

Alei Fan

List of Publications by Year in descending order

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Version: 2024-02-01

27
papers

759
citations

777949

13
h-index

651938

25
g-index

27
all docs

27
docs citations

27
times ranked

679
citing authors

#	ARTICLE	IF	CITATIONS
1	To display tip suggestion or not? Examining tip suggestion's impact in technology-facilitated preservice tipping encounters. <i>Journal of Hospitality and Tourism Research</i> , 2024, 48, 32-57.	1.8	3
2	How much is too much? The impact of technology-facilitated information search effort on service experience. <i>Journal of Foodservice Business Research</i> , 2024, 27, 40-60.	1.3	1
3	Trust the Facts: The Impact of Reviews' Written Style and Subject-Focus on Peer-to-Peer Accommodation Consumption. <i>Journal of Hospitality and Tourism Research</i> , 2024, 48, 249-276.	1.8	1
4	To Partner with Human or Robot? Designing Service Coproduction Processes for Willingness to Pay More. <i>Journal of Hospitality and Tourism Research</i> , 2023, 47, 455-481.	1.8	7
5	Immersive Digital Tourism: The Role of Multisensory Cues in Digital Museum Experiences. <i>Journal of Hospitality and Tourism Research</i> , 2023, 47, 1017-1039.	1.8	28
6	Restaurant patronage during the COVID-19 pandemic and the protection motivation theory: influence of consumers' socio-demographic, situational, and psychographic factors. <i>Journal of Foodservice Business Research</i> , 2023, 26, 247-275.	1.3	10
7	Tech-touch balance in the service encounter: The impact of supplementary human service on consumer responses. <i>International Journal of Hospitality Management</i> , 2022, 101, 103122.	5.3	10
8	Consumers' lodging intentions during a pandemic: empirical insights for crisis management practices based on protection motivation theory and expectancy theory. <i>International Journal of Contemporary Hospitality Management</i> , 2022, 34, 1290-1311.	5.3	20
9	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> , 2021, 22, 481-501.	1.7	7
10	Touch Versus Tech in Service Encounters. <i>Cornell Hospitality Quarterly</i> , 2021, 62, 468-481.	2.2	20
11	Peer-to-peer accommodation: A meta-analysis of factors affecting customer satisfaction and loyalty. <i>International Journal of Tourism Research</i> , 2021, 23, 581-596.	2.1	24
12	Restaurants and COVID-19: What are consumers' risk perceptions about restaurant food and its packaging during the pandemic?. <i>International Journal of Hospitality Management</i> , 2021, 94, 102821.	5.3	117
13	Robotic involvement in the service encounter: a value-centric experience framework and empirical validation. <i>Journal of Service Management</i> , 2021, 32, 783-812.	4.4	26
14	The impact of customer controllability and service recovery type on customer satisfaction and consequent behavior intentions. <i>Journal of Hospitality Marketing and Management</i> , 2020, 29, 65-87.	5.1	11
15	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.	5.1	87
16	Leisure Mobility of Chinese Millennials. <i>Journal of China Tourism Research</i> , 2020, 16, 527-546.	1.2	9
17	Embracing the Future: New Technology and Mediated Chinese Tourists. <i>Journal of China Tourism Research</i> , 2020, 16, 487-493.	1.2	5
18	Are vegetarian customers more "green"? <i>Journal of Foodservice Business Research</i> , 2019, 22, 467-482.	1.3	15

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19	The interaction effects of consumer susceptibility to interpersonal influence and type of word-of-mouth on Chinese consumers' restaurant choices. <i>Journal of Foodservice Business Research</i> , 2019, 22, 387-400.	1.3	7
20	Joint effect of service recovery types and times on customer satisfaction in lodging. <i>Journal of Hospitality and Tourism Management</i> , 2019, 38, 149-158.	3.5	18
21	Whom do we trust? Cultural differences in consumer responses to online recommendations. <i>International Journal of Contemporary Hospitality Management</i> , 2018, 30, 1508-1525.	5.3	39
22	Gender differences in the intentions to voice complaints across different service failure modes. <i>Journal of Foodservice Business Research</i> , 2018, 21, 22-32.	1.3	17
23	The impact of language style on consumers' reactions to online reviews. <i>Tourism Management</i> , 2017, 59, 590-596.	5.8	91
24	The impact of other customers and gender on consumer complaint behaviour in the Ecuadorian restaurant setting. <i>European Journal of Tourism Hospitality and Recreation</i> , 2016, 7, 21-29.	0.5	3
25	Does anthropomorphism influence customers' switching intentions in the self-service technology failure context?. <i>Journal of Services Marketing</i> , 2016, 30, 713-723.	1.7	101
26	How does social distance impact customers' complaint intentions? A cross-cultural examination. <i>International Journal of Hospitality Management</i> , 2015, 47, 35-42.	5.3	43
27	Wearable technology in service delivery processes: The gender-moderated technology objectification effect. <i>International Journal of Hospitality Management</i> , 2015, 51, 1-7.	5.3	39