

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