

# Jean-Baptiste Suquet

## List of Publications by Year in descending order

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

Version: 2024-02-01

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	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
2	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
3	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
4	Unpacking the Service Triangle: Arranging Power Relations Between Frontline Occupations. <i>Work and Occupations</i> , 2018, 45, 38-81.	4.4	26