

# Edwin N Torres

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/1357806/publications.pdf>

Version: 2024-02-01

33  
papers

1,403  
citations

471371

17  
h-index

434063

31  
g-index

33  
all docs

33  
docs citations

33  
times ranked

1042  
citing authors

#	ARTICLE	IF	CITATIONS
1	From satisfaction to delight: a model for the hotel industry. <i>International Journal of Contemporary Hospitality Management</i> , 2006, 18, 290-301.	5.3	170
2	From customer satisfaction to customer delight. <i>International Journal of Contemporary Hospitality Management</i> , 2013, 25, 642-659.	5.3	151
3	Examining key drivers of customer delight in a hotel experience: A cross-cultural perspective. <i>International Journal of Hospitality Management</i> , 2014, 36, 255-262.	5.3	139
4	One experience and multiple reviews: the case of upscale US hotels. <i>Tourism Review</i> , 2013, 68, 3-20.	3.8	123
5	Customer and Employee Incivility and Its Causal Effects in the Hospitality Industry. <i>Journal of Hospitality Marketing and Management</i> , 2017, 26, 48-66.	5.1	99
6	Consumer reviews and the creation of booking transaction value: Lessons from the hotel industry. <i>International Journal of Hospitality Management</i> , 2015, 50, 77-83.	5.3	91
7	Deconstructing Service Quality and Customer Satisfaction: Challenges and Directions for Future Research. <i>Journal of Hospitality Marketing and Management</i> , 2014, 23, 652-677.	5.1	71
8	Risk-tourism, risk-taking and subjective well-being: A review and synthesis. <i>Tourism Management</i> , 2017, 63, 115-122.	5.8	68
9	Improving consumer commitment through the integration of self-service technologies: A transcendent consumer experience perspective. <i>International Journal of Hospitality Management</i> , 2016, 59, 105-115.	5.3	58
10	Guest interactions and the formation of memorable experiences: an ethnography. <i>International Journal of Contemporary Hospitality Management</i> , 2016, 28, 2132-2155.	5.3	48
11	Stars, diamonds, and other shiny things: The use of expert and consumer feedback in the hotel industry. <i>Journal of Hospitality and Tourism Management</i> , 2014, 21, 34-43.	3.5	45
12	The evolution of the customer delight construct. <i>International Journal of Contemporary Hospitality Management</i> , 2018, 30, 57-75.	5.3	37
13	Delighted or outraged? Uncovering key drivers of exceedingly positive and negative theme park guest experiences. <i>Journal of Hospitality and Tourism Insights</i> , 2018, 1, 65-85.	2.2	29
14	The Influence of Others on the Vacation Experience: An Ethnographic Study of Psychographics, Decision Making, and Group Dynamics Among Young Travelers. <i>Journal of Hospitality Marketing and Management</i> , 2015, 24, 826-856.	5.1	28
15	Customer emotions minute by minute: How guests experience different emotions within the same service environment. <i>International Journal of Hospitality Management</i> , 2019, 77, 128-138.	5.3	28
16	Value co-creation and technological progression: a critical review. <i>European Business Review</i> , 2020, 32, 687-707.	1.9	25
17	Asynchronous video interviews in the hospitality industry: Considerations for virtual employee selection. <i>International Journal of Hospitality Management</i> , 2017, 61, 4-13.	5.3	23
18	Measuring delightful customer experiences: The validation and testing of a customer delight scale along with its antecedents and effects. <i>International Journal of Hospitality Management</i> , 2020, 87, 102380.	5.3	22

#	ARTICLE	IF	CITATIONS
19	Are there gender differences in what drives customer delight?. <i>Tourism Review</i> , 2014, 69, 297-309.	3.8	20
20	Online-to-Offline Interactions and Online Community Life Cycles: A Longitudinal Study of Shared Leisure Activities. <i>Leisure Sciences</i> , 2020, 42, 32-50.	2.2	19
21	Implementation and normalization process of asynchronous video interviewing practices in the hospitality industry. <i>International Journal of Contemporary Hospitality Management</i> , 2018, 30, 685-701.	5.3	14
22	Towards understanding the effects of time and emotions on the vacation experience. <i>Tourism Review</i> , 2017, 72, 357-374.	3.8	13
23	The impact of wearable devices on employee wellness programs: A study of hotel industry workers. <i>International Journal of Hospitality Management</i> , 2021, 93, 102769.	5.3	13
24	The Use of Consumer-Generated Feedback in the Hotel Industry: Current Practices and Their Effects on Quality. <i>International Journal of Hospitality and Tourism Administration</i> , 2015, 16, 224-250.	1.7	12
25	Customer delight and outrage in theme parks: A roller coaster of emotions. <i>International Journal of Hospitality and Tourism Administration</i> , 2021, 22, 338-360.	1.7	11
26	Hotel Compensation Strategies: Perceptions of Top Industry Executives. <i>Journal of Human Resources in Hospitality and Tourism</i> , 2012, 11, 52-71.	1.0	10
27	Towards a Model of Electronic Word-of-Mouth and Its Impact on the Hotel Industry. <i>International Journal of Hospitality and Tourism Administration</i> , 2016, 17, 472-489.	1.7	9
28	Hiring manager's evaluations of asynchronous video interviews: The role of candidate competencies, aesthetics, and resume placement. <i>International Journal of Hospitality Management</i> , 2018, 75, 86-93.	5.3	9
29	Immigrant hospitality workers: Familism, acculturation experiences, and perception of workplace. <i>International Journal of Hospitality Management</i> , 2022, 103, 103213.	5.3	5
30	Hungry for food and community: A study of visitors to food and wine festivals. <i>Journal of Vacation Marketing</i> , 2022, 28, 366-384.	2.5	5
31	Ethnography Explained: Toward Conducting, Analyzing, and Writing an Ethnographic Narrative. , 2022, , 189-202.		4
32	The adventurous tourist amidst a pandemic: Effects of personality, attitudes, and affect. <i>Journal of Vacation Marketing</i> , 2022, 28, 424-438.	2.5	4
33	No vacation needed: an exploration on why American hospitality workers won't use up their vacation days. <i>Journal of Human Resources in Hospitality and Tourism</i> , 2021, 20, 222-248.	1.0	0