

Gabriel Gazzoli

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11435729/publications.pdf>

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4
papers

187
citations

1937685

4
h-index

2272923

4
g-index

4
all docs

4
docs citations

4
times ranked

187
citing authors

#	ARTICLE	IF	CITATIONS
1	The Role and Effect of Job Satisfaction and Empowerment On Customers' Perception of Service Quality: a Study in the Restaurant Industry. <i>Journal of Hospitality and Tourism Research</i> , 2010, 34, 56-77.	2.9	92
2	Explaining why employee's customer orientation influences customers' perceptions of the service encounter. <i>Journal of Service Management</i> , 2013, 24, 382-400.	7.2	54
3	Influence of the Work Relationship Between Frontline Employees and Their Immediate Supervisor on Customers' Service Experience. <i>Journal of Hospitality Marketing and Management</i> , 2016, 25, 425-448.	8.2	25
4	Benefit Segmentation of International Travelers to Macau, China. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 2011, 12, 28-57.	3.0	16