

Dan Jin

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/8846175/publications.pdf>

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7
papers

76
citations

1937685
4
h-index

2053705
5
g-index

7
all docs

7
docs citations

7
times ranked

79
citing authors

#	ARTICLE	IF	CITATIONS
1	Customer Online Feedback with an Identity Versus No Identity: The Influence on Review Comments. Journal of Hospitality and Tourism Research, 2022, 46, 267-295.	2.9	3
2	The impact of customer controllability and service recovery type on customer satisfaction and consequent behavior intentions. Journal of Hospitality Marketing and Management, 2020, 29, 65-87.	8.2	11
3	Employed in the foodservice industry: likelihood of intervention with food safety threats. International Hospitality Review, 2020, 34, 243-262.	2.8	2
4	The Impact of Social Norms and Risk Assessment on Diners's Reaction to Food Safety Concerns in Restaurants. Journal of Foodservice Business Research, 2020, 23, 377-400.	2.3	11
5	Workplace incivility in restaurants: Who's the real victim? Employee deviance and customer reciprocity. International Journal of Hospitality Management, 2020, 86, 102459.	8.8	31
6	Joint effect of service recovery types and times on customer satisfaction in lodging. Journal of Hospitality and Tourism Management, 2019, 38, 149-158.	6.6	18
7	Impact of culture on production and delivery of hospitality products/services. , 2017, , 337-347.		0