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SPECIAL ISSUE "Emotional Labor and Service"

New Vantage Points on Emotional Labor
and Its Service Context: An Introduction to the
Emotional Labor and Service Special Issue
Andrea Fischbach and Benjamin Schneider

A Human Experience (HX) Perspective on
Emotional Labor and Service: Building a Service
Climate on a Foundation of Authenticity
and Justice
David E. Bowen

Do Customers Regulate their Emotions?
Development and Validation of a Model
of Customer Emotional Labor
*Ruth A. Imose, Arielle P. Rogers, and
Mahesh Subramony*

The Role of Leadership on Emotion Regulation,
Service Delivery, and Health: A Multi-Level Study
*Ying Hong, Hui Liao, Aichia Chuang, and
Yuann-Jun Liaw*

Emotion Regulation and Service-Related
Attitudes: Connecting Customer Orientation
and Service Organization Identification with
Customer Interactions
Kai Trumpold, Marcel Kern, and Dieter Zapf

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