

# John T Bowen

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/2307183/publications.pdf>

Version: 2024-02-01

44  
papers

3,111  
citations

279798

23  
h-index

243625

44  
g-index

46  
all docs

46  
docs citations

46  
times ranked

1883  
citing authors

#	ARTICLE	IF	CITATIONS
1	The relationship between customer loyalty and customer satisfaction. <i>International Journal of Contemporary Hospitality Management</i> , 2001, 13, 213-217.	8.0	726
2	Loyalty: A Strategic Commitment. <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 1998, 39, 12-25.	1.1	326
3	Development of a taxonomy of services to gain strategic marketing insights. <i>Journal of the Academy of Marketing Science</i> , 1990, 18, 43-49.	11.2	290
4	Managing Service Organizations: Does Having a "Thing" Make a Difference?. <i>Journal of Management</i> , 2002, 28, 447-469.	9.3	197
5	Loyalty: A strategic commitment. <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 2003, 44, 31-46.	1.1	173
6	Beware hospitality industry: the robots are coming. <i>Worldwide Hospitality and Tourism Themes</i> , 2018, 10, 726-733.	1.3	136
7	Restaurants and the tourist market. <i>International Journal of Contemporary Hospitality Management</i> , 2003, 15, 6-13.	8.0	126
8	Transitioning loyalty programs. <i>International Journal of Contemporary Hospitality Management</i> , 2015, 27, 415-430.	8.0	111
9	Comparing guests'™ key attributes of peer-to-peer accommodations and hotels: mixed-methods approach. <i>Current Issues in Tourism</i> , 2019, 22, 1-7.	7.2	92
10	Menu design: can menus sell. <i>International Journal of Contemporary Hospitality Management</i> , 1995, 7, 4-9.	8.0	84
11	Market segmentation in hospitality research: no longer a sequential process. <i>International Journal of Contemporary Hospitality Management</i> , 1998, 10, 289-296.	8.0	80
12	Hospitality marketing research. <i>International Journal of Hospitality Management</i> , 1998, 17, 125-144.	8.8	66
13	The effect of employee uniforms on employee satisfaction. <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 2000, 41, 86-95.	1.1	62
14	Trends that are changing travel and tourism. <i>Worldwide Hospitality and Tourism Themes</i> , 2017, 9, 592-602.	1.3	56
15	Measuring the effectiveness of casino promotions. <i>International Journal of Hospitality Management</i> , 2002, 21, 189-202.	8.8	54
16	A proposed model of the descriptors of service process. <i>Journal of Services Marketing</i> , 2003, 17, 621-639.	3.0	54
17	Managing Service Organizations: Does Having a "Thing" Make a Difference?. <i>Journal of Management</i> , 2002, 28, 447-469.	9.3	52
18	The evolution of marketing research. <i>International Journal of Contemporary Hospitality Management</i> , 2014, 26, 706-726.	8.0	52

#	ARTICLE	IF	CITATIONS
19	What experts say about managing hospitality service delivery systems. <i>International Journal of Contemporary Hospitality Management</i> , 2004, 16, 394-401.	8.0	47
20	Labor shortage solution: redefining hospitality through digitization. <i>International Journal of Contemporary Hospitality Management</i> , 2022, 34, 4674-4685.	8.0	33
21	Analytic perspectives on online purchasing in hotels: a review of literature and research directions. <i>International Journal of Contemporary Hospitality Management</i> , 2018, 30, 557-580.	8.0	31
22	A market-driven approach to business development and service improvement in the hospitality industry. <i>International Journal of Contemporary Hospitality Management</i> , 1997, 9, 334-344.	8.0	29
23	Increasing Restaurant Profits with Product Merchandising. <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 1996, 37, 72-79.	1.1	24
24	The Effect of Employee Uniforms on Employee Satisfaction. <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 2000, 41, 86-95.	1.1	24
25	Commentary on "Loyalty: A Strategic Commitment". <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 2003, 44, 47-52.	1.1	23
26	Trends affecting social media: implications for practitioners and researchers. <i>Worldwide Hospitality and Tourism Themes</i> , 2015, 7, 221-228.	1.3	18
27	Commentary on "Loyalty: A strategic commitment". <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 2003, 44, 47-52.	1.1	12
28	Managing a research career. <i>International Journal of Contemporary Hospitality Management</i> , 2005, 17, 633-637.	8.0	9
29	Getting Guests to Work for You. <i>Journal of Foodservice Business Research</i> , 2003, 6, 37-53.	2.3	8
30	Exploring Customers'™ Luxury Consumption in Restaurants: A Combined Method of Topic Modeling and Three-Factor Theory. <i>Cornell Hospitality Quarterly</i> , 2022, 63, 66-77.	3.8	7
31	NEW FEATURES. <i>Journal of Restaurant &amp; Foodservice Marketing</i> , 1997, 2, 1-1.	0.1	6
32	Managing environmental change: insights from researchers and practitioners. <i>International Journal of Contemporary Hospitality Management</i> , 1996, 8, 75-90.	8.0	5
33	Junket Reps and Casino Marketing. <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 1994, 35, 63-69.	1.1	4
34	Common themes across social media research. <i>Worldwide Hospitality and Tourism Themes</i> , 2015, 7, 314-319.	1.3	4
35	Electronic Information: Scanning the Environment. <i>Hospitality Research Journal</i> , 1990, 14, 95-102.	1.1	3
36	Responsive communication: the key to business development and service improvement. <i>International Journal of Contemporary Hospitality Management</i> , 1997, 9, 345-349.	8.0	3

#	ARTICLE	IF	CITATIONS
37	Can casino gaming be used to maximize the benefits for tourism destinations?. <i>Worldwide Hospitality and Tourism Themes</i> , 2009, 1, 392-395.	1.3	3
38	Development and Validation of a Measure of Ebullient Supervision: The ES Scale. <i>Journal of Leadership and Organizational Studies</i> , 2019, 26, 150-162.	4.0	3
39	Expert Systems: Implications for Educators. <i>Hospitality Education and Research Journal</i> , 1988, 12, 175-183.	0.2	2
40	Managing Customer-Created Uncertainty. <i>Hospitality and Tourism Educator</i> , 1994, 6, 19-24.	0.1	2
41	Casinos as an antecedent of tourism development. <i>Worldwide Hospitality and Tourism Themes</i> , 2009, 1, 332-343.	1.3	2
42	Image Communication: Integrating Hospitality Marketing and Public Relations. <i>Hospitality Education and Research Journal</i> , 1989, 13, 259-266.	0.2	1
43	Including Student Information in Cover Letters: I am a Student, Please Help. <i>Journal of Hospitality and Tourism Education</i> , 2000, 12, 16-18.	3.2	1
44	How can casino gaming be used to maximize the benefits for tourism destinations?. <i>Worldwide Hospitality and Tourism Themes</i> , 2009, 1, .	1.3	0