Anna S Mattila

List of Publications by Year
in descending order

249 papers	16,383 citations	18887 64 h-index	24511 114 g-index
253 all docs	253 docs citations	253 times ranked	8153 citing authors

#	Article	IF	Citations
1	Generation Influences Perceived Coolness But Not Favorable Attitudes Toward Cool Hotel Brands. Cornell Hospitality Quarterly, 2023, 64, 95-103.	2.2	8
2	Cross-Category Add-On Bundling: Impact of the Consumption Nature of Bundled Products on Discount Framing Effectiveness. Journal of Travel Research, 2023, 62, 197-216.	5.8	2
3	The impact of environmental management on firm performance in the U.S. lodging REITs: The moderating role of outside board of directors. Tourism Economics, 2023, 29, 513-532.	2.6	2
4	Optimizing Handwritten Font Style to Connect With Customers. Cornell Hospitality Quarterly, 2023, 64, 381-395.	2.2	5
5	The Effect of Smart Shopper Self-Perceptions On Word-Of-Mouth Behaviors in the Loyalty Reward Program Context. Journal of Hospitality and Tourism Research, 2022, 46, 243-266.	1.8	5
6	Ethnic Restaurants: Bringing Uniqueness to the Table Through Handwriting. Cornell Hospitality Quarterly, 2022, 63, 465-478.	2.2	6
7	The impact of supermarket credibility on purchase intention of novel food. Journal of Retailing and Consumer Services, 2022, 64, 102754.	5.3	14
8	The effects of message framing in CSR advertising on consumers' emotions, attitudes, and behavioral intentions. Journal of Hospitality Marketing and Management, 2022, 31, 777-796.	5.1	18
9	Should a robot wear a mask during the pandemic?. Annals of Tourism Research, 2022, 94, 103407.	3.7	2
10	Understanding guests' evaluation of green hotels: The interplay between willingness to sacrifice for the environment and intent vs. quality-based market signals. International Journal of Hospitality Management, 2022, 104, 103229.	5.3	10
11	Thinking Skills Don't Protect Service Workers from Replacement by Artificial Intelligence. Journal of Service Research, 2022, 25, 601-613.	7.8	17
12	Matching explanations with regulatory focus. Marketing Intelligence and Planning, 2022, 40, 958.	2.1	0
13	Can customer relationships backfire? How relationship norms shape moral obligation in cancelation behavior. Journal of Business Research, 2022, 151, 463-472.	5.8	7
14	The Joint Impacts of need for Status and Mobile Apps' Social Visibility on Hotel Customers' Behavioral Intentions. International Journal of Hospitality and Tourism Administration, 2021, 22, 481-501.	1.7	7
15	Touch Versus Tech in Service Encounters. Cornell Hospitality Quarterly, 2021, 62, 468-481.	2.2	20
16	To Err Is Human(-oid): How Do Consumers React to Robot Service Failure and Recovery?. Journal of Service Research, 2021, 24, 354-371.	7.8	161
17	Dimensionality of frontline employee friendliness in service encounters. Journal of Service Management, 2021, 32, 346-382.	4.4	8
18	Rounding up for a cause: The joint effect of donation type and crowding on donation likelihood. International Journal of Hospitality Management, 2021, 93, 102779.	5.3	8

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19	In darkness we seek light: The impact of focal and general lighting designs on customers' approach intentions toward restaurants. International Journal of Hospitality Management, 2021, 92, 102735.	5.3	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. Journal of Foodservice Business Research, 2021, 24, 235-248.	1.3	2
21	Aww effect: Engaging consumers in "non-cute" prosocial initiatives with cuteness. Journal of Business Research, 2021, 126, 209-220.	5.8	25
22	The Value of Service Robots from the Hotel Guest's Perspective: A Mixed-Method Approach. International Journal of Hospitality Management, 2021, 94, 102876.	5.3	68
23	The effect of ad appeals and message framing on consumer responses to plant-based menu items. International Journal of Hospitality Management, 2021, 95, 102917.	5.3	28
24	Feelings of uncertainty and powerlessness from Covid-19: Implications for advertising appeals in the restaurant industry. International Journal of Hospitality Management, 2021, 97, 103017.	5.3	15
25	A pathway to consumer forgiveness in the sharing economy: The role of relationship norms. International Journal of Hospitality Management, 2021, 98, 103041.	5.3	16
26	An empathy lens into peer service providers: Personal versus commercial hosts. International Journal of Hospitality Management, 2021, 99, 103073.	5.3	9
27	Appreciation vs. apology: When and why does face covering requirement increase revisit intention?. Journal of Retailing and Consumer Services, 2021, 63, 102705.	5.3	9
28	How to avoid common mistakes in experimental research?. International Journal of Contemporary Hospitality Management, 2021, 33, 367-374.	5.3	28
29	Overcoming Job Insecurity: Examining Grit as a Predictor. Cornell Hospitality Quarterly, 2020, 61, 199-212.	2.2	18
30	"Chef recommended" or "most popular"? Cultural differences in customer preference for recommendation labels. International Journal of Hospitality Management, 2020, 86, 102390.	5.3	10
31	Healthy Taste of High Status: Signaling Status at Restaurants. Cornell Hospitality Quarterly, 2020, 61, 40-52.	2.2	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. Journal of Hospitality Marketing and Management, 2020, 29, 269-290.	5.1	87
33	How rational thinking style affects sales promotion effectiveness. International Journal of Hospitality Management, 2020, 84, 102335.	5.3	24
34	The impact of customer compassion on face-to-face and online complaints. Journal of Hospitality Marketing and Management, 2020, 29, 848-868.	5.1	9
35	Bragging and humblebragging in online reviews. Annals of Tourism Research, 2020, 80, 102849.	3.7	39
36	Does gender bias exist? The impact of gender congruity on consumer's Airbnb booking intention and the mediating role of trust. International Journal of Hospitality Management, 2020, 89, 102405.	5.3	30

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37	Consumer responses to savings message framing. Annals of Tourism Research, 2020, 84, 102998.	3.7	13
38	Discrete emotional responses and face-to-face complaining: The joint effect of service failure type and culture. International Journal of Hospitality Management, 2020, 90, 102613.	5.3	26
39	Unfolding deconstructive effects of negative shocks on psychological contract violation, organizational cynicism, and turnover intention. International Journal of Hospitality Management, 2020, 89, 102591.	5.3	40
40	What recovery options to offer for loyalty reward program members: Dollars vs. Miles?. International Journal of Hospitality Management, 2020, 87, 102496.	5.3	12
41	Visual Design, Message Content, and Benefit Type: The Case of A Cause-Related Marketing Campaign. Journal of Hospitality and Tourism Research, 2020, 44, 761-779.	1.8	24
42	Deciding To Stay: A Study in Hospitality Managerial Grit. Journal of Hospitality and Tourism Research, 2020, 44, 858-869.	1.8	10
43	Exploring employees' perceptions of costs and benefits of unionization in the hospitality industry. International Journal of Hospitality Management, 2020, 87, 102465.	5.3	4
44	Are All Smiles Perceived Equal? The Role of Service Provider's Gender. Service Science, 2020, 12, 1-7.	0.9	5
45	Negative online reviews and consumers' service consumption. Journal of Business Research, 2020, 116, 27-36.	5.8	20
46	Feeling left out and losing control: The interactive effect of social exclusion and gender on brand attitude. International Journal of Hospitality Management, 2019, 77, 303-310.	5.3	20
47	A commentary on cross-cultural research in hospitality & tourism inquiry (invited paper for) Tj ETQq1 1 0.784314 rgBT /Overlock of Hospitality Management, 2019, 76, 10-12.	5.3	12
48	When organic food choices shape subsequent food choices: The interplay of gender and health consciousness. International Journal of Hospitality Management, 2019, 76, 94-101.	5.3	58
49	Are vegetarian customers more "green". Journal of Foodservice Business Research, 2019, 22, 467-482.	1.3	15
50	Benefits of authenticity: Post-failure loyalty in the sharing economy. Annals of Tourism Research, 2019, 78, 102741.	3.7	71
51	Donation appeals rewarding fitness in the context of CSR initiatives. Journal of Services Marketing, 2019, 33, 160-167.	1.7	13
52	The role of reference prices in the lodging industry: the moderating effect of an individual's psychological state. Journal of Travel and Tourism Marketing, 2019, 36, 511-520.	3.1	11
53	"How may i help you?"Says a robot: Examining language styles in the service encounter. International Journal of Hospitality Management, 2019, 82, 32-38.	5.3	106
54	Love is in the menu: Leveraging healthy restaurant brands with handwritten typeface. Journal of Business Research, 2019, 98, 289-298.	5.8	51

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55	Are tattoos still a taboo?. International Journal of Contemporary Hospitality Management, 2019, 31, 874-889.	5.3	10
56	Are attractive reviewers more persuasive? Examining the role of physical attractiveness in online reviews. Journal of Consumer Marketing, 2019, 36, 728-739.	1.2	18
57	The social influence of other consumers on consumers' reward donations. International Journal of Hospitality Management, 2019, 77, 504-511.	5.3	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.	5.8	9
59	The effect of core menu attribute, green menu background, and gender on consumers' attitudes toward korean dishes. Journal of Foodservice Business Research, 2019, 22, 37-49.	1.3	5
60	In search of diners responsive to health cues: Insights from U.S. consumers. International Journal of Hospitality Management, 2019, 82, 260-269.	5.3	8
61	Apple Pay: Coolness and embarrassment in the service encounter. International Journal of Hospitality Management, 2019, 78, 268-275.	5.3	45
62	A conceptual model of co-creating an authentic luxury spa experience. International Journal of Spa and Wellness, 2018, 1, 39-54.	0.9	12
63	Selling Painful Yet Pleasurable Service Offerings. Journal of Service Research, 2018, 21, 336-352.	7.8	14
64	Circular vs. angular servicescape: "Shaping" customer response to a fast service encounter pace. Journal of Business Research, 2018, 89, 47-56.	5.8	79
65	Whom do we trust? Cultural differences in consumer responses to online recommendations. International Journal of Contemporary Hospitality Management, 2018, 30, 1508-1525.	5.3	39
66	Managing the face in service failure: the moderation effect of social presence. International Journal of Contemporary Hospitality Management, 2018, 30, 1314-1331.	5.3	23
67	Gender differences in the intentions to voice complaints across different service failure modes. Journal of Foodservice Business Research, 2018, 21, 22-32.	1.3	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.	5.8	32
69	Reference Price and Its Asymmetric Effects on Price Evaluations: The Moderating Role of Gender. Cornell Hospitality Quarterly, 2018, 59, 189-194.	2.2	27
70	The role of dialecticism and reviewer expertise in consumer responses to mixed reviews. International Journal of Hospitality Management, 2018, 69, 49-55.	5.3	23
71	Consumer Response to Authentic-Language Versus English-Language Menu Labeling in Ethnic Dining. Cornell Hospitality Quarterly, 2018, 59, 125-134.	2.2	16
72	The Effect of Assortment Pricing on Choice and Satisfaction: The Moderating Role of Consumer Characteristics. Cornell Hospitality Quarterly, 2018, 59, 6-14.	2.2	8

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73	Service Recovery, Justice Perception, and Forgiveness: The "Other Customers" Perspectives. Services Marketing Quarterly, 2018, 39, 1-21.	0.7	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. Cornell Hospitality Quarterly, 2018, 59, 275-284.	2.2	8
75	The Effects of Internal and External Reference Prices on Travelers' Price Evaluations. Journal of Travel Research, 2018, 57, 1068-1077.	5.8	34
76	A Tale of Two Cultures: Consumer Reactance and Willingness to Book Fenced Rates. Journal of Travel Research, 2018, 57, 707-726.	5.8	13
77	Dining alone? Solo consumers' self-esteem and incidental similarity. Journal of Services Marketing, 2018, 32, 767-776.	1.7	14
78	Cross-national differences in complaint behavior: cultural or situational?. Journal of Services Marketing, 2018, 32, 913-924.	1.7	18
79	Does expressing subjectivity in online reviews enhance persuasion?. Journal of Consumer Marketing, 2018, 35, 403-413.	1.2	36
80	So private, yet so public: The impact of spatial distance, other diners, and power on solo dining experiences. Journal of Business Research, 2018, 92, 36-47.	5.8	39
81	The Effect of Experience Congruity on Repurchase Intention: The Moderating Role of Public Commitment. Service Science, 2018, 10, 124-138.	0.9	4
82	How handwriting reduces negative online ratings. Annals of Tourism Research, 2018, 73, 171-179.	3.7	26
83	When Pizza Doesn't Sound as Good as Usual: Restrained Versus Unrestrained Eaters' Responses to Gluten-Free Menu Items. Cornell Hospitality Quarterly, 2018, 59, 397-410.	2.2	5
84	The Impact of Status Seeking on Consumers' Word of Mouth and Product Preference—A Comparison Between Luxury Hospitality Services and Luxury Goods. Journal of Hospitality and Tourism Research, 2017, 41, 3-22.	1.8	104
85	Corporate Social Responsibility and Equity-Holder Risk in the Hospitality Industry. Cornell Hospitality Quarterly, 2017, 58, 81-93.	2.2	26
86	The Impact of Fellow Consumers' Presence, Appeal Type, and Action Observability on Consumers' Donation Behaviors. Cornell Hospitality Quarterly, 2017, 58, 203-213.	2.2	20
87	An Investigation Into Facebook "Liking" Behavior An Exploratory Study. Social Media and Society, 2017, 3, 205630511770678.	1.5	21
88	Advertising spending, firm performance, and the moderating impact of CSR. Tourism Economics, 2017, 23, 1484-1495.	2.6	29
89	Modeling technical and service efficiency. Transportation Research Part B: Methodological, 2017, 96, 113-125.	2.8	8
90	The impact of stereotyping on consumers' food choices. Journal of Business Research, 2017, 81, 80-85.	5.8	12

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91	The impact of language style on consumers′ reactions to online reviews. Tourism Management, 2017, 59, 590-596.	5.8	91
92	Airbnb: Online targeted advertising, sense of power, and consumer decisions. International Journal of Hospitality Management, 2017, 60, 33-41.	5.3	231
93	The Role of Power and Incentives in Inducing Fake Reviews in the Tourism Industry. Journal of Travel Research, 2017, 56, 975-987.	5.8	60
94	The Impact of Power on Service Customers' Willingness to Post Online Reviews. Journal of Service Research, 2016, 19, 224-238.	7.8	74
95	Consumer envy during service encounters. Journal of Services Marketing, 2016, 30, 359-372.	1.7	19
96	Using Comparative Advertising to Promote Technology-Based Hospitality Services. Cornell Hospitality Quarterly, 2016, 57, 162-171.	2.2	17
97	The influence of a "green" loyalty program on service encounter satisfaction. Journal of Services Marketing, 2016, 30, 576-585.	1.7	29
98	Why do we buy luxury experiences?. International Journal of Contemporary Hospitality Management, 2016, 28, 1848-1867.	5.3	136
99	Does anthropomorphism influence customers' switching intentions in the self-service technology failure context?. Journal of Services Marketing, 2016, 30, 713-723.	1.7	101
100	An examination of popular pricing and price framing techniques in the hospitality industry and directions for future research. International Journal of Revenue Management, 2016, 9, 175.	0.2	13
101	Powerful or powerless customers: the influence of gratitude on engagement with CSR. Journal of Services Marketing, 2016, 30, 519-528.	1.7	48
102	A double whammy effect of ethnicity and gender on consumer responses to management level service failures. Journal of Service Management, 2016, 27, 339-359.	4.4	12
103	The Impact of Option Popularity, Social Inclusion/Exclusion, and Self-affirmation on Consumers' Propensity to Choose Green Hotels. Journal of Business Ethics, 2016, 136, 575-585.	3.7	43
104	Online Reviews. Journal of Travel Research, 2016, 55, 299-310.	5.8	72
105	How anchoring and self-confidence level influence perceived saving on tensile price claim framing. Journal of Revenue and Pricing Management, 2016, 15, 138-152.	0.7	4
106	Effective Communication Strategies for Store Remodeling. Cornell Hospitality Quarterly, 2016, 57, 411-420.	2.2	4
107	Consumer response to organic food in restaurants: A serial mediation analysis. Journal of Foodservice Business Research, 2016, 19, 109-121.	1.3	28
108	A meta-analysis of behavioral intentions for environment-friendly initiatives in hospitality research. International Journal of Hospitality Management, 2016, 54, 107-115.	5.3	184

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109	The Effects of Other Customers' Dress Style on Customers' Approach Behaviors. Cornell Hospitality Quarterly, 2016, 57, 211-218.	2.2	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.	5.1	43
111	Luxe for Less. Cornell Hospitality Quarterly, 2016, 57, 82-92.	2.2	79
112	Ethnic dining: Need to belong, need to be unique, and menu offering. International Journal of Hospitality Management, 2015, 49, 1-7.	5.3	46
113	Does advertising spending improve sales performance?. International Journal of Hospitality Management, 2015, 48, 161-166.	5.3	34
114	Predictors of avoidance towards personalization of restaurant smartphone advertising. Journal of Hospitality and Tourism Technology, 2015, 6, 145-159.	2.5	42
115	"I Want to Help"versus "I Am Just Mad" Cornell Hospitality Quarterly, 2015, 56, 213-222.	2.2	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.	0.1	0
117	Investigating the impact of surprise rewards on consumer responses. International Journal of Hospitality Management, 2015, 50, 27-35.	5.3	55
118	Improving service management in budget hotels. International Journal of Hospitality Management, 2015, 49, 139-148.	5.3	44
119	Silent Voices: Nonbehavioral Reactions to Service Failures. Services Marketing Quarterly, 2015, 36, 95-111.	0.7	19
120	Revenue management in the context of movie theaters: Is it fair?. Journal of Revenue and Pricing Management, 2015, 14, 72-83.	0.7	18
121	How does social distance impact customers' complaint intentions? A cross-cultural examination. International Journal of Hospitality Management, 2015, 47, 35-42.	5.3	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.	2.2	78
123	An examination of corporate social responsibility and processing fluency in a service context. Journal of Services Marketing, 2015, 29, 103-111.	1.7	19
124	Effects of message appeal and service type in CSR communication strategies. Journal of Business Research, 2015, 68, 1488-1495.	5.8	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.	1.8	110
126	Customer responses to intercultural communication accommodation strategies in hospitality service encounters. International Journal of Hospitality Management, 2015, 51, 96-104.	5.3	31

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127	How does social capital influence the hospitality firm's financial performance? The moderating role of entrepreneurial activities. International Journal of Hospitality Management, 2015, 51, 42-55.	5.3	61
128	Wearable technology in service delivery processes: The gender-moderated technology objectification effect. International Journal of Hospitality Management, 2015, 51, 1-7.	5.3	39
129	How Does Corporate Social Responsibility Affect Consumer Response to Service Failure in Buyer–Seller Relationships?. Journal of Retailing, 2015, 91, 140-153.	4.0	185
130	The Impact of Gender and Prepurchase Mood on Consumer Guilt after a Travel Purchase. Journal of Travel Research, 2014, 53, 625-637.	5.8	28
131	Determinants of Customer Complaint Behavior in a Restaurant Context: The Role of Culture, Price Level, and Customer Loyalty. Journal of Hospitality Marketing and Management, 2014, 23, 885-906.	5.1	41
132	Do affluent customers care when luxury brands go mass?. International Journal of Contemporary Hospitality Management, 2014, 26, 526-543.	5.3	71
133	The Impact of Frontline Employees' Work–Family Conflict on Customer Satisfaction. Cornell Hospitality Quarterly, 2014, 55, 422-432.	2.2	42
134	An Analysis of Consumers' Reactions to Travel Websites' Discrimination by Computer Platform. Cornell Hospitality Quarterly, 2014, 55, 210-215.	2.2	8
135	Service Research in the Hospitality Literature. Cornell Hospitality Quarterly, 2014, 55, 287-299.	2.2	34
136	The effects of promotion framing on consumers' price perceptions. Journal of Service Management, 2014, 25, 149-160.	4.4	34
137	Improving consumer satisfaction in green hotels: The roles of perceived warmth, perceived competence, and CSR motive. International Journal of Hospitality Management, 2014, 42, 20-31.	5.3	230
138	A grounded theory approach to developing a career change model in hospitality. International Journal of Hospitality Management, 2014, 38, 89-98.	5.3	47
139	Territoriality revisited: Other customer's perspective. International Journal of Hospitality Management, 2014, 38, 48-56.	5.3	41
140	The effect of power and gender on technology acceptance. Journal of Hospitality and Tourism Technology, 2014, 5, 299-314.	2.5	28
141	Corporate volunteering programs and consumer perceptions: an information processing perspective. Journal of Services Marketing, 2013, 27, 572-578.	1.7	14
142	Effectiveness of recovery actions on deviant customer behavior—The moderating role of gender. International Journal of Hospitality Management, 2013, 35, 180-192.	5.3	34
143	Examining the spillover effect of frontline employees' work–family conflict on their affective work attitudes and customer satisfaction. International Journal of Hospitality Management, 2013, 33, 310-315.	5.3	53
144	The effect of regulatory focus and delay type on consumers' reactions to delay. International Journal of Hospitality Management, 2013, 32, 113-120.	5.3	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. Journal of Services Marketing, 2013, 27, 361-370.	1.7	55
146	The Impact of Other Customers on Customer Experiences. Journal of Hospitality and Tourism Research, 2013, 37, 77-99.	1.8	81
147	An Affective Image Positioning of Las Vegas Hotels. Journal of Quality Assurance in Hospitality and Tourism, 2013, 14, 201-217.	1.7	16
148	Existential Guilt and Preferential Treatment. Journal of Travel Research, 2013, 52, 591-599.	5.8	27
149	The impact of cyberostracism on online complaint handling. International Journal of Retail and Distribution Management, 2013, 41, 45-60.	2.7	32
150	Societal Norms, Need for Closure, and Service Recovery. Journal of International Consumer Marketing, 2012, 24, 356-371.	2.3	5
151	The Role of Cultural Tightnessâ€"Looseness in the Ethics of Service Recovery. Journal of Global Marketing, 2012, 25, 3-16.	2.0	13
152	The role of hotel owners: the influence of corporate strategies on hotel performance. International Journal of Contemporary Hospitality Management, 2012, 24, 122-139.	5.3	92
153	Antecedents to participation in corporate social responsibility programs. Journal of Service Management, 2012, 23, 664-676.	4.4	32
154	Information Usefulness Versus Ease of Use: Which Makes a Destination Website More Persuasive?. Tourism Analysis, 2012, 17, 15-26.	0.5	4
155	Time Styles and Waiting in Crowded Service Environments. Journal of Travel and Tourism Marketing, 2012, 29, 327-334.	3.1	26
156	User reactions to search engines logos: investigating brand knowledge of web search engines. Electronic Commerce Research, 2012, 12, 429-454.	3.0	15
157	The attributes of a cruise ship that influence the decision making of cruisers and potential cruisers. International Journal of Hospitality Management, 2012, 31, 152-159.	5.3	76
158	The impact of prevention versus promotion hope on CSR activities. International Journal of Hospitality Management, 2012, 31, 43-51.	5.3	63
159	The role of tie strength on consumer dissatisfaction responses. International Journal of Hospitality Management, 2012, 31, 399-404.	5.3	54
160	A crossâ€cultural comparison of perceived informational fairness with service failure explanations. Journal of Services Marketing, 2011, 25, 429-439.	1.7	77
161	Effects of Gender and Expertise on Consumersâ€™ Motivation to Read Online Hotel Reviews. Cornell Hospitality Quarterly, 2011, 52, 399-406.	2.2	184
162	The role of self-service technologies in restoring justice. Journal of Business Research, 2011, 64, 348-355.	5.8	36

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163	An examination of electronic video clips in the context of hotel Websites. International Journal of Hospitality Management, 2011, 30, 612-618.	5.3	37
164	Other consumers in service encounters: A script theoretical perspective. International Journal of Hospitality Management, 2011, 30, 933-941.	5.3	81
165	Effects of Message Appeal when Communicating CSR Initiatives. , 2011, , 261-275.		2
166	The impact of company type and corporate social responsibility messaging on consumer perceptions. Journal of Financial Services Marketing, 2010, 15, 126-135.	2.2	33
167	An analysis of e-business adoption and its impact on relational quality in travel agencyâ€"supplier relationships. Tourism Management, 2010, 31, 777-787.	5.8	94
168	Consumer Goals and the Service Encounter: Evaluating Goal Importance and the Moderating Effect of Goal Progress on Satisfaction Formation. Journal of Hospitality and Tourism Research, 2010, 34, 247-268.	1.8	12
169	Organizational learning from customer feedback received by service employees. Journal of Service Management, 2010, 21, 363-387.	4.4	52
170	Do women like options more than men? An examination in the context of service recovery. Journal of Services Marketing, 2010, 24, 499-508.	1.7	33
171	Hotel Brand Strategy. Cornell Hospitality Quarterly, 2010, 51, 27-34.	2.2	103
172	The relationship between consumer complaining behavior and service recovery. International Journal of Contemporary Hospitality Management, 2010, 22, 975-991.	5.3	124
173	The impact of mood states and surprise cues on satisfaction. International Journal of Hospitality Management, 2010, 29, 432-436.	5.3	44
174	A descriptive examination of corporate governance in the hospitality industry. International Journal of Hospitality Management, 2010, 29, 677-684.	5.3	67
175	Restaurant Servicescape, Service Encounter, and Perceived Congruency on Customers' Emotions and Satisfaction. Journal of Hospitality Marketing and Management, 2010, 19, 819-841.	5.1	206
176	A grounded theory model of service providers' stress, emotion, and coping during intercultural service encounters. Managing Service Quality, 2010, 20, 328-342.	2.4	65
177	Influence of Price on Consumer Meal Choice in a Bundling Context. Journal of Foodservice Business Research, 2010, 13, 114-126.	1.3	3
178	Restaurant Crowding and Perceptions of Service Quality: The Role of Consumption Goals and Attributions. Journal of Foodservice Business Research, 2009, 12, 331-343.	1.3	16
179	Perceived Fairness of Price Differences Across Channels: The Moderating Role of Price Frame and Norm Perceptions. Journal of Marketing Theory and Practice, 2009, 17, 37-48.	2.6	58
180	Hotel Rebranding and Rescaling. Cornell Hospitality Quarterly, 2009, 50, 360-370.	2.2	38

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181	AN EXAMINATION OF EXPLANATION TYPOLOGY ON PERCEIVED INFORMATIONAL FAIRNESS IN THE CONTEXT OF AIR TRAVEL. Journal of Travel and Tourism Marketing, 2009, 26, 795-805.	3.1	14
182	THE JOINT EFFECTS OF SERVICE FAILURE MODE, RECOVERY EFFORT, AND GENDER ON CUSTOMERS' POSTâ€RECOVERY SATISFACTION. Journal of Travel and Tourism Marketing, 2009, 26, 120-128.	3.1	37
183	Hotel revenue management and the Internet: The effect of price presentation strategies on customersâ€™ willingness to book. International Journal of Hospitality Management, 2009, 28, 272-279.	5.3	123
184	Perceived service encounter pace and customer satisfaction. Journal of Service Management, 2009, 20, 380-403.	4.4	63
185	Consumer reaction to crowding for extended service encounters. Managing Service Quality, 2009, 19, 31-41.	2.4	51
186	The Effect of Cross-Channel Price Dis/parity on Ethicality Evaluations and Purchase Intent: The Moderating Role of Price Frame. Journal of Marketing Channels, 2009, 16, 131-147.	0.4	11
187	How to handle PR disasters? An examination of the impact of communication response type and failure attributions on consumer perceptions. Journal of Services Marketing, 2009, 23, 211-218.	1.7	29
188	The role of store environmental stimulation and social factors on impulse purchasing. Journal of Services Marketing, 2008, 22, 562-567.	1.7	238
189	Perceived controllability and service expectations: Influences on customer reactions following service failure. Journal of Business Research, 2008, 61, 24-30.	5.8	208
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