

Volume 14 Number 2
May 2008
Pages 113–222

JOURNAL OF MANAGEMENT & ORGANIZATION

*Services Marketing: Linking the
Employee–Customer Interface*

Editors

Sharyn Rundle-Thiele and Rebekah Russell-Bennett

ISBN 978-0-9775242-4-2

Australian and New Zealand Academy of Management

ISSN 1833-3672
www.jmanorg.com

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SERVICES MARKETING: LINKING THE EMPLOYEE– CUSTOMER INTERFACE

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ISBN 978-0-9775242-4-2

 **eContent** PTY LTD
management
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Published in Australia by:

eContent Management Pty Ltd
PO Box 1027
Maleny, QLD 4552
Australia

Tel. +61-(0)7-5435 2900
Fax: +61-(0)7-5435 2911
E-mail: info@e-contentmanagement.com

ABN 87 091 432 567

Affiliates in: Sydney, Amsterdam, Palo Alto

A special issue of the *Journal of Management & Organization*:
Volume 14 Issue 2 (May 2008) ISSN 1833-3672

Journal of Management & Organization

Services Marketing: Linking the employee–customer interface

Bibliography

ISBN 987-0-9775242-4-2

1. Linkage research.
2. Employee–customer interface.
3. Service delivery.
4. Service climate.
5. Service orientation.
6. Organisational citizenship behaviour.
7. Customer satisfaction.
8. Servicescape.

I. Rundle-Thiele, Sharyn. II. Russell-Bennett, Rebekah.

[Series: Journal of Management & Organization (Maleny QLD): vol. 14_2]

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Publisher: James H Davidson, eContent Management Pty Ltd (Queensland)
Desktop Publisher: Kim Webber, Southern Star Design (New South Wales)
Printed in Malaysia by Vivar Printing Sdn Bhd, Selangor D.E. (Malaysia)

JOURNAL OF MANAGEMENT & ORGANIZATION

Journal of the Australian and New Zealand Academy of Management

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Published by  **eContent** management PTY LTD SAN 902-4964
PO Box 1027, Maleny, QLD 4552, Australia
www.e-contentmanagement.com

ISSN 1833-3672 • www.jmanorg.com
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