

Supervisors: Kevin Harrigan and Stephen Smith

2004 B.A.
Colgate University
Hamilton, NY, USA

PUBLICATIONS

- Guttentag, D.**, Griffin, T., Lee, S. H. (in press). The future is now: How virtual reality and augmented reality are transforming tourism. In C. Cooper, B. Gartner, N. Scott, and S. Volo (Eds.), *The Sage handbook of tourism management*.
- Gibbs, C., **Guttentag, D.**, Gretzel, U., & Morton, J. (2018). Pricing in the sharing economy: A hedonic pricing model applied to Airbnb listings. *Journal of Travel & Tourism Marketing*, 35(1), 46-56.
- Gibbs, C., **Guttentag, D.**, Gretzel, U., & Yao, L. (2017). The use of dynamic pricing strategies by Airbnb hosts. *International Journal of Contemporary Hospitality Management*. Published online 2017.
- Guttentag, D.** (2017). Regulating innovation in the collaborative economy: An examination of Airbnb's early legal issues. In D. Dredge and S. Gyimóthy (Eds.), *Collaborative economy and tourism: Perspectives, politics, policies and prospects* (pp. 97-128). Frankfurt: Springer.
- Guttentag, D.** (2017). Obtaining a sample of Airbnb users (Focus box). In S. L. J. Smith, *Practical tourism research* (2nd ed.) (pp. 109-111). Boston: CABI.
- Guttentag, D.**, Smith, S. (2017). Assessing Airbnb as a disruptive innovation relative to hotels: Substitution and comparative performance expectations. *International Journal of Hospitality Management*, 64, 1-10.
- Guttentag, D.**, Smith, S., Potwarka, L., & Havitz, M. (2017). Why tourists choose Airbnb: A motivation-based segmentation study. *Journal of Travel Research*. Published online 27 April 2017.
- Guttentag, D.** (2015). Airbnb: Disruptive innovation and the rise of an informal tourism accommodation sector. *Current Issues in Tourism*, 18(12), 1192-1217.
- Guttentag, D.** (2015). Volunteer tourism: Insights from the past, concerns about the present, and questions for the future. In T. V. Singh (Ed.), *Challenges in tourism research* (pp. 112-118). Toronto: Channel View Publications.
- Guttentag, D.**, & Smith, S. (2015). Delphi technique, tourism. In J. Jafari & H. Xiao (Eds.), *Encyclopedia of tourism*. Frankfurt: Springer. Published online September 28, 2015.
- Mock, S., Mannell, R., & **Guttentag, D.** (2015). Psychology of leisure, positive psychology, and leisure theory. In G. Walker, D. Scott, & M. Stodolska (Eds.), *Leisure matters: The state and future of leisure studies*. State College, PA: Venture Publishing, Inc.
- Guttentag, D.** (2012). Volunteer tourism has gone commercial: The reasons and the implications. *Tourism Recreation Research*, 37(3), 273-275.

- Guttentag, D.** (2012). Volunteer tourism: As good as it seems?. In T. V. Singh (Ed.), *Critical debates in tourism* (pp. 152-159). Toronto: Channel View Publications.
- Guttentag, D.,** Harrigan, K., & Smith, S. (2012). Gambling by Ontario casino employees: Gambling behaviours, problem gambling and impacts of the employment. *International Gambling Studies*, 12(1), 5-22.
- Guttentag, D.** (2011). Volunteer tourism: As good as it seems?. *Tourism Recreation Research*, 36(1), 69-74.
- Guttentag, D.** (2010). Virtual reality: Applications and implications for tourism. *Tourism Management*, 31(5), 637-651.
- Guttentag, D.,** & Havitz, M. E. (2010). Superstition as a personal moderator in the development of commitment and loyalty to and within casinos. *Leisure/Loisir*, 34(1), 1-25.
- Guttentag, D.** (2009). The legal protection of indigenous souvenir products. *Tourism Recreation Research*, 34(1), 23-34.
- Guttentag, D.** (2009). The possible negative impacts of volunteer tourism. *International Journal of Tourism Research*, 11(6), 537-551.

PRESENTATIONS

- Guttentag, D. (2017, March 7). *Airbnb: The consumer perspective*. Presented at the Who's Been Sleeping in Your Neighbour's Bed?: Airbnb and Toronto Condominium Disruption Panel, Toronto, ON, Canada.
- Guttentag, D. (2016, September 30). *Why tourists choose Airbnb: A motivation-based segmentation study underpinned by innovation concepts*. Presented at The Travel and Tourism Research Association Canada Chapter Conference, Edmonton, AB, Canada.
- Guttentag, D. (2015, September 25). *Why tourists choose Airbnb: A segmentation study based on innovation concepts (preliminary findings)*. Presented at The Travel and Tourism Research Association Canada Chapter Conference, Niagara Falls, ON, Canada.
- Guttentag, D. (2010, May 20). *Gambling by Ontario casino employees: Gambling behaviours, problem gambling, and impacts of the employment*. Presented to the Ontario Lottery and Gaming Corporation, Toronto, ON, Canada.
- Guttentag, D. (2008, May 9). *The role of superstition as a personal moderator in the development of behavioural loyalty to and within casinos*. Presented at The University of Waterloo's 16th Annual Graduate Student Leisure Research Symposium, Waterloo, ON, Canada.

AWARDS

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|-----------|--------------------------------------------------------------------------------------------------------------------------|
| 2015 Fall | Doctoral Thesis Completion Award, <i>University of Waterloo</i> (\$5,000) |
| 2012-2015 | Joseph-Armand Bombardier Canada Graduate Scholarship, <i>Social Sciences and Humanities Research Council</i> (\$105,000) |
| 2012-2015 | President's Graduate Scholarship, <i>University of Waterloo</i> (\$30,000) |

- 2015 Spring University of Waterloo Graduate Scholarship, *University of Waterloo* (\$4,000)
- 2013 Top Student Award, *University of Waterloo Recreation and Leisure Studies Department* (\$1,200)
- 2012 University of Waterloo Graduate Entrance Scholarship, *University of Waterloo Recreation and Leisure Studies Department* (\$5,000)
- 2010 Outstanding Achievement in Graduate Studies Award, *University of Waterloo*
- 2010 Nominee for the Governor General's Academic Gold Award, *The Governor General of Canada*
- 2008-2010 Ontario Problem Gambling Research Centre Studentship Award, *Ontario Problem Gambling Research Centre* (\$35,000)
- 2008 Spring University of Waterloo Graduate Scholarship, *University of Waterloo* (\$2,000)
- 2000-2004 Colgate Alumni Memorial Scholar, *Colgate University* (\$55,000)
- 2000-2004 Dean's Award for Academic Excellence (every semester), *Colgate University*
- 2000-2004 Robert Byrd Scholar, *United States Department of Education* (\$6,000)

TEACHING

HTMT 210, Principles & Practices in Hospitality & Tourism (Spring 2018, Fall 2017), *College of Charleston*

HTH 700: Professional Ethics in Hospitality and Tourism (Winter 2017), *Ryerson University*

HTI 404: Hospitality Information Systems (Winter 2017), *Ryerson University*

HTT 622: Destination Management and Marketing (Winter 2017), *Ryerson University*

HTM 302: Marketing Principles (Fall 2016), *Ryerson University*

HTM 604: Hospitality and Tourism Sales (Fall 2016), *Ryerson University*

HTT 303: Travel Product Distribution (Fall 2016), *Ryerson University*

REC 280: Introduction to Tourism (online course) (Spring 2015), *University of Waterloo*

TOURISM AND HOSPITALITY CONSULTING

2016 Nov *Downtown Association of Directors of Sales (Toronto hotels), Airbnb*

2016 May *City of Toronto, Airbnb policy*

2016 Apr *Ontario Ministry of Finance, Airbnb policy*

2016 Apr *Nova Scotia Tourism Agency, Airbnb policy*

2014- *Toronto Convention and Visitors Association (Tourism Toronto), Regular short-term research projects*

OTHER PROFESSIONAL ACTIVITIES

- 2010-2012 Tourism Business Analyst, *Toronto Convention and Visitors Association (Tourism Toronto)*, Toronto, ON, Canada
- 2006-2007 Website Editor and Search Engine Optimization Manager, *International Living* (which provides information on retiring and living overseas), Panama City, Panama

MANUSCRIPT REVIEWER

Current Issues in Tourism

International Journal of Hospitality Management

International Journal of Hospitality & Tourism Administration

International Journal of Tourism Research

Journal of Hospitality and Tourism Management

Journal of Hospitality and Tourism Technology

Journal of Travel & Tourism Marketing

Tourism Management

Tourism Recreation Research (Editorial Board, 2017 - present)