



Sustainable Tourism Management and Service Quality

Guest Editors:

**Prof. Dr. Rosa M. Hernández-
Maestro**

Department of Business
Administration & IME, University
of Salamanca, 37007 Salamanca,
Spain

**Prof. Dr. Óscar González-
Benito**

Department of Business
Administration & IME, University
of Salamanca, 37007 Salamanca,
Spain

Deadline for manuscript
submissions:

closed (1 July 2021)

Message from the Guest Editors

Dear Colleagues,

Service quality constitutes a key element for tourism businesses since several favorable consequences have been attributed to correctly managing the quality of the service provided. From a broader perspective, and in line with the United Nations' Sustainable Development Goals (SDGs), while addressing the needs of tourists and the tourism industry is essential, other factors have also become important in tourism development. In this regard, according to the World Tourism Organization (UNWTO)'s guidelines, sustainable tourism development should take full account of its current and future economic, sociocultural, and environmental impacts.

For this Special Issue, papers dealing with sustainable tourism management and service quality are welcomed. Quantitative research or mixed research (quantitative and qualitative) will be especially appreciated, in the form of cross-sectional studies, longitudinal studies, case studies, etc.





an Open Access Journal by MDPI

Editor-in-Chief

Prof. Dr. Marc A. Rosen

Faculty of Engineering and
Applied Science, University of
Ontario Institute of Technology,
Oshawa, ON L1G 0C5, Canada

Message from the Editor-in-Chief

I encourage you to contribute a research or comprehensive review article for consideration for publication in *Sustainability*, an international Open Access journal which provides an advanced forum for research findings in areas related to sustainability and sustainable development. *Sustainability* publishes original research articles, review articles and communications. I am confident you will find the journal contributes to enhancing understanding of sustainability and fostering initiatives and applications of sustainability-based measures and activities.

Author Benefits

Open Access: free for readers, with [article processing charges \(APC\)](#) paid by authors or their institutions.

High Visibility: indexed within [Scopus](#), [SCIE](#) and [SSCI \(Web of Science\)](#), [GEOBASE](#), [GeoRef](#), [Inspec](#), [AGRIS](#), [RePEc](#), [CAPlus / SciFinder](#), and [other databases](#).

Journal Rank: JCR - Q2 (*Environmental Studies*) / CiteScore - Q1 (*Geography, Planning and Development*)

Contact Us

Sustainability Editorial Office
MDPI, St. Alban-Anlage 66
4052 Basel, Switzerland

Tel: +41 61 683 77 34
www.mdpi.com

mdpi.com/journal/sustainability
sustainability@mdpi.com
[X@Sus_MDPI](#)