

# Tali Seger-Guttmann

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11017935/publications.pdf>

Version: 2024-02-01

18  
papers

285  
citations

1307594

7  
h-index

940533

16  
g-index

18  
all docs

18  
docs citations

18  
times ranked

245  
citing authors

#	ARTICLE	IF	CITATIONS
1	Commentary: vulnerable consumers in service settings. <i>Journal of Services Marketing</i> , 2017, 31, 309-312.	3.0	95
2	The unique role of relationship marketing in small businessesâ€™ customer experience. <i>Journal of Retailing and Consumer Services</i> , 2019, 51, 152-164.	9.4	55
3	Authentic Emotional Displays, Leaderâ€™ Member Exchange, and Emotional Exhaustion. <i>Journal of Leadership and Organizational Studies</i> , 2018, 25, 76-84.	4.0	24
4	Life-threatening event reduces subjective well-being through activating avoidance motivation: A longitudinal study.. <i>Emotion</i> , 2013, 13, 216-225.	1.8	20
5	Does emotional labor moderate customer participation and buying?. <i>Service Industries Journal</i> , 2016, 36, 356-373.	8.3	19
6	Hospitality service employeesâ€™ flirting displays: Emotional labor or commercial friendship?. <i>International Journal of Hospitality Management</i> , 2018, 73, 102-107.	8.8	15
7	Illegitimate returns as a trigger for customersâ€™ ethical dissonance. <i>Journal of Retailing and Consumer Services</i> , 2018, 45, 120-131.	9.4	13
8	Does emotional labor color service actions in customer buying?. <i>Journal of Services Marketing</i> , 2020, 34, 683-696.	3.0	8
9	The joint effect of flirting and emotional labor on customer service-related outcomes. <i>Journal of Retailing and Consumer Services</i> , 2021, 60, 102497.	9.4	7
10	The Costs of Hiding and Faking Emotions: The Case of Extraverts and Introverts. <i>Journal of Psychology: Interdisciplinary and Applied</i> , 2016, 150, 342-357.	1.6	6
11	Customers' irrational beliefs: Scale development and validation. <i>Journal of Retailing and Consumer Services</i> , 2019, 49, 54-66.	9.4	6
12	The Relationship Between Emotional Labor Strategies, Service Provider Hostility, and Service Quality. <i>Services Marketing Quarterly</i> , 2015, 36, 210-225.	1.1	5
13	"Calling Again...": Relationships Between Customer Repeat Calls, Hostility, and Service Quality. <i>Services Marketing Quarterly</i> , 2013, 34, 159-174.	1.1	3
14	"God of Small Things": Service Interaction's Roots in Regulatory Focus and Affectivity. <i>Interpersona</i> , 2014, 8, 1-14.	0.5	3
15	Increasing customer loyalty and WOM in an age of terror: Cross-cultural development and validation of the customersâ€™ reactions to terror scale (CRTS). <i>Journal of Retailing and Consumer Services</i> , 2022, 64, 102785.	9.4	3
16	"If You are My Friend, Please Show Your Anger!" Differences Between Friends and Colleagues in Faking Emotions. <i>Interpersona</i> , 2012, 6, 155-162.	0.5	2
17	Disparate satisfaction scores? Consider your customerâ€™s country-of-origin: a case study. <i>International Review of Retail, Distribution and Consumer Research</i> , 2017, 27, 189-206.	2.0	1
18	Who trusts whom? The case of immigrant service professionals. <i>Service Industries Journal</i> , 0, , 1-21.	8.3	0