

JOURNAL OF
**HOSPITALITY
MARKETING
& MANAGEMENT**

VOLUME 26 \ ISSUES 1-2 \ 2017

Included in this print edition:

Issue 1 (January)

Issue 2 (February–March)



Routledge
Taylor & Francis Group

CONTENTS

Volume 26 Number 1 2017

ARTICLES

An Investigation of Brand Experience on Brand Attachment, Knowledge, and Trust in the Lodging Industry <i>Juhee Kang, Aikaterini Manthiou, Norzuwana Sumarjan, and Liang (Rebecca) Tang</i>	1
The Applications of Environmental Technologies in Hotels <i>Eric S. W. Chan, Fevzi Okumus, and Wilco Chan</i>	23
Customer and Employee Incivility and Its Causal Effects in the Hospitality Industry <i>Edwin N. Torres, Mathilda van Niekerk, and Marissa Orłowski</i>	48
Asymmetry of Hotel Ratings on TripAdvisor: Evidence from Single- Versus Dual-Valence Reviews <i>Lawrence Hoc Nang Fong, Soey Sut Ieng Lei, and Rob Law</i>	67
Recovering from Other-Customer-Caused Failure: The Effect on Focal Customer Complaining <i>Lisa McQuilken, Nichola Robertson, and Michael Polonsky</i>	83

Volume 26 Number 2 2017

ARTICLES

Authenticity: The Link Between Destination Image and Place Attachment <i>Yangyang Jiang, Haywantee Ramkissoon, Felix T. Mavondo, and Shanfei Feng</i>	105
Leader-Member Exchange (LMX) and Its Work Outcomes: The Moderating Role of Gender <i>Pola Qi Wang, Peter BeomCheol Kim, and Simon Milne</i>	125
Organizational Ethnic Diversity and Employees' Satisfaction With Hygiene and Motivation Factors—A Comparative IPA Approach <i>Aaron Hsiao, Emily Ma, and Christopher Auld</i>	144
Customer Participation in Services and its Effect on Employee Innovative Behavior <i>Minglong Li and Cathy Hsu</i>	164
Service Innovations: What the Managers Believe and What the Customers Say <i>Praneet Randhawa, MiRan Kim, and Ronald F. Cichy</i>	186

RESEARCH NOTE

Does the Information Regarding the Ingredients Composing a Dish Influence Consumers' Decisions? An Evaluation in a Restaurant <i>Céline Jacob, Gaëlle Boulbry, and Nicolas Guéguen</i>	207
---	-----