

Sabine Benoit (formerly Moeller)

s.benoit@surrey.ac.uk

www.sabinebenoit.com

Twitter: @sabine_benoit

Google scholar: 2,189 cites, h-index: 18

Positions held

since 2016	Professor of Marketing, Surrey Business School, University of Surrey, Guildford, UK
since 2019	Professor (part time) at Australian National University (ANU)
since 2008	Director of the funded Competence Center for On-the-go Consumption (www.cc-otgc.com)
2017-2019	Director of External and Business Engagement at Surrey Business School (SBS)
2013-2016	Professor of Marketing and from 2014-2016 Director of Research at Roehampton Business School, University of Roehampton, London, UK
2007-2013	Lekkerland Endowed Chair of Convenience & Marketing, EBS Business School, Oestrich-Winkel, Germany
2003-2008	Assistant Professor at the Otto Beisheim Endowed Chair of Marketing and Manager of the Center for Market-oriented Management (CMM) at the WHU – Otto Beisheim School of Management, Vallendar, Germany
2000-2003	Research Assistant and Ph.D. candidate at the Douglas Endowed Chair of Service Management, University of Hagen, Hagen, Germany

Higher Education Degrees

2014	Fellow of the HEA (Higher Education Academy), UK
2008	Post-doctoral degree (Habilitation) at WHU – Otto Beisheim School of Management, Vallendar, Germany
2004	Doctoral degree Dr. rer. pol. (equivalent to PhD) at the University of Hagen, Hagen, Germany
1996-2000	Degree in Business Administration (Dipl.-Kffr., equivalent to MSc) at the Catholic University of Eichstätt-Ingolstadt and Albert-Ludwigs-University Freiburg i.B., Germany

Visting appointments

April 2017	Visiting scholar at the University of Alabama, Culverhouse College of Commerce, USA
since 2014	Visiting Fellow at the London School of Economics and Political Science (LSE), Department of Methodology, from October 2015 onwards Department of Management, London, UK
Summer 2015	Visiting scholar at Australian National University (ANU), College of Business and Economics, Canberra, Australia
Autumn 2014	Visiting scholar at the New York University (NYU), Stern Business School, Marketing Department, New York, USA
since 2012	Faculty fellow at the Robert H. Smith School of Business, University of Maryland, USA
Autumn 2012	Visiting Scholar at the Service Science Factory at the Maastricht University, Netherlands
November 2009	Visiting Scholar at the Service Research Center (CTF), University of Karlstad, Sweden

2007 and 2008 Visiting Scholar at the Center for Excellence in Service at the Robert H. Smith School of Business, University of Maryland, USA

Research fields Consumer behavior in service and retail settings, especially
On-the-go consumption and health orientation
Collaborative consumption
Perception of unsustainable behavior

Selected publications

Aksoy, L., Benoit, S., Joag, S., Kandampully, J., Keiningham, T., Yan, A., Enterprise Feedback Management (EFM): What Lies Beyond the Hype? forthcoming, *Journal of Service Management*.

Bove, L., and Benoit, S., "Restrict, clean and protect: Signalling consumer safety during the pandemic and beyond", forthcoming, *Journal of Service Management*.

Fombelle, P. W., Voorhees, C. M., Jenkins, M. R., Sidaoui, K., Benoit S., Gruber, T., Gustaffson, A., Abosag, I. (2020), "Customer Deviance: A Framework, Prevention Strategies, and Opportunities for Future Research", *Journal of Business Research*, 116, p. 387-400. (AJG: 3)

Benoit, S., Kienzler, M., Kowalkowski, C. (2020) Intuitive pricing by independent store managers: Challenging beliefs and practices, *Journal of Business Research*, 115, 70-84. (AJG: 3)

Lehr, A., Buettgen, M., Benoit, S., Positive Spillover Effects (2020): The Potential of Access-Based Services to Promote Innovative Products, *Psychology and Marketing*, 37 (5), 705-723. (AJG: 3)

Hahn, R., Ostertag, F., Lehr, A., Buettgen, M., Benoit, S. (2020), "I like it, but I don't use it": Adoption of different carsharing business models, *Business Strategy and the Environment*, 29 (3) 1404-1418. (AJG: 3)

Benoit, S., Klose, S., Wirtz, J., Andreassen, T. W., Keiningham, T. L. (2019), Bridging the Data Divide Between Practitioners and Academics: Approaches to Collaborating Better to Leverage Each Other's Resources, *Journal of Service Management*, 30 (5), 524-548. (AJG: 2, highly commend paper award)

Benoit, S., Evanschitzky, H., Teller, C. (2019), Retail Format Selection in on-the-go shopping situations, *Journal of Business Research*, 100, 268-278. (AJG: 3)

Benoit, S., Hogleve, J., Sichtmann, C., Bilstein, N. (2019), Professionalism Kills the Trading Star: Explaining Member Participation in Trading Communities, *Journal of Service Management Research*, 3 (2), 54-65. (AJG: not included)

Fehrer, J. A., Benoit, S., Aksoy, L., Baker, T., Bell, S.J., Brodie, R.J, Marimuthu, M., (2018), Future Scenarios of the Collaborative Economy: Centrally Orchestrated, Social Bubbles or Decentralized Autonomous?, *Journal of Service Management*, 29 (4), 859 – 882. (AJG: 2)

Benoit, S., Scherschel, K., Ates, Z./Nasr, L., Kandampully, J. (2017), Showcasing the Diversity of Service Research. Theories, Methods and Success of Service Articles, *Journal of Service Management*, 28 (5), 810-836. (AJG: 2; Best Paper Award, 1st place).

Benoit, S., Baker, T., Bolton, R., Gruber, T., Kandampully, J. (2017), A Triadic Framework for Collaborative Consumption: Motives, Roles and Resources, *Journal of Business Research* 79, 219-227. (AJG: 3)

Benoit, S., Klose, S., Ettinger, A. (2017), Linking service convenience to satisfaction: Dimensions and key moderators, *Journal of Services Marketing*, 31 (6), 527-538. (AJG: 2)

Keiningham, T., Ball, J., Benoit, S., Bruce, H.L., Buoye, A., Dzenkovska, J., Nasr, L., Oh, Y.-C., Zaki, M. (2017), The interplay of customer experience and commitment, *Journal of Services Marketing*, 31(2), 148-160. (AJG: 2, best paper award, 2nd place)

- Schaefers, T., Wittkowski, K., Benoit, S., Ferraro, R. (2016), Contagious Effects of Customer Misbehavior in Access-Based Services, *Journal of Service Research*, 19 (1), 3-21. (AJG: 4, best paper award, 2nd place)
- Benoit, S., Bilstein, N., Hogleve, J., Sichtmann, C. (2016), Explaining Social Exchanges in Information-Based Online Communities, *Journal of Service Management*, 27 (4), 460-480. (AJG: 2)
- Benoit, S., Schaefers, T., Heider, R. (2016), Utilitarian, hedonic and hybrid determinants of on-the-go consumption, *Journal of Retailing and Consumer Services*, 31 (1), 32-42. (AJG: 2)
- Huneke, T., Benoit, S., Shams, P., Gustafsson, A., (2015), Does Service Employees' Appearance Affect the Healthiness of Food Choice?, *Psychology and Marketing*, 32 (1), 96-106. (AJG: 3)
- Wagner, J., Benoit, S. (2015), Creating Value in Retail Buyer-Vendor Relationships: A Service-Centered Model, *Industrial Marketing Management*, 44 (1), 166-179. (AJG: 3)
- Hartmann, J., Moeller, S. (2014), Clan Liability in Multi-Tier Supply Chains? Responsibility Attributions for Unsustainable Supplier Behaviour, *Journal of Operations Management*, 32 (5), 281-294. (AJG: 4+)
- Moeller, S., Ciuchita, R., Mahr, D., Oderkerken-Schroeder, G., Fassnacht, M. (2013), Uncovering Collaborative Value Creation Patterns and establishing corresponding Customer Roles, *Journal of Service Research*, 16 (4), 471-487. (AJG: 4)
- Wittkowski, K., Moeller, S., Wirtz, J. (2013), Understanding Firms' Intentions to Use Non-ownership Services, *Journal of Service Research*, 16 (2), 171-185. (AJG: 4)
- Goebel, P., Moeller, S., Pibernik, R. (2012), Paying for Convenience: Attractiveness and Market Potential of Time-Based Delivery Services, *International Journal of Physical Distribution & Logistics Management*, 42 (6), 584-606. (AJG: 2)
- Heider, R., Moeller, S. (2012), Outlet Patronage in On-the-go Consumption: An Analysis of Patronage Preference Drivers for Convenience Outlets versus Traditional Retail Outlets, *Journal of Retailing and Consumer Services*, 19 (3), 313-324. (AJG: 2)
- Sichtmann, C., Moeller, S., Hogleve, J., Laugwitz, N. (2011), Kundenintegration 2.0 – Welche Faktoren beeinflussen die Kundenintegration in transaktionsbasierten Online Communities (Customer Integration 2.0 – What Drives Customer Integration into Transaction-Based Online Communities), *Zeitschrift für Betriebswirtschaft*, 81 (5), 21-45. (AJG: not included)
- Moeller, S. (2010), Characteristics of Services – A Customer Integration Perspective Uncovers their Value, *Journal of Services Marketing*, 24 (5), 359-368. (AJG: 2)
- Moeller, S./Wittkowski, K. (2010), The Burden of Ownership: Reasons for Preferring Renting, *Managing Service Quality*, 20 (2), 176-191. (AJG: 1)
- Moeller, S., Fassnacht, M., Ettinger, A. (2009), Retaining Customers with Shopping Convenience, *Journal of Relationship Marketing*, 8 (4), 313-329. (AJG: 1)
- Moeller, S. (2008), Customer Integration - A key to an Implementation Perspective of Service Provision, *Journal of Service Research*, 11 (2), 197-210. (AJG: 4)
- Moeller, S., Fassnacht, M., Klose, S. (2008), Defensive Relationship Marketing: Avoiding Decreasing Sales from Customers in Consumer Goods Mass Markets, *Journal of Relationship Marketing*, 7 (2), 197-215. (AJG: 1)
- Moeller, S., Fassnacht, M., Klose, S. (2006), A Framework for Supplier Relationship Management, *Journal of Business-to-Business Marketing*, 13 (4), 69-94. (AJG: 2)

Journals, managerial audience, recent

- Wittkowski, K., Benoit, S., Wirtz, J. (2015), Warum Unternehmen sich für KoKonsum entscheiden, *Marketing Review St. Gallen*, 32 (4), 24-31.

Benoit, S., Hartmann, J. (2015), Sippenhaft in der Lieferkette, *Harvard Business Manager*, February 2015, 6-9.

Under review and in preparation (final stage)

Benoit, S., Forkmann, S., Hartmann, J., Henneberg, S., Ivens, B., Trust Damage and Repair in Supply Chains, under invited revision *Journal of Operations Management*. (AJG: 4)

Ludwig, S., Bove, L., Benoit, S., de Ruyter, K., Urwin, P., Getting the Gig: How the Language of Personal Selling Affects Freelancers' Bidding Success, under invited revision after 2nd round of reviews *Journal of Marketing*. (AJG: 4)

Benoit, S., Sichtmann, C., Hartmann, J. Wetzels, M., The Differential Effects of Corporate Social Responsibility and Corporate Social Irresponsibility on Consumer Willingness to Pay, under preparation for submission.

Service to the scientific community

Editorial / review boards

Journal of Service Research (JSR, AJG: 4)

Journal of Services Marketing (JSM, AJG: 2)

Journal of Service Management (JoSM, AJG: 2)

Journal of Service Theory and Practice (JSTP, AJG: 1)

Journal of Business Research (JBR, AJG: 3)

Academy of Marketing Science Review (AJG: 2)

Psychology and Marketing (AJG: 3)

Awards, positions and committees

2020	Best Paper Award 2019 (highly commended) the <i>Journal of Service Management (JOSM)</i>
2018	ISM Best Paper Award Finalist (AOM Chicago)
2018	Best Paper Award 2017 (2 nd) <i>Journal of Services Marketing (JSM)</i>
2018	Best Paper Award 2017 (1 st) of the <i>Journal of Service Management (JOSM)</i>
2017	Best Paper Award 2016 (2 nd) of the <i>Journal of Service Research (JSR)</i>
2016	Chair of the SERVSIG committee for selecting the SERVSIG Emerging Service Scholar 2016
2016	Member of the International Conference Committee of the AMA SERVSIG 2016 conference
2015	Nominated for the Best Paper Award 2014 from the German Academic Association for Business Research (VHB)
2014	Member of the International Conference Committee of the AMA SERVSIG 2014 conference
2013	Reviewer of the year 2012 at the <i>Journal of Service Management (JOSM)</i>
2012	Member of the conference committee for the Frontiers in Service Conference, Washington, 2012
2011/2012	Chair of AMA SERVSIG, Special Interest Group Service of the American Marketing Association
2009	Member AMA SERVSIG committee for the Lovelock Career Contributions to the Services Discipline Award
2008	Chair of the AMA SERVSIG award committee for the Best Services Article of 2007
2007	Member of the AMA SERVSIG award committee for the Best Services Article of 2006

University Service

2017-2019	Director for External and Business Engagement (EBE) at Surrey Business School, University of Surrey, UK
2016-2017	Co-Director of the 4-year PhD Programme in Management at Surrey Business School, University of Surrey, UK

2014-2016	Head of the Research Advisory Group (RAG), similar to the role of a Director of Research of Roehampton Business School, member of the Research Committee and the Staffing Sub-Committee, University of Roehampton, UK
2014	Member of the internal review board of the Leverhulme Early Career Fellowships at Roehampton University, UK
2008-2013	Member, later on Vice Chairman (2010) and Chairman (2011) of the Doctoral Committee and member of Management Committee Research at the EBS Business School, Germany
2009-2013	Academic Director of EBS Bachelor Summer Schools, "Doing Business in Europe" and "Leadership in Europe" at EBS Business School, Germany
2010	Faculty team leader of one internal EQUIS Accreditation Teams (Topic "Faculty") at EBS Business School, Germany
2010	Member of the internal FIBAA Accreditation Team at EBS Business School, Germany

Teaching expertise

Principles of Marketing (MBA, Executive Education)
 Services and Retail Marketing (MBA, MSc, Executive Education)
 Measurement in Social Science (PhD)

Impact, corporate links and third-party funding

Competence Centre

since 2007 Director of the Competence Centre for Convenience, later Competence Centre for on-the-go consumption, which includes C-level representative from the funding organisation Lekkerland as well as industry experts from companies like Coca Cola, Nestlé, Red Bull, Mars, Wrigley's (see www.cc-otgc.com)

Selected research cooperation with the corporate world

2017 Collaborative project with Orlen Germany on price perception at petrol stations
 2007-2019 Lekkerland AG & Co. KG, commissioned research studies edited by the Competence Centre for Convenience, later Competence Centre for On-the-go Consumption, which is sponsored by Lekkerland
 2007-2015 Hitflip/Hitmeister GmbH, Grenkeleasing AG, real,- SB-Warenhaus GmbH, Metro Group

Corporate Advisory Boards

since 2014 Member of the Advisory Board at Waldemar Behn GmbH, Eckernförde, Germany
 2009-2015 Member of the Advisory Board at Walbusch - Walter Busch GmbH & Co. KG, Solingen, Germany