

Gloria Berenguer-Contró

List of Publications by Year in descending order

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Version: 2024-02-01

28
papers

878
citations

623188

14
h-index

500791

28
g-index

30
all docs

30
docs citations

30
times ranked

650
citing authors

#	ARTICLE	IF	CITATIONS
1	Sustainability, Store Equity, and Satisfaction: The Moderating Effect of Gender in Retailing. Sustainability, 2021, 13, 1010.	1.6	7
2	The impact of value co-creation on hotel brand equity and customer satisfaction. Tourism Management, 2019, 75, 51-65.	5.8	118
3	Determinants of behavioral intentions towards a professional certification scheme at European level. European Journal of Training and Development, 2019, 43, 719-735.	1.2	3
4	SATISFACTION AND LOYALTY IN B2B RELATIONSHIPS IN THE FREIGHT FORWARDING INDUSTRY: ADDING PERCEIVED VALUE AND SERVICE QUALITY INTO EQUATION. Transport, 2018, 33, 1184-1195.	0.6	21
5	The causal relationship between store equity and loyalty: Testing two alternative models in retailing. Journal of Brand Management, 2017, 24, 193-208.	2.0	14
6	Customer segmentation based on store equity: What explains customer store preference?. Journal of Brand Management, 2017, 24, 546-561.	2.0	9
7	Store equity and behavioral intentions: the moderating role of the retailer's technology. Journal of Product and Brand Management, 2016, 25, 642-650.	2.6	22
8	La calidad y el valor percibido en el transporte de mercancías en España y su importancia en la segmentación de clientes. Innovar, 2015, 25, 105-123.	0.1	8
9	Information and Communication Technology as a Differentiation Tool in Restaurants. Journal of Foodservice Business Research, 2014, 17, 410-428.	1.3	29
10	Facilitators and Inhibitors of Technologies to Tackle Climate Change: Opinions of Government and Private Actors. Climate Change Management, 2013, , 309-318.	0.6	1
11	Cognition and affect: A factors combination in clients dissatisfied with restaurants. Journal of Retail and Leisure Property, 2010, 9, 319-335.	0.4	5
12	Instruments for Wine Promotion in Upscale Restaurants. Journal of Foodservice Business Research, 2010, 13, 98-113.	1.3	17
13	Measuring the antecedents of e-loyalty and the effect of switching costs on website. Service Industries Journal, 2010, 30, 1837-1852.	5.0	72
14	Causes for complaining behaviour intentions: the moderator effect of previous customer experience of the restaurant. Journal of Services Marketing, 2010, 24, 532-545.	1.7	36
15	Relational benefits and loyalty in retailing: an intersector comparison. International Journal of Retail and Distribution Management, 2009, 37, 493-509.	2.7	24
16	Cognitive and Affective Causes of Consumer Dissatisfaction With the Hospitality Encounter. Journal of Hospitality Marketing and Management, 2009, 18, 653-675.	5.1	16
17	Wine list engineering: categorization of food and beverage outlets. International Journal of Contemporary Hospitality Management, 2009, 21, 69-84.	5.3	23
18	Information and communication technology in retailing: A cross-industry comparison. Journal of Retailing and Consumer Services, 2009, 16, 232-238.	5.3	25

#	ARTICLE	IF	CITATIONS
19	Do upscale restaurant owners use wine lists as a differentiation strategy?. International Journal of Hospitality Management, 2009, 28, 86-95.	5.3	39
20	BENEFICIOS RELACIONALES, SATISFACCIÓN Y LEALTAD EN EL COMERCIO MINORISTA: UNA COMPARATIVA INTERSECTORIAL. Investigaciones Europeas De Dirección Y Economía De La Empresa, 2009, 15, 95-108.	0.6	1
21	INSTRUMENTOS DE PROMOCIÓN DE LOS VINOS EN LOS RESTAURANTES DE ALTO NIVEL. Investigaciones Europeas De Dirección Y Economía De La Empresa, 2009, 15, 63-76.	0.6	5
22	Relationship benefits and costs in retailing: A cross-industry comparison. Journal of Retail and Leisure Property, 2009, 8, 57-66.	0.4	8
23	The roles of service encounters, service value, and job satisfaction in achieving customer satisfaction in business relationships. Industrial Marketing Management, 2008, 37, 921-939.	3.7	93
24	ANÁLISIS DEL COMPORTAMIENTO DE QUEJA DEL CONSUMIDOR: UNA INVESTIGACIÓN EXPLORATORIA EN EL CONTEXTO DE LOS RESTAURANTES. Investigaciones Europeas De Dirección Y Economía De La Empresa, 2008, 14, 13-33.	0.6	4
25	Logistics service quality: a new way to loyalty. Industrial Management and Data Systems, 2008, 108, 650-668.	2.2	135
26	Qualitative and Quantitative Engineering Criteria of Restaurant Wine Lists. Journal of Wine Research, 2008, 19, 19-31.	0.9	18
27	Antecedents to complaint behaviour in the context of restaurant goers. International Review of Retail, Distribution and Consumer Research, 2006, 16, 493-517.	1.3	21
28	Relationships among customer orientation, service orientation and job satisfaction in financial services. Journal of Service Management, 2005, 16, 497-525.	2.2	98