S. (2012). Strategies for success for traditional travel agencies: The spanish case. VII Iberian International Business Conference. 5 y 6 Octubre 2012.
- Zoghbi Manrique de Lara, Aguiar-Quintana, T. y Suárez Acosta, M. (2012). The impact of service recovery in international tourist hotels. VIII Iberian International Business Conference. . 5 y 6 Octubre 2012.
- Aguiar Quintana, T., Araujo Cabrera, Y. and Suárez Acosta, M. (2012). Determinantes a nivel individual de la integración conductual en el equipo de alta dirección: El papel de los rasgos de personalidad del director general. XXIII Jornadas Hispano Lusas. 9 Febrero 2012.
- Aguiar Quintana, T. (2009). The influence of Management on the quality perceived by clients: An empirical application in hotel services in Canary islands. Northors Nordic Society for Tourism and Hospitality Research. 22th October 2009.
- Aguiar Quintana, T. and Suárez Ortega, S. (2003). La calidad en el sector hotelero ¿influyen las variables de clasificación de los hoteles? XIII Congreso Nacional de ACEDE. 21, 22 y 23 Septiembre 2003.
- Aguiar Quintana, T (2002). La calidad percibida en los servicios hoteleros: un enfoque desde los encuentros de recuperación de servicios. 5º congreso de turismo Universidad Empresa. 23,24 y 25 abril 2002.
- Moreno Gil, S., Celis Sosa, D. F., & Aguiar Quintana, J. T. (2002). An analysis of the tour operators' tourist satisfaction with leisure activities: the case of the dominican republic. Novos desafios na Gestão, Inovação ou renovação?: XII Jornadas Luso-Espanholas de gestão científica, vol. 4, 2002 (Marketing) p. 20-28.
- Aguiar-Quintana, TingDing, Jyh-Ming (2002). La calidad total desde la perspectiva de la dirección de empresas. Novos desafios na Gestão, Inovação ou renovação?: XII Jornadas Luso-Espanholas de gestão científica, Vol. 5, 2002 (Organização de Empresas I) p. 2-8.º
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- e) **Research projects:** “The quality of hotel services in the municipality of San Bartolome de Tirajana in Gran Canaria”. Project founded by the Fundación Universitaria de Las Palmas and Seaside (Innova Programme); “Quality perceived by the customers in 4 star hotels” and “Branding strategy in Gran Canaria destination” founded by Gran Canaria Tourism Board. Market research to meet brand image and reputation towards a business founded by Fundación Universitaria de Las Palmas in Gran Canaria. Pilot project: Kuoni-Towards Travelife, with a partnership between Tides and Leeds Beckett University in 2012-2013. Project signed with the Canarian Tourism Council about Retrospective analysis in Tourism in 2016. MICE tourism perspectives after Covid, project founded by the Gran Canaria Convention bureau in 2021.
- f) **PCI (Internacional cooperation projects):** Teaching in a Seminar in Lodging management for rural Tourism in The University of Fagro (Venezuela). Year 2010.

- g) **Member of the organizing and scientific Committee:** I y II salón de renovación turística organizado por el Consorcio Maspalomas Gran Canaria en Expomeloneras. Julio 2011 y julio 2012. Part of an expert panel in the Boletín de Vigilancia Tecnológica in the report about Customer demand management during their holidays published by the observatory in innovation in the tourist sector (Oltur) by the Fundación Universitaria de Las Palmas. June 2011. Member of the scientific committee in the I, II, III and IV Internacional Tourism Foro (Foro Internacional de Turismo) en Maspalomas Costa Canaria organized by the University of Las Palmas de Gran Canaria from 2013 to 2016. Member of the Scientific and Organizing Committee in the International Spring Symposium on Challenges in Sustainable Tourism Development (SSTD 2016, SSTD 2017, SSTD 2018 and SSTD 2019) in Gran Canaria.
- **Chair of the I, II, III and IV International Spring Symposium on Challenges in Sustainable Tourism Development** (SSTD 2016, SSTD 2017, SSTD 2018, and SSTD 2019) organized by Tides in Expomeloneras, Gran Canaria.