

Dan Jin

List of Publications by Year in descending order

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

Version: 2024-02-01

7
papers

76
citations

1936888

4
h-index

2053342

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.	1.8	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.	5.1	11
3	Employed in the foodservice industry: likelihood of intervention with food safety threats. International Hospitality Review, 2020, 34, 243-262.	1.8	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.	1.3	11
5	Workplace incivility in restaurants: Who's the real victim? Employee deviance and customer reciprocity. International Journal of Hospitality Management, 2020, 86, 102459.	5.3	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.	3.5	18
7	Impact of culture on production and delivery of hospitality products/services. , 2017, , 337-347.		0