Alei Fan

List of Publications by Year
in descending order

27 papers	759 citations	687335 13 h-index	580810 25 g-index
27 all docs	27 docs citations	27 times ranked	609 citing authors

#	Article	IF	Citations
1	To display tip suggestion or not? Examining tip suggestion's impact in technology-facilitated preservice tipping encounters. Journal of Hospitality and Tourism Research, 2024, 48, 32-57.	2.9	3
2	How much is too much? The impact of technology-facilitated information search effort on service experience. Journal of Foodservice Business Research, 2024, 27, 40-60.	2.3	1
3	Trust the Facts: The Impact of Reviews' Written Style and Subject-Focus on Peer-to-Peer Accommodation Consumption. Journal of Hospitality and Tourism Research, 2024, 48, 249-276.	2.9	1
4	To Partner with Human or Robot? Designing Service Coproduction Processes for Willingness to Pay More. Journal of Hospitality and Tourism Research, 2023, 47, 455-481.	2.9	7
5	Immersive Digital Tourism: The Role of Multisensory Cues in Digital Museum Experiences. Journal of Hospitality and Tourism Research, 2023, 47, 1017-1039.	2.9	28
6	Restaurant patronage during the COVID-19 pandemic and the protection motivation theory: influence of consumers' socio-demographic, situational, and psychographic factors. Journal of Foodservice Business Research, 2023, 26, 247-275.	2.3	10
7	Tech-touch balance in the service encounter: The impact of supplementary human service on consumer responses. International Journal of Hospitality Management, 2022, 101, 103122.	8.8	10
8	Consumers' lodging intentions during a pandemic: empirical insights for crisis management practices based on protection motivation theory and expectancy theory. International Journal of Contemporary Hospitality Management, 2022, 34, 1290-1311.	8.0	20
9	The Joint Impacts of need for Status and Mobile Apps' Social Visibility on Hotel Customers' Behavioral Intentions. International Journal of Hospitality and Tourism Administration, 2021, 22, 481-501.	2.5	7
10	Touch Versus Tech in Service Encounters. Cornell Hospitality Quarterly, 2021, 62, 468-481.	3.8	20
11	<scp>Peer‐to‐peer</scp> accommodation: A <scp>meta‐analysis</scp> of factors affecting customer satisfaction and loyalty. International Journal of Tourism Research, 2021, 23, 581-596.	3.7	24
12	Restaurants and COVID-19: What are consumers' risk perceptions about restaurant food and its packaging during the pandemic?. International Journal of Hospitality Management, 2021, 94, 102821.	8.8	117
13	Robotic involvement in the service encounter: a value-centric experience framework and empirical validation. Journal of Service Management, 2021, 32, 783-812.	7.2	26
14	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
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. Journal of Hospitality Marketing and Management, 2020, 29, 269-290.	8.2	87
16	Leisure Mobility of Chinese Millennials. Journal of China Tourism Research, 2020, 16, 527-546.	1.9	9
17	Embracing the Future: New Technology and Mediated Chinese Tourists. Journal of China Tourism Research, 2020, 16, 487-493.	1.9	5
18	Are vegetarian customers more "green". Journal of Foodservice Business Research, 2019, 22, 467-482.	2.3	15

#	Article	IF	Citations
19	The interaction effects of consumer susceptibility to interpersonal influence and type of word-of-mouth on Chinese consumers' restaurant choices. Journal of Foodservice Business Research, 2019, 22, 387-400.	2.3	7
20	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
21	Whom do we trust? Cultural differences in consumer responses to online recommendations. International Journal of Contemporary Hospitality Management, 2018, 30, 1508-1525.	8.0	39
22	Gender differences in the intentions to voice complaints across different service failure modes. Journal of Foodservice Business Research, 2018, 21, 22-32.	2.3	17
23	The impact of language style on consumers' reactions to online reviews. Tourism Management, 2017, 59, 590-596.	9.8	91
24	The impact of other customers and gender on consumer complaint behaviour in the Ecuadorian restaurant setting. European Journal of Tourism Hospitality and Recreation, 2016, 7, 21-29.	0.8	3
25	Does anthropomorphism influence customers' switching intentions in the self-service technology failure context?. Journal of Services Marketing, 2016, 30, 713-723.	3.0	101
26	How does social distance impact customers' complaint intentions? A cross-cultural examination. International Journal of Hospitality Management, 2015, 47, 35-42.	8.8	43
27	Wearable technology in service delivery processes: The gender-moderated technology objectification effect. International Journal of Hospitality Management, 2015, 51, 1-7.	8.8	39