

San Diego State University
Hospitality and Tourism Management Program



Mark R. Testa, Ph.D.
Associate Professor

Professional Background:

Dr. Testa is an award winning, internationally recognized business and hospitality management educator and researcher with over 10 years of management experience and 16 years of teaching experience. Specializing in leadership and performance in the service arena, Dr. Testa has taught undergraduate, graduate and MBA courses at the State University of New York, Johnson & Wales University, Florida International University and Barry University. In addition, Dr. Testa has held a variety of leadership positions including department chair of Business Administration & Hospitality Management, director of Career Development, Leadership Concentration coordinator, and Teaching Excellence coordinator. Dr. Testa has received awards from Johnson & Wales University, Florida International University, The Hospitality and Tourism Research Journal, The Council on Hotel, Restaurant and Institutional Educators (CHRIE) and Anabar Publishing.

Education:

A.A.S., Foodservice Administration/Restaurant Management, State University of New York, Farmingdale.

B.P.S., Hotel & Restaurant Management, New York Institute of Technology.

M.A., Labor/Management Studies, State University of New York, Stonybrook.

Ph.D., Leadership Studies, Barry University

Current Activities:

Currently, Dr. Testa focuses on industry research in the areas of leadership, employee attitudes, and service quality through employee performance. Dr. Testa has been published in quality empirical journals such as *The Cornell Hotel and Restaurant Administration Quarterly*, *The Hospitality & Tourism Research Journal*, *Group & Organization Management*, *The Management International Review*, *The Leadership & Organization Development Journal* and *The Journal of Psychology*. In addition, Dr. Testa maintains significant industry contact through ongoing counseling and professional training initiatives with leading service organizations such as Carnival Cruise Lines, Royal Caribbean Cruise Lines, Anheuser-Busch Entertainment Division, and The Miami Heat organization. Dr. Testa teaches various topics at San Diego State University including leadership and group processes, service leadership, and strategic management.