

Anna S Mattila

List of Publications by Year in descending order

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Version: 2024-02-01

249
papers

16,383
citations

16451

64
h-index

21540

114
g-index

253
all docs

253
docs citations

253
times ranked

7188
citing authors

| # | ARTICLE | IF | CITATIONS |
|----|--|------|-----------|
| 1 | Generation Influences Perceived Coolness But Not Favorable Attitudes Toward Cool Hotel Brands. <i>Cornell Hospitality Quarterly</i> , 2023, 64, 95-103. | 3.8 | 8 |
| 2 | Cross-Category Add-On Bundling: Impact of the Consumption Nature of Bundled Products on Discount Framing Effectiveness. <i>Journal of Travel Research</i> , 2023, 62, 197-216. | 9.0 | 2 |
| 3 | The impact of environmental management on firm performance in the U.S. lodging REITs: The moderating role of outside board of directors. <i>Tourism Economics</i> , 2023, 29, 513-532. | 4.1 | 2 |
| 4 | Optimizing Handwritten Font Style to Connect With Customers. <i>Cornell Hospitality Quarterly</i> , 2023, 64, 381-395. | 3.8 | 5 |
| 5 | The Effect of Smart Shopper Self-Perceptions On Word-Of-Mouth Behaviors in the Loyalty Reward Program Context. <i>Journal of Hospitality and Tourism Research</i> , 2022, 46, 243-266. | 2.9 | 5 |
| 6 | Ethnic Restaurants: Bringing Uniqueness to the Table Through Handwriting. <i>Cornell Hospitality Quarterly</i> , 2022, 63, 465-478. | 3.8 | 6 |
| 7 | The impact of supermarket credibility on purchase intention of novel food. <i>Journal of Retailing and Consumer Services</i> , 2022, 64, 102754. | 9.4 | 14 |
| 8 | The effects of message framing in CSR advertising on consumers's emotions, attitudes, and behavioral intentions. <i>Journal of Hospitality Marketing and Management</i> , 2022, 31, 777-796. | 8.2 | 18 |
| 9 | Should a robot wear a mask during the pandemic?. <i>Annals of Tourism Research</i> , 2022, 94, 103407. | 6.4 | 2 |
| 10 | Understanding guests's evaluation of green hotels: The interplay between willingness to sacrifice for the environment and intent vs. quality-based market signals. <i>International Journal of Hospitality Management</i> , 2022, 104, 103229. | 8.8 | 10 |
| 11 | Thinking Skills Don't Protect Service Workers from Replacement by Artificial Intelligence. <i>Journal of Service Research</i> , 2022, 25, 601-613. | 12.2 | 17 |
| 12 | Matching explanations with regulatory focus. <i>Marketing Intelligence and Planning</i> , 2022, 40, 958. | 3.5 | 0 |
| 13 | Can customer relationships backfire? How relationship norms shape moral obligation in cancellation behavior. <i>Journal of Business Research</i> , 2022, 151, 463-472. | 10.2 | 7 |
| 14 | The Joint Impacts of need for Status and Mobile Apps's Social Visibility on Hotel Customers's Behavioral Intentions. <i>International Journal of Hospitality and Tourism Administration</i> , 2021, 22, 481-501. | 2.5 | 7 |
| 15 | Touch Versus Tech in Service Encounters. <i>Cornell Hospitality Quarterly</i> , 2021, 62, 468-481. | 3.8 | 20 |
| 16 | To Err Is Human(-oid): How Do Consumers React to Robot Service Failure and Recovery?. <i>Journal of Service Research</i> , 2021, 24, 354-371. | 12.2 | 161 |
| 17 | Dimensionality of frontline employee friendliness in service encounters. <i>Journal of Service Management</i> , 2021, 32, 346-382. | 7.2 | 8 |
| 18 | Rounding up for a cause: The joint effect of donation type and crowding on donation likelihood. <i>International Journal of Hospitality Management</i> , 2021, 93, 102779. | 8.8 | 8 |

| # | ARTICLE | IF | CITATIONS |
|----|---|------|-----------|
| 19 | In darkness we seek light: The impact of focal and general lighting designs on customers' approach intentions toward restaurants. <i>International Journal of Hospitality Management</i> , 2021, 92, 102735. | 8.8 | 11 |
| 20 | Variety is the spice of life! The effect of the number of side dishes and plate presentation on willingness to try Korean cuisine. <i>Journal of Foodservice Business Research</i> , 2021, 24, 235-248. | 2.3 | 2 |
| 21 | Aww effect: Engaging consumers in "non-cute" prosocial initiatives with cuteness. <i>Journal of Business Research</i> , 2021, 126, 209-220. | 10.2 | 25 |
| 22 | The Value of Service Robots from the Hotel Guest's Perspective: A Mixed-Method Approach. <i>International Journal of Hospitality Management</i> , 2021, 94, 102876. | 8.8 | 68 |
| 23 | The effect of ad appeals and message framing on consumer responses to plant-based menu items. <i>International Journal of Hospitality Management</i> , 2021, 95, 102917. | 8.8 | 28 |
| 24 | Feelings of uncertainty and powerlessness from Covid-19: Implications for advertising appeals in the restaurant industry. <i>International Journal of Hospitality Management</i> , 2021, 97, 103017. | 8.8 | 15 |
| 25 | A pathway to consumer forgiveness in the sharing economy: The role of relationship norms. <i>International Journal of Hospitality Management</i> , 2021, 98, 103041. | 8.8 | 16 |
| 26 | An empathy lens into peer service providers: Personal versus commercial hosts. <i>International Journal of Hospitality Management</i> , 2021, 99, 103073. | 8.8 | 9 |
| 27 | Appreciation vs. apology: When and why does face covering requirement increase revisit intention?. <i>Journal of Retailing and Consumer Services</i> , 2021, 63, 102705. | 9.4 | 9 |
| 28 | How to avoid common mistakes in experimental research?. <i>International Journal of Contemporary Hospitality Management</i> , 2021, 33, 367-374. | 8.0 | 28 |
| 29 | Overcoming Job Insecurity: Examining Grit as a Predictor. <i>Cornell Hospitality Quarterly</i> , 2020, 61, 199-212. | 3.8 | 18 |
| 30 | "Chef recommended" or "most popular"? Cultural differences in customer preference for recommendation labels. <i>International Journal of Hospitality Management</i> , 2020, 86, 102390. | 8.8 | 10 |
| 31 | Healthy Taste of High Status: Signaling Status at Restaurants. <i>Cornell Hospitality Quarterly</i> , 2020, 61, 40-52. | 3.8 | 7 |
| 32 | When does technology anthropomorphism help alleviate customer dissatisfaction after a service failure? "The moderating role of consumer technology self-efficacy and interdependent self-construal. <i>Journal of Hospitality Marketing and Management</i> , 2020, 29, 269-290. | 8.2 | 87 |
| 33 | How rational thinking style affects sales promotion effectiveness. <i>International Journal of Hospitality Management</i> , 2020, 84, 102335. | 8.8 | 24 |
| 34 | The impact of customer compassion on face-to-face and online complaints. <i>Journal of Hospitality Marketing and Management</i> , 2020, 29, 848-868. | 8.2 | 9 |
| 35 | Bragging and humblebragging in online reviews. <i>Annals of Tourism Research</i> , 2020, 80, 102849. | 6.4 | 39 |
| 36 | Does gender bias exist? The impact of gender congruity on consumer's Airbnb booking intention and the mediating role of trust. <i>International Journal of Hospitality Management</i> , 2020, 89, 102405. | 8.8 | 30 |

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|----|--|------|-----------|
| 37 | Consumer responses to savings message framing. <i>Annals of Tourism Research</i> , 2020, 84, 102998. | 6.4 | 13 |
| 38 | Discrete emotional responses and face-to-face complaining: The joint effect of service failure type and culture. <i>International Journal of Hospitality Management</i> , 2020, 90, 102613. | 8.8 | 26 |
| 39 | Unfolding deconstructive effects of negative shocks on psychological contract violation, organizational cynicism, and turnover intention. <i>International Journal of Hospitality Management</i> , 2020, 89, 102591. | 8.8 | 40 |
| 40 | What recovery options to offer for loyalty reward program members: Dollars vs. Miles?. <i>International Journal of Hospitality Management</i> , 2020, 87, 102496. | 8.8 | 12 |
| 41 | Visual Design, Message Content, and Benefit Type: The Case of A Cause-Related Marketing Campaign. <i>Journal of Hospitality and Tourism Research</i> , 2020, 44, 761-779. | 2.9 | 24 |
| 42 | Deciding To Stay: A Study in Hospitality Managerial Grit. <i>Journal of Hospitality and Tourism Research</i> , 2020, 44, 858-869. | 2.9 | 10 |
| 43 | Exploring employees' perceptions of costs and benefits of unionization in the hospitality industry. <i>International Journal of Hospitality Management</i> , 2020, 87, 102465. | 8.8 | 4 |
| 44 | Are All Smiles Perceived Equal? The Role of Service Provider's Gender. <i>Service Science</i> , 2020, 12, 1-7. | 1.3 | 5 |
| 45 | Negative online reviews and consumers' service consumption. <i>Journal of Business Research</i> , 2020, 116, 27-36. | 10.2 | 20 |
| 46 | Feeling left out and losing control: The interactive effect of social exclusion and gender on brand attitude. <i>International Journal of Hospitality Management</i> , 2019, 77, 303-310. | 8.8 | 20 |
| 47 | A commentary on cross-cultural research in hospitality & tourism inquiry (invited paper for) <i>Journal of Hospitality Management</i> , 2019, 76, 10-12. | 8.8 | 12 |
| 48 | When organic food choices shape subsequent food choices: The interplay of gender and health consciousness. <i>International Journal of Hospitality Management</i> , 2019, 76, 94-101. | 8.8 | 58 |
| 49 | Are vegetarian customers more "green"? <i>Journal of Foodservice Business Research</i> , 2019, 22, 467-482. | 2.3 | 15 |
| 50 | Benefits of authenticity: Post-failure loyalty in the sharing economy. <i>Annals of Tourism Research</i> , 2019, 78, 102741. | 6.4 | 71 |
| 51 | Donation appeals rewarding fitness in the context of CSR initiatives. <i>Journal of Services Marketing</i> , 2019, 33, 160-167. | 3.0 | 13 |
| 52 | The role of reference prices in the lodging industry: the moderating effect of an individual's psychological state. <i>Journal of Travel and Tourism Marketing</i> , 2019, 36, 511-520. | 7.0 | 11 |
| 53 | "How may i help you?" Says a robot: Examining language styles in the service encounter. <i>International Journal of Hospitality Management</i> , 2019, 82, 32-38. | 8.8 | 106 |
| 54 | Love is in the menu: Leveraging healthy restaurant brands with handwritten typeface. <i>Journal of Business Research</i> , 2019, 98, 289-298. | 10.2 | 51 |

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|----|--|------|-----------|
| 55 | Are tattoos still a taboo?. International Journal of Contemporary Hospitality Management, 2019, 31, 874-889. | 8.0 | 10 |
| 56 | Are attractive reviewers more persuasive? Examining the role of physical attractiveness in online reviews. Journal of Consumer Marketing, 2019, 36, 728-739. | 2.3 | 18 |
| 57 | The social influence of other consumers on consumersâ€™ reward donations. International Journal of Hospitality Management, 2019, 77, 504-511. | 8.8 | 10 |
| 58 | Spillover Effects of Status Demotion on Customer Reactions to Loyalty Reward Promotions: The Role of Need for Status and Exclusivity. Journal of Travel Research, 2019, 58, 1302-1316. | 9.0 | 9 |
| 59 | The effect of core menu attribute, green menu background, and gender on consumersâ€™ attitudes toward korean dishes. Journal of Foodservice Business Research, 2019, 22, 37-49. | 2.3 | 5 |
| 60 | In search of diners responsive to health cues: Insights from U.S. consumers. International Journal of Hospitality Management, 2019, 82, 260-269. | 8.8 | 8 |
| 61 | Apple Pay: Coolness and embarrassment in the service encounter. International Journal of Hospitality Management, 2019, 78, 268-275. | 8.8 | 45 |
| 62 | A conceptual model of co-creating an authentic luxury spa experience. International Journal of Spa and Wellness, 2018, 1, 39-54. | 1.9 | 12 |
| 63 | Selling Painful Yet Pleasurable Service Offerings. Journal of Service Research, 2018, 21, 336-352. | 12.2 | 14 |
| 64 | Circular vs. angular servicescape: â€œShapingâ€ customer response to a fast service encounter pace. Journal of Business Research, 2018, 89, 47-56. | 10.2 | 79 |
| 65 | Whom do we trust? Cultural differences in consumer responses to online recommendations. International Journal of Contemporary Hospitality Management, 2018, 30, 1508-1525. | 8.0 | 39 |
| 66 | Managing the face in service failure: the moderation effect of social presence. International Journal of Contemporary Hospitality Management, 2018, 30, 1314-1331. | 8.0 | 23 |
| 67 | Gender differences in the intentions to voice complaints across different service failure modes. Journal of Foodservice Business Research, 2018, 21, 22-32. | 2.3 | 17 |
| 68 | Is It My Luck or Loyalty? The Role of Culture on Customer Preferences for Loyalty Reward Types. Journal of Travel Research, 2018, 57, 769-778. | 9.0 | 32 |
| 69 | Reference Price and Its Asymmetric Effects on Price Evaluations: The Moderating Role of Gender. Cornell Hospitality Quarterly, 2018, 59, 189-194. | 3.8 | 27 |
| 70 | The role of dialecticism and reviewer expertise in consumer responses to mixed reviews. International Journal of Hospitality Management, 2018, 69, 49-55. | 8.8 | 23 |
| 71 | Consumer Response to Authentic-Language Versus English-Language Menu Labeling in Ethnic Dining. Cornell Hospitality Quarterly, 2018, 59, 125-134. | 3.8 | 16 |
| 72 | The Effect of Assortment Pricing on Choice and Satisfaction: The Moderating Role of Consumer Characteristics. Cornell Hospitality Quarterly, 2018, 59, 6-14. | 3.8 | 8 |

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|----|--|------|-----------|
| 73 | Service Recovery, Justice Perception, and Forgiveness: The “Other Customers” Perspectives. <i>Services Marketing Quarterly</i> , 2018, 39, 1-21. | 1.1 | 26 |
| 74 | The Impact of Customer Loyalty and Restaurant Sanitation Grades on Revisit Intention and the Importance of Narrative Information: The Case of New York Restaurant Sanitation Grading System. <i>Cornell Hospitality Quarterly</i> , 2018, 59, 275-284. | 3.8 | 8 |
| 75 | The Effects of Internal and External Reference Prices on Travelers’ Price Evaluations. <i>Journal of Travel Research</i> , 2018, 57, 1068-1077. | 9.0 | 34 |
| 76 | A Tale of Two Cultures: Consumer Reactance and Willingness to Book Fenced Rates. <i>Journal of Travel Research</i> , 2018, 57, 707-726. | 9.0 | 13 |
| 77 | Dining alone? Solo consumers’ self-esteem and incidental similarity. <i>Journal of Services Marketing</i> , 2018, 32, 767-776. | 3.0 | 14 |
| 78 | Cross-national differences in complaint behavior: cultural or situational?. <i>Journal of Services Marketing</i> , 2018, 32, 913-924. | 3.0 | 18 |
| 79 | Does expressing subjectivity in online reviews enhance persuasion?. <i>Journal of Consumer Marketing</i> , 2018, 35, 403-413. | 2.3 | 36 |
| 80 | So private, yet so public: The impact of spatial distance, other diners, and power on solo dining experiences. <i>Journal of Business Research</i> , 2018, 92, 36-47. | 10.2 | 39 |
| 81 | The Effect of Experience Congruity on Repurchase Intention: The Moderating Role of Public Commitment. <i>Service Science</i> , 2018, 10, 124-138. | 1.3 | 4 |
| 82 | How handwriting reduces negative online ratings. <i>Annals of Tourism Research</i> , 2018, 73, 171-179. | 6.4 | 26 |
| 83 | When Pizza Doesn’t Sound as Good as Usual: Restrained Versus Unrestrained Eaters’ Responses to Gluten-Free Menu Items. <i>Cornell Hospitality Quarterly</i> , 2018, 59, 397-410. | 3.8 | 5 |
| 84 | The Impact of Status Seeking on Consumers’ Word of Mouth and Product Preference—A Comparison Between Luxury Hospitality Services and Luxury Goods. <i>Journal of Hospitality and Tourism Research</i> , 2017, 41, 3-22. | 2.9 | 104 |
| 85 | Corporate Social Responsibility and Equity-Holder Risk in the Hospitality Industry. <i>Cornell Hospitality Quarterly</i> , 2017, 58, 81-93. | 3.8 | 26 |
| 86 | The Impact of Fellow Consumers’ Presence, Appeal Type, and Action Observability on Consumers’ Donation Behaviors. <i>Cornell Hospitality Quarterly</i> , 2017, 58, 203-213. | 3.8 | 20 |
| 87 | An Investigation Into Facebook “Liking” Behavior An Exploratory Study. <i>Social Media and Society</i> , 2017, 3, 205630511770678. | 3.0 | 21 |
| 88 | Advertising spending, firm performance, and the moderating impact of CSR. <i>Tourism Economics</i> , 2017, 23, 1484-1495. | 4.1 | 29 |
| 89 | Modeling technical and service efficiency. <i>Transportation Research Part B: Methodological</i> , 2017, 96, 113-125. | 5.9 | 8 |
| 90 | The impact of stereotyping on consumers’ food choices. <i>Journal of Business Research</i> , 2017, 81, 80-85. | 10.2 | 12 |

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|-----|---|------|-----------|
| 91 | The impact of language style on consumers' reactions to online reviews. <i>Tourism Management</i> , 2017, 59, 590-596. | 9.8 | 91 |
| 92 | Airbnb: Online targeted advertising, sense of power, and consumer decisions. <i>International Journal of Hospitality Management</i> , 2017, 60, 33-41. | 8.8 | 231 |
| 93 | The Role of Power and Incentives in Inducing Fake Reviews in the Tourism Industry. <i>Journal of Travel Research</i> , 2017, 56, 975-987. | 9.0 | 60 |
| 94 | The Impact of Power on Service Customers' Willingness to Post Online Reviews. <i>Journal of Service Research</i> , 2016, 19, 224-238. | 12.2 | 74 |
| 95 | Consumer envy during service encounters. <i>Journal of Services Marketing</i> , 2016, 30, 359-372. | 3.0 | 19 |
| 96 | Using Comparative Advertising to Promote Technology-Based Hospitality Services. <i>Cornell Hospitality Quarterly</i> , 2016, 57, 162-171. | 3.8 | 17 |
| 97 | The influence of a "green" loyalty program on service encounter satisfaction. <i>Journal of Services Marketing</i> , 2016, 30, 576-585. | 3.0 | 29 |
| 98 | Why do we buy luxury experiences?. <i>International Journal of Contemporary Hospitality Management</i> , 2016, 28, 1848-1867. | 8.0 | 136 |
| 99 | Does anthropomorphism influence customers' switching intentions in the self-service technology failure context?. <i>Journal of Services Marketing</i> , 2016, 30, 713-723. | 3.0 | 101 |
| 100 | An examination of popular pricing and price framing techniques in the hospitality industry and directions for future research. <i>International Journal of Revenue Management</i> , 2016, 9, 175. | 0.3 | 13 |
| 101 | Powerful or powerless customers: the influence of gratitude on engagement with CSR. <i>Journal of Services Marketing</i> , 2016, 30, 519-528. | 3.0 | 48 |
| 102 | A double whammy effect of ethnicity and gender on consumer responses to management level service failures. <i>Journal of Service Management</i> , 2016, 27, 339-359. | 7.2 | 12 |
| 103 | The Impact of Option Popularity, Social Inclusion/Exclusion, and Self-affirmation on Consumers' Propensity to Choose Green Hotels. <i>Journal of Business Ethics</i> , 2016, 136, 575-585. | 6.0 | 43 |
| 104 | Online Reviews. <i>Journal of Travel Research</i> , 2016, 55, 299-310. | 9.0 | 72 |
| 105 | How anchoring and self-confidence level influence perceived saving on tensile price claim framing. <i>Journal of Revenue and Pricing Management</i> , 2016, 15, 138-152. | 1.1 | 4 |
| 106 | Effective Communication Strategies for Store Remodeling. <i>Cornell Hospitality Quarterly</i> , 2016, 57, 411-420. | 3.8 | 4 |
| 107 | Consumer response to organic food in restaurants: A serial mediation analysis. <i>Journal of Foodservice Business Research</i> , 2016, 19, 109-121. | 2.3 | 28 |
| 108 | A meta-analysis of behavioral intentions for environment-friendly initiatives in hospitality research. <i>International Journal of Hospitality Management</i> , 2016, 54, 107-115. | 8.8 | 184 |

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|-----|---|------|-----------|
| 109 | The Effects of Other Customers'™ Dress Style on Customers'™ Approach Behaviors. Cornell Hospitality Quarterly, 2016, 57, 211-218. | 3.8 | 27 |
| 110 | The Impact of Self-Service Technology and the Presence of Others on Cause-Related Marketing Programs in Restaurants. Journal of Hospitality Marketing and Management, 2016, 25, 547-562. | 8.2 | 43 |
| 111 | Luxe for Less. Cornell Hospitality Quarterly, 2016, 57, 82-92. | 3.8 | 79 |
| 112 | Ethnic dining: Need to belong, need to be unique, and menu offering. International Journal of Hospitality Management, 2015, 49, 1-7. | 8.8 | 46 |
| 113 | Does advertising spending improve sales performance?. International Journal of Hospitality Management, 2015, 48, 161-166. | 8.8 | 34 |
| 114 | Predictors of avoidance towards personalization of restaurant smartphone advertising. Journal of Hospitality and Tourism Technology, 2015, 6, 145-159. | 3.8 | 42 |
| 115 | “I Want to Help” versus “I Am Just Mad”. Cornell Hospitality Quarterly, 2015, 56, 213-222. | 3.8 | 48 |
| 116 | Do you Still Love your Favorite Luxury Brand? The Impact of Consumer Characteristics and Purchase Type on Luxury Divergence. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2015, , 804-804. | 0.2 | 0 |
| 117 | Investigating the impact of surprise rewards on consumer responses. International Journal of Hospitality Management, 2015, 50, 27-35. | 8.8 | 55 |
| 118 | Improving service management in budget hotels. International Journal of Hospitality Management, 2015, 49, 139-148. | 8.8 | 44 |
| 119 | Silent Voices: Nonbehavioral Reactions to Service Failures. Services Marketing Quarterly, 2015, 36, 95-111. | 1.1 | 19 |
| 120 | Revenue management in the context of movie theaters: Is it fair?. Journal of Revenue and Pricing Management, 2015, 14, 72-83. | 1.1 | 18 |
| 121 | How does social distance impact customers'™ complaint intentions? A cross-cultural examination. International Journal of Hospitality Management, 2015, 47, 35-42. | 8.8 | 43 |
| 122 | The Effect of Self'™Brand Connection and Self-Construal on Brand Lovers'™ Word of Mouth (WOM). Cornell Hospitality Quarterly, 2015, 56, 427-435. | 3.8 | 78 |
| 123 | An examination of corporate social responsibility and processing fluency in a service context. Journal of Services Marketing, 2015, 29, 103-111. | 3.0 | 19 |
| 124 | Effects of message appeal and service type in CSR communication strategies. Journal of Business Research, 2015, 68, 1488-1495. | 10.2 | 108 |
| 125 | The Impact of Servicescape Cues on Consumer Prepurchase Authenticity Assessment and Patronage Intentions to Ethnic Restaurants. Journal of Hospitality and Tourism Research, 2015, 39, 346-372. | 2.9 | 110 |
| 126 | Customer responses to intercultural communication accommodation strategies in hospitality service encounters. International Journal of Hospitality Management, 2015, 51, 96-104. | 8.8 | 31 |

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|-----|--|-----|-----------|
| 127 | How does social capital influence the hospitality firm's financial performance? The moderating role of entrepreneurial activities. <i>International Journal of Hospitality Management</i> , 2015, 51, 42-55. | 8.8 | 61 |
| 128 | Wearable technology in service delivery processes: The gender-moderated technology objectification effect. <i>International Journal of Hospitality Management</i> , 2015, 51, 1-7. | 8.8 | 39 |
| 129 | How Does Corporate Social Responsibility Affect Consumer Response to Service Failure in Buyer-Seller Relationships?. <i>Journal of Retailing</i> , 2015, 91, 140-153. | 6.2 | 185 |
| 130 | The Impact of Gender and Prepurchase Mood on Consumer Guilt after a Travel Purchase. <i>Journal of Travel Research</i> , 2014, 53, 625-637. | 9.0 | 28 |
| 131 | Determinants of Customer Complaint Behavior in a Restaurant Context: The Role of Culture, Price Level, and Customer Loyalty. <i>Journal of Hospitality Marketing and Management</i> , 2014, 23, 885-906. | 8.2 | 41 |
| 132 | Do affluent customers care when luxury brands go mass?. <i>International Journal of Contemporary Hospitality Management</i> , 2014, 26, 526-543. | 8.0 | 71 |
| 133 | The Impact of Frontline Employees' Work-Family Conflict on Customer Satisfaction. <i>Cornell Hospitality Quarterly</i> , 2014, 55, 422-432. | 3.8 | 42 |
| 134 | An Analysis of Consumers' Reactions to Travel Websites' Discrimination by Computer Platform. <i>Cornell Hospitality Quarterly</i> , 2014, 55, 210-215. | 3.8 | 8 |
| 135 | Service Research in the Hospitality Literature. <i>Cornell Hospitality Quarterly</i> , 2014, 55, 287-299. | 3.8 | 34 |
| 136 | The effects of promotion framing on consumers' price perceptions. <i>Journal of Service Management</i> , 2014, 25, 149-160. | 7.2 | 34 |
| 137 | Improving consumer satisfaction in green hotels: The roles of perceived warmth, perceived competence, and CSR motive. <i>International Journal of Hospitality Management</i> , 2014, 42, 20-31. | 8.8 | 230 |
| 138 | A grounded theory approach to developing a career change model in hospitality. <i>International Journal of Hospitality Management</i> , 2014, 38, 89-98. | 8.8 | 47 |
| 139 | Territoriality revisited: Other customer's perspective. <i>International Journal of Hospitality Management</i> , 2014, 38, 48-56. | 8.8 | 41 |
| 140 | The effect of power and gender on technology acceptance. <i>Journal of Hospitality and Tourism Technology</i> , 2014, 5, 299-314. | 3.8 | 28 |
| 141 | Corporate volunteering programs and consumer perceptions: an information processing perspective. <i>Journal of Services Marketing</i> , 2013, 27, 572-578. | 3.0 | 14 |
| 142 | Effectiveness of recovery actions on deviant customer behavior-The moderating role of gender. <i>International Journal of Hospitality Management</i> , 2013, 35, 180-192. | 8.8 | 34 |
| 143 | Examining the spillover effect of frontline employees' work-family conflict on their affective work attitudes and customer satisfaction. <i>International Journal of Hospitality Management</i> , 2013, 33, 310-315. | 8.8 | 53 |
| 144 | The effect of regulatory focus and delay type on consumers' reactions to delay. <i>International Journal of Hospitality Management</i> , 2013, 32, 113-120. | 8.8 | 17 |

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|-----|---|------|-----------|
| 145 | Does a surprise strategy need words? The effect of explanations for a surprise strategy on customer delight and expectations. <i>Journal of Services Marketing</i> , 2013, 27, 361-370. | 3.0 | 55 |
| 146 | The Impact of Other Customers on Customer Experiences. <i>Journal of Hospitality and Tourism Research</i> , 2013, 37, 77-99. | 2.9 | 81 |
| 147 | An Affective Image Positioning of Las Vegas Hotels. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 2013, 14, 201-217. | 3.0 | 16 |
| 148 | Existential Guilt and Preferential Treatment. <i>Journal of Travel Research</i> , 2013, 52, 591-599. | 9.0 | 27 |
| 149 | The impact of cyberostracism on online complaint handling. <i>International Journal of Retail and Distribution Management</i> , 2013, 41, 45-60. | 4.7 | 32 |
| 150 | Societal Norms, Need for Closure, and Service Recovery. <i>Journal of International Consumer Marketing</i> , 2012, 24, 356-371. | 3.7 | 5 |
| 151 | The Role of Cultural Tightnessâ€“Looseness in the Ethics of Service Recovery. <i>Journal of Global Marketing</i> , 2012, 25, 3-16. | 3.4 | 13 |
| 152 | The role of hotel owners: the influence of corporate strategies on hotel performance. <i>International Journal of Contemporary Hospitality Management</i> , 2012, 24, 122-139. | 8.0 | 92 |
| 153 | Antecedents to participation in corporate social responsibility programs. <i>Journal of Service Management</i> , 2012, 23, 664-676. | 7.2 | 32 |
| 154 | Information Usefulness Versus Ease of Use: Which Makes a Destination Website More Persuasive?. <i>Tourism Analysis</i> , 2012, 17, 15-26. | 0.9 | 4 |
| 155 | Time Styles and Waiting in Crowded Service Environments. <i>Journal of Travel and Tourism Marketing</i> , 2012, 29, 327-334. | 7.0 | 26 |
| 156 | User reactions to search engines logos: investigating brand knowledge of web search engines. <i>Electronic Commerce Research</i> , 2012, 12, 429-454. | 5.0 | 15 |
| 157 | The attributes of a cruise ship that influence the decision making of cruisers and potential cruisers. <i>International Journal of Hospitality Management</i> , 2012, 31, 152-159. | 8.8 | 76 |
| 158 | The impact of prevention versus promotion hope on CSR activities. <i>International Journal of Hospitality Management</i> , 2012, 31, 43-51. | 8.8 | 63 |
| 159 | The role of tie strength on consumer dissatisfaction responses. <i>International Journal of Hospitality Management</i> , 2012, 31, 399-404. | 8.8 | 54 |
| 160 | A crossâ€“cultural comparison of perceived informational fairness with service failure explanations. <i>Journal of Services Marketing</i> , 2011, 25, 429-439. | 3.0 | 77 |
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