

Robotics for Customer Service: A Useful Complement o

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Citation Report

#	ARTICLE	IF	CITATIONS
1	A conceptual framework of the service delivery system design for hospitality firms in the (post-)viral world: The role of service robots. <i>International Journal of Hospitality Management</i> , 2020, 91, 102661.	8.8	83
2	Rise of the machines: towards a conceptual service-robot research framework for the hospitality and tourism industry. <i>International Journal of Contemporary Hospitality Management</i> , 2020, 32, 3835-3851.	8.0	92
3	Mitigating loneliness with companion robots in the COVID-19 pandemic and beyond: an integrative framework and research agenda. <i>Journal of Service Management</i> , 2020, 31, 1149-1162.	7.2	113
4	Understanding the robotic restaurant experience: a multiple case study. <i>Journal of Tourism Futures</i> , 2022, 8, 55-72.	3.9	35
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