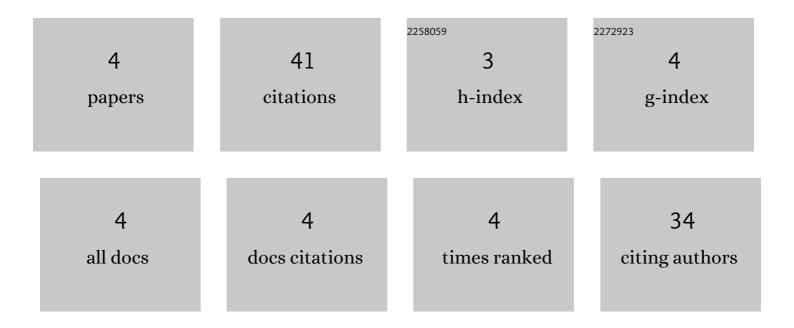
Jean-Baptiste Suquet

List of Publications by Year in descending order

Source: https://exaly.com/author-pdf/433175/publications.pdf Version: 2024-02-01



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