

The "Terminal" Effects of Service Failure on Airline Justice Theory

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Citation Report

#	ARTICLE	IF	CITATIONS
1	The role of employee emotional competence in service recovery encounters. <i>Journal of Services Marketing</i> , 2018, 32, 835-849.	1.7	30
2	Will you fly with this airline in the future? An empirical study of airline avoidance after accidents. <i>Journal of Travel and Tourism Marketing</i> , 2018, 35, 1145-1159.	3.1	12
3	Influencing perception of justice to leverage behavioral outcome: A perspective from restaurant service failure setting. <i>Quality Management Journal</i> , 2018, 25, 112-128.	0.9	7
4	Cruise Line Customers'™ Responses to Risk and Crisis Communication Messages: An Application of the Risk Perception Attitude Framework. <i>Journal of Travel Research</i> , 2019, 58, 849-865.	5.8	86
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15	Service failures and recovery in hospitality and tourism: a review of literature and recommendations for future research. <i>Journal of Hospitality Marketing and Management</i> , 2019, 28, 513-537.	5.1	78
16	Watching Others Receive Unearned Superior Treatment: Examining the Effects on Tourists Who Receive Less Than Their Peers. <i>Journal of Travel Research</i> , 2019, 58, 1175-1192.	5.8	9
17	Punishing Politeness: The Role of Language in Promoting Brand Trust. <i>Journal of Business Ethics</i> , 2020, 164, 39-60.	3.7	11
18	The Behavioral Consequences of Regret, Anger, and Frustration in Service Settings. <i>Journal of Global Marketing</i> , 2020, 33, 84-102.	2.0	28

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