

Annelies Costers

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/1706048/publications.pdf>

Version: 2024-02-01

2
papers

64
citations

2682572

2
h-index

2917675

2
g-index

2
all docs

2
docs citations

2
times ranked

54
citing authors

#	ARTICLE	IF	CITATIONS
1	Customer participation in service recovery: a meta-analysis. <i>Marketing Letters</i> , 2018, 29, 465-483.	2.9	50
2	How to boost frontline employee service recovery performance: the role of cultural intelligence. <i>Service Business</i> , 2019, 13, 581-602.	4.2	14