

Jean-Baptiste Suquet

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/433175/publications.pdf>

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4
papers

41
citations

2258059

3
h-index

2272923

4
g-index

4
all docs

4
docs citations

4
times ranked

34
citing authors

#	ARTICLE	IF	CITATIONS
1	Unpacking the Service Triangle: Arranging Power Relations Between Frontline Occupations. <i>Work and Occupations</i> , 2018, 45, 38-81.	4.4	26
2	Knocking sovereign customers off their pedestals? When contact staff educate, amateurize, and penalize deviant customers. <i>Human Relations</i> , 2021, 74, 2075-2101.	5.4	6
3	Situating service work in action: A review and a pragmatist agenda for analysing interactive service work. <i>International Journal of Management Reviews</i> , 2022, 24, 25-50.	8.3	5
4	A business model innovation methodology for implementing digital interpretation experiences in European cultural heritage attractions. <i>Journal of Heritage Tourism</i> , 2022, 17, 391-408.	2.7	4