

Anna S Mattila

List of Publications by Year in Descending Order

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The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

244
papers

12,212
citations

57
h-index

102
g-index

253
ext. papers

14,036
ext. citations

5.3
avg, IF

7.27
L-index

#	Paper	IF	Citations
244	The impact of supermarket credibility on purchase intention of novel food. <i>Journal of Retailing and Consumer Services</i> , 2022 , 64, 102754	8.5	3
243	Should a robot wear a mask during the pandemic?. <i>Annals of Tourism Research</i> , 2022 , 94, 103407	7.7	
242	Understanding guests' 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	8.3	0
241	How to avoid common mistakes in experimental research?. <i>International Journal of Contemporary Hospitality Management</i> , 2021 , 33, 367-374	7.5	8
240	Aww effect: Engaging consumers in non-cute prosocial initiatives with cuteness. <i>Journal of Business Research</i> , 2021 , 126, 209-220	8.7	5
239	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	8.3	15
238	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	8.3	5
237	Dimensionality of frontline employee friendliness in service encounters. <i>Journal of Service Management</i> , 2021 , 32, 346-382	7.4	4
236	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	8.3	3
235	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	8.3	4
234	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	2.5	1
233	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	8.3	7
232	A pathway to consumer forgiveness in the sharing economy: The role of relationship norms. <i>International Journal of Hospitality Management</i> , 2021 , 98, 103041	8.3	4
231	An empathy lens into peer service providers: Personal versus commercial hosts. <i>International Journal of Hospitality Management</i> , 2021 , 99, 103073	8.3	1
230	Appreciation vs. apology: When and why does face covering requirement increase revisit intention?. <i>Journal of Retailing and Consumer Services</i> , 2021 , 63, 102705	8.5	1
229	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	8.3	17
228	What recovery options to offer for loyalty reward program members: Dollars vs. Miles?. <i>International Journal of Hospitality Management</i> , 2020 , 87, 102496	8.3	8

227	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	3.3	13
226	Deciding To Stay: A Study in Hospitality Managerial Grit. <i>Journal of Hospitality and Tourism Research</i> , 2020 , 44, 858-869	3.3	3
225	Exploring employees' perceptions of costs and benefits of unionization in the hospitality industry. <i>International Journal of Hospitality Management</i> , 2020 , 87, 102465	8.3	2
224	Negative online reviews and consumers' service consumption. <i>Journal of Business Research</i> , 2020 , 116, 27-36	8.7	9
223	The impact of customer compassion on face-to-face and online complaints. <i>Journal of Hospitality Marketing and Management</i> , 2020 , 29, 848-868	6.4	4
222	Bragging and humblebragging in online reviews. <i>Annals of Tourism Research</i> , 2020 , 80, 102849	7.7	20
221	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	8.3	19
220	Consumer responses to savings message framing. <i>Annals of Tourism Research</i> , 2020 , 84, 102998	7.7	5
219	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	8.3	10
218	Touch Versus Tech in Service Encounters. <i>Cornell Hospitality Quarterly</i> , 2020 , 193896552095728	2.2	4
217	To Err Is Human(-oid): How Do Consumers React to Robot Service Failure and Recovery?. <i>Journal of Service Research</i> , 2020 , 109467052097879	6	30
216	Overcoming Job Insecurity: Examining Grit as a Predictor. <i>Cornell Hospitality Quarterly</i> , 2020 , 61, 199-212.	2.2	7
215	Chef recommended or most popular? Cultural differences in customer preference for recommendation labels. <i>International Journal of Hospitality Management</i> , 2020 , 86, 102390	8.3	2
214	Healthy Taste of High Status: Signaling Status at Restaurants. <i>Cornell Hospitality Quarterly</i> , 2020 , 61, 40-52	2.2	3
213	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	6.4	36
212	How rational thinking style affects sales promotion effectiveness. <i>International Journal of Hospitality Management</i> , 2020 , 84, 102335	8.3	13
211	Are All Smiles Perceived Equal? The Role of Service Provider's Gender. <i>Service Science</i> , 2020 , 12, 1-7	2.2	3
210	Donation appeals rewarding fitness in the context of CSR initiatives. <i>Journal of Services Marketing</i> , 2019 , 33, 160-167	4	11

209	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	6.6	6
208	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	8.3	44
207	Love is in the menu: Leveraging healthy restaurant brands with handwritten typeface. <i>Journal of Business Research</i> , 2019 , 98, 289-298	8.7	24
206	Are tattoos still a taboo?. <i>International Journal of Contemporary Hospitality Management</i> , 2019 , 31, 874-889	8.9	6
205	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	8.3	7
204	A commentary on cross-cultural research in hospitality & tourism inquiry (invited paper for Luminaries Special issue of International Journal of Hospitality Management). <i>International Journal of Hospitality Management</i> , 2019 , 76, 10-12	8.3	8
203	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	8.3	31
202	The Joint Impacts of need for Status and Mobile Apps Social Visibility on Hotel Customers Behavioral Intentions. <i>International Journal of Hospitality and Tourism Administration</i> , 2019 , 1-21	2	4
201	Are vegetarian customers more green?. <i>Journal of Foodservice Business Research</i> , 2019 , 22, 467-482	2.5	9
200	Benefits of authenticity: Post-failure loyalty in the sharing economy. <i>Annals of Tourism Research</i> , 2019 , 78, 102741	7.7	48
199	Are attractive reviewers more persuasive? Examining the role of physical attractiveness in online reviews. <i>Journal of Consumer Marketing</i> , 2019 , 36, 728-739	2	7
198	The social influence of other consumers on consumers' reward donations. <i>International Journal of Hospitality Management</i> , 2019 , 77, 504-511	8.3	10
197	Spillover Effects of Status Demotion on Customer Reactions to Loyalty Reward Promotions: The Role of Need for Status and Exclusivity. <i>Journal of Travel Research</i> , 2019 , 58, 1302-1316	6.3	7
196	The effect of core menu attribute, green menu background, and gender on consumers' attitudes toward korean dishes. <i>Journal of Foodservice Business Research</i> , 2019 , 22, 37-49	2.5	4
195	In search of diners responsive to health cues: Insights from U.S. consumers. <i>International Journal of Hospitality Management</i> , 2019 , 82, 260-269	8.3	5
194	Apple Pay: Coolness and embarrassment in the service encounter. <i>International Journal of Hospitality Management</i> , 2019 , 78, 268-275	8.3	23
193	A conceptual model of co-creating an authentic luxury spa experience. <i>International Journal of Spa and Wellness</i> , 2018 , 1, 39-54	0.4	8
192	Selling Painful Yet Pleasurable Service Offerings: An Examination of Hedonic Appeals. <i>Journal of Service Research</i> , 2018 , 21, 336-352	6	11

191	Circular vs. angular servicescape: Shaping customer response to a fast service encounter pace. <i>Journal of Business Research</i> , 2018 , 89, 47-56	8.7	49
190	Whom do we trust? Cultural differences in consumer responses to online recommendations. <i>International Journal of Contemporary Hospitality Management</i> , 2018 , 30, 1508-1525	7.5	26
189	Managing the face in service failure: the moderation effect of social presence. <i>International Journal of Contemporary Hospitality Management</i> , 2018 , 30, 1314-1331	7.5	15
188	Gender differences in the intentions to voice complaints across different service failure modes. <i>Journal of Foodservice Business Research</i> , 2018 , 21, 22-32	2.5	11
187	Is It My Luck or Loyalty? The Role of Culture on Customer Preferences for Loyalty Reward Types. <i>Journal of Travel Research</i> , 2018 , 57, 769-778	6.3	24
186	Reference Price and Its Asymmetric Effects on Price Evaluations: The Moderating Role of Gender. <i>Cornell Hospitality Quarterly</i> , 2018 , 59, 189-194	2.2	21
185	The role of dialecticism and reviewer expertise in consumer responses to mixed reviews. <i>International Journal of Hospitality Management</i> , 2018 , 69, 49-55	8.3	16
184	Consumer Response to Authentic-Language Versus English-Language Menu Labeling in Ethnic Dining. <i>Cornell Hospitality Quarterly</i> , 2018 , 59, 125-134	2.2	10
183	The Effect of Assortment Pricing on Choice and Satisfaction: The Moderating Role of Consumer Characteristics. <i>Cornell Hospitality Quarterly</i> , 2018 , 59, 6-14	2.2	6
182	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	8.7	24
181	The Effect of Experience Congruity on Repurchase Intention: The Moderating Role of Public Commitment. <i>Service Science</i> , 2018 , 10, 124-138	2.2	3
180	How handwriting reduces negative online ratings. <i>Annals of Tourism Research</i> , 2018 , 73, 171-179	7.7	18
179	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	2.2	2
178	Service Recovery, Justice Perception, and Forgiveness: The Other Customers' Perspectives. <i>Services Marketing Quarterly</i> , 2018 , 39, 1-21	1	14
177	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	2.2	5
176	The Effects of Internal and External Reference Prices on Travelers' Price Evaluations. <i>Journal of Travel Research</i> , 2018 , 57, 1068-1077	6.3	26
175	A Tale of Two Cultures: Consumer Reactance and Willingness to Book Fenced Rates. <i>Journal of Travel Research</i> , 2018 , 57, 707-726	6.3	9
174	Dining alone? Solo consumers' self-esteem and incidental similarity. <i>Journal of Services Marketing</i> , 2018 , 32, 767-776	4	4

173	Cross-national differences in complaint behavior: cultural or situational?. <i>Journal of Services Marketing</i> , 2018 , 32, 913-924	4	10
172	Does expressing subjectivity in online reviews enhance persuasion?. <i>Journal of Consumer Marketing</i> , 2018 , 35, 403-413	2	15
171	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	3.3	74
170	Corporate Social Responsibility and Equity-Holder Risk in the Hospitality Industry. <i>Cornell Hospitality Quarterly</i> , 2017 , 58, 81-93	2.2	18
169	The Impact of Fellow Consumers' Presence, Appeal Type, and Action Observability on Consumers' Donation Behaviors. <i>Cornell Hospitality Quarterly</i> , 2017 , 58, 203-213	2.2	13
168	An Investigation Into Facebook Liking Behavior: An Exploratory Study. <i>Social Media and Society</i> , 2017 , 3, 205630511770678	2.3	11
167	Advertising spending, firm performance, and the moderating impact of CSR. <i>Tourism Economics</i> , 2017 , 23, 1484-1495	3.1	19
166	Modeling technical and service efficiency. <i>Transportation Research Part B: Methodological</i> , 2017 , 96, 113-125	1.25	8
165	The impact of stereotyping on consumers' food choices. <i>Journal of Business Research</i> , 2017 , 81, 80-85	8.7	7
164	The impact of language style on consumers' reactions to online reviews. <i>Tourism Management</i> , 2017 , 59, 590-596	10.8	65
163	Airbnb: Online targeted advertising, sense of power, and consumer decisions. <i>International Journal of Hospitality Management</i> , 2017 , 60, 33-41	8.3	157
162	The Role of Power and Incentives in Inducing Fake Reviews in the Tourism Industry. <i>Journal of Travel Research</i> , 2017 , 56, 975-987	6.3	33
161	The Impact of Self-Service Technology and the Presence of Others on Cause-Related Marketing Programs in Restaurants. <i>Journal of Hospitality Marketing and Management</i> , 2016 , 25, 547-562	6.4	30
160	Luxe for Less: How Do Consumers React to Luxury Hotel Price Promotions? The Moderating Role of Consumers' Need for Status. <i>Cornell Hospitality Quarterly</i> , 2016 , 57, 82-92	2.2	58
159	The influence of a Green Loyalty program on service encounter satisfaction. <i>Journal of Services Marketing</i> , 2016 , 30, 576-585	4	19
158	Why do we buy luxury experiences?. <i>International Journal of Contemporary Hospitality Management</i> , 2016 , 28, 1848-1867	7.5	88
157	Does anthropomorphism influence customers' switching intentions in the self-service technology failure context?. <i>Journal of Services Marketing</i> , 2016 , 30, 713-723	4	55
156	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	0.2	6

155	Powerful or powerless customers: the influence of gratitude on engagement with CSR. <i>Journal of Services Marketing</i> , 2016 , 30, 519-528	4	33
154	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	7.4	10
153	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	4.3	24
152	Online Reviews: The Role of Information Load and Peripheral Factors. <i>Journal of Travel Research</i> , 2016 , 55, 299-310	6.3	57
151	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	0.9	2
150	Effective Communication Strategies for Store Remodeling. <i>Cornell Hospitality Quarterly</i> , 2016 , 57, 411-420	2	2
149	Consumer response to organic food in restaurants: A serial mediation analysis. <i>Journal of Foodservice Business Research</i> , 2016 , 19, 109-121	2.5	21
148	A meta-analysis of behavioral intentions for environment-friendly initiatives in hospitality research. <i>International Journal of Hospitality Management</i> , 2016 , 54, 107-115	8.3	124
147	The Effects of Other Customers' Dress Style on Customers' Approach Behaviors: The Moderating Role of Sense of Power. <i>Cornell Hospitality Quarterly</i> , 2016 , 57, 211-218	2.2	21
146	The Impact of Power on Service Customers' Willingness to Post Online Reviews. <i>Journal of Service Research</i> , 2016 , 19, 224-238	6	56
145	Consumer envy during service encounters. <i>Journal of Services Marketing</i> , 2016 , 30, 359-372	4	13
144	Using Comparative Advertising to Promote Technology-Based Hospitality Services. <i>Cornell Hospitality Quarterly</i> , 2016 , 57, 162-171	2.2	17
143	Investigating the impact of surprise rewards on consumer responses. <i>International Journal of Hospitality Management</i> , 2015 , 50, 27-35	8.3	37
142	Improving service management in budget hotels. <i>International Journal of Hospitality Management</i> , 2015 , 49, 139-148	8.3	32
141	Silent Voices: Nonbehavioral Reactions to Service Failures. <i>Services Marketing Quarterly</i> , 2015 , 36, 95-111	11	14
140	Revenue management in the context of movie theaters: Is it fair?. <i>Journal of Revenue and Pricing Management</i> , 2015 , 14, 72-83	0.9	12
139	How does social distance impact customers' complaint intentions? A cross-cultural examination. <i>International Journal of Hospitality Management</i> , 2015 , 47, 35-42	8.3	36
138	The Effect of Self-Brand Connection and Self-Construal on Brand Lovers' Word of Mouth (WOM). <i>Cornell Hospitality Quarterly</i> , 2015 , 56, 427-435	2.2	43

137	An examination of corporate social responsibility and processing fluency in a service context. <i>Journal of Services Marketing</i> , 2015 , 29, 103-111	4	13
136	Effects of message appeal and service type in CSR communication strategies. <i>Journal of Business Research</i> , 2015 , 68, 1488-1495	8.7	70
135	The Impact of Servicescape Cues on Consumer Prepurchase Authenticity Assessment and Patronage Intentions to Ethnic Restaurants. <i>Journal of Hospitality and Tourism Research</i> , 2015 , 39, 346-372	7.2	77
134	Customer responses to intercultural communication accommodation strategies in hospitality service encounters. <i>International Journal of Hospitality Management</i> , 2015 , 51, 96-104	8.3	23
133	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	8.3	38
132	Wearable technology in service delivery processes: The gender-moderated technology objectification effect. <i>International Journal of Hospitality Management</i> , 2015 , 51, 1-7	8.3	32
131	How Does Corporate Social Responsibility Affect Consumer Response to Service Failure in Buyer-Seller Relationships?. <i>Journal of Retailing</i> , 2015 , 91, 140-153	6.5	134
130	Ethnic dining: Need to belong, need to be unique, and menu offering. <i>International Journal of Hospitality Management</i> , 2015 , 49, 1-7	8.3	29
129	Does advertising spending improve sales performance?. <i>International Journal of Hospitality Management</i> , 2015 , 48, 161-166	8.3	24
128	Predictors of avoidance towards personalization of restaurant smartphone advertising. <i>Journal of Hospitality and Tourism Technology</i> , 2015 , 6, 145-159	4.2	26
127	¶Want to Help¶versus ¶Am Just Mad¶How Affective Commitment Influences Customer Feedback Decisions. <i>Cornell Hospitality Quarterly</i> , 2015 , 56, 213-222	2.2	37
126	The effects of promotion framing on consumers' price perceptions. <i>Journal of Service Management</i> , 2014 , 25, 149-160	7.4	27
125	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	8.3	167
124	A grounded theory approach to developing a career change model in hospitality. <i>International Journal of Hospitality Management</i> , 2014 , 38, 89-98	8.3	28
123	Territoriality revisited: Other customer's perspective. <i>International Journal of Hospitality Management</i> , 2014 , 38, 48-56	8.3	31
122	The effect of power and gender on technology acceptance. <i>Journal of Hospitality and Tourism Technology</i> , 2014 , 5, 299-314	4.2	20
121	The Impact of Gender and Prepurchase Mood on Consumer Guilt after a Travel Purchase. <i>Journal of Travel Research</i> , 2014 , 53, 625-637	6.3	22
120	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	6.4	31

119	Do affluent customers care when luxury brands go mass?. <i>International Journal of Contemporary Hospitality Management</i> , 2014 , 26, 526-543	7.5	59
118	The Impact of Frontline Employees' Work-Family Conflict on Customer Satisfaction: The Mediating Role of Exhaustion and Emotional Displays. <i>Cornell Hospitality Quarterly</i> , 2014 , 55, 422-432	2.2	36
117	An Analysis of Consumers' Reactions to Travel Websites' Discrimination by Computer Platform. <i>Cornell Hospitality Quarterly</i> , 2014 , 55, 210-215	2.2	5
116	Service Research in the Hospitality Literature: Insights from a Systematic Review. <i>Cornell Hospitality Quarterly</i> , 2014 , 55, 287-299	2.2	28
115	Corporate volunteering programs and consumer perceptions: an information processing perspective. <i>Journal of Services Marketing</i> , 2013 , 27, 572-578	4	12
114	Effectiveness of recovery actions on deviant customer behavior: The moderating role of gender. <i>International Journal of Hospitality Management</i> , 2013 , 35, 180-192	8.3	27
113	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	8.3	45
112	The effect of regulatory focus and delay type on consumers' reactions to delay. <i>International Journal of Hospitality Management</i> , 2013 , 32, 113-120	8.3	13
111	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	4	35
110	The Impact of Other Customers on Customer Experiences: A Psychological Distance Perspective. <i>Journal of Hospitality and Tourism Research</i> , 2013 , 37, 77-99	3.3	67
109	An Affective Image Positioning of Las Vegas Hotels. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 2013 , 14, 201-217	2	14
108	Existential Guilt and Preferential Treatment: The Case of an Airline Upgrade. <i>Journal of Travel Research</i> , 2013 , 52, 591-599	6.3	22
107	The impact of cyberostracism on online complaint handling. <i>International Journal of Retail and Distribution Management</i> , 2013 , 41, 45-60	3.5	24
106	Time Styles and Waiting in Crowded Service Environments. <i>Journal of Travel and Tourism Marketing</i> , 2012 , 29, 327-334	6.6	21
105	User reactions to search engines logos: investigating brand knowledge of web search engines. <i>Electronic Commerce Research</i> , 2012 , 12, 429-454	2.1	14
104	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	8.3	64
103	The impact of prevention versus promotion hope on CSR activities. <i>International Journal of Hospitality Management</i> , 2012 , 31, 43-51	8.3	45
102	The role of tie strength on consumer dissatisfaction responses. <i>International Journal of Hospitality Management</i> , 2012 , 31, 399-404	8.3	38

101	Societal Norms, Need for Closure, and Service Recovery. <i>Journal of International Consumer Marketing</i> , 2012 , 24, 356-371	2.1	4
100	The Role of Cultural TightnessLooseness in the Ethics of Service Recovery. <i>Journal of Global Marketing</i> , 2012 , 25, 3-16	2.4	10
99	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	7.5	73
98	Antecedents to participation in corporate social responsibility programs. <i>Journal of Service Management</i> , 2012 , 23, 664-676	7.4	24
97	Information Usefulness Versus Ease of Use: Which Makes a Destination Website More Persuasive?. <i>Tourism Analysis</i> , 2012 , 17, 15-26	1.6	4
96	Effects of Gender and Expertise on ConsumersMotivation to Read Online Hotel Reviews. <i>Cornell Hospitality Quarterly</i> , 2011 , 52, 399-406	2.2	154
95	The role of self-service technologies in restoring justice. <i>Journal of Business Research</i> , 2011 , 64, 348-355	8.7	24
94	An examination of electronic video clips in the context of hotel Websites. <i>International Journal of Hospitality Management</i> , 2011 , 30, 612-618	8.3	30
93	Other consumers in service encounters: A script theoretical perspective. <i>International Journal of Hospitality Management</i> , 2011 , 30, 933-941	8.3	68
92	A cross-cultural comparison of perceived informational fairness with service failure explanations. <i>Journal of Services Marketing</i> , 2011 , 25, 429-439	4	66
91	Effects of Message Appeal when Communicating CSR Initiatives 2011 , 261-275		2
90	Consumer Goals and the Service Encounter: Evaluating Goal Importance and the Moderating Effect of Goal Progress on Satisfaction Formation. <i>Journal of Hospitality and Tourism Research</i> , 2010 , 34, 247-268	2.3	9
89	Organizational learning from customer feedback received by service employees. <i>Journal of Service Management</i> , 2010 , 21, 363-387	7.4	37
88	Do women like options more than men? An examination in the context of service recovery. <i>Journal of Services Marketing</i> , 2010 , 24, 499-508	4	24
87	Hotel Brand Strategy. <i>Cornell Hospitality Quarterly</i> , 2010 , 51, 27-34	2.2	81
86	The relationship between consumer complaining behavior and service recovery. <i>International Journal of Contemporary Hospitality Management</i> , 2010 , 22, 975-991	7.5	90
85	The impact of mood states and surprise cues on satisfaction. <i>International Journal of Hospitality Management</i> , 2010 , 29, 432-436	8.3	31
84	A descriptive examination of corporate governance in the hospitality industry. <i>International Journal of Hospitality Management</i> , 2010 , 29, 677-684	8.3	56

83	Restaurant Servicescape, Service Encounter, and Perceived Congruency on Customers' Emotions and Satisfaction. <i>Journal of Hospitality Marketing and Management</i> , 2010 , 19, 819-841	6.4	168
82	A grounded theory model of service providers' stress, emotion, and coping during intercultural service encounters. <i>Managing Service Quality</i> , 2010 , 20, 328-342		49
81	Influence of Price on Consumer Meal Choice in a Bundling Context. <i>Journal of Foodservice Business Research</i> , 2010 , 13, 114-126	2.5	3
80	The impact of company type and corporate social responsibility messaging on consumer perceptions. <i>Journal of Financial Services Marketing</i> , 2010 , 15, 126-135	2.8	28
79	An analysis of e-business adoption and its impact on relational quality in travel agency-supplier relationships. <i>Tourism Management</i> , 2010 , 31, 777-787	10.8	72
78	Restaurant Crowding and Perceptions of Service Quality: The Role of Consumption Goals and Attributions. <i>Journal of Foodservice Business Research</i> , 2009 , 12, 331-343	2.5	13
77	Perceived Fairness of Price Differences Across Channels: The Moderating Role of Price Frame and Norm Perceptions. <i>Journal of Marketing Theory and Practice</i> , 2009 , 17, 37-48	2.2	43
76	Hotel Rebranding and Rescaling: Effects on Financial Performance. <i>Cornell Hospitality Quarterly</i> , 2009 , 50, 360-370	2.2	29
75	AN EXAMINATION OF EXPLANATION TYPOLOGY ON PERCEIVED INFORMATIONAL FAIRNESS IN THE CONTEXT OF AIR TRAVEL. <i>Journal of Travel and Tourism Marketing</i> , 2009 , 26, 795-805	6.6	13
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