

# Michael Paul

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11434390/publications.pdf>

Version: 2024-02-01

12  
papers

1,487  
citations

1163117

8  
h-index

1281871

11  
g-index

12  
all docs

12  
docs citations

12  
times ranked

924  
citing authors

#	ARTICLE	IF	CITATIONS
1	Are All Smiles Created Equal? How Emotional Contagion and Emotional Labor Affect Service Relationships. <i>Journal of Marketing</i> , 2006, 70, 58-73.	11.3	681
2	Are All Smiles Created Equal? How Emotional Contagion and Emotional Labor Affect Service Relationships. <i>Journal of Marketing</i> , 2006, 70, 58-73.	11.3	465
3	Shopping Benefits of Multichannel Assortment Integration and the Moderating Role of Retailer Type. <i>Journal of Retailing</i> , 2015, 91, 326-342.	6.2	120
4	Toward a theory of repeat purchase drivers for consumer services. <i>Journal of the Academy of Marketing Science</i> , 2009, 37, 215-237.	11.2	87
5	Is this smile for real? The role of affect and thinking style in customer perceptions of frontline employee emotion authenticity. <i>Journal of Business Research</i> , 2019, 94, 195-208.	10.2	44
6	One firm, one product, two prices: Channel-based price differentiation and customer retention. <i>Journal of Retailing and Consumer Services</i> , 2015, 27, 126-139.	9.4	37
7	Tightening or loosening the "iron cage"? The impact of formal and informal display controls on service customers. <i>Journal of Business Research</i> , 2015, 68, 1062-1073.	10.2	17
8	Frontline Employees'™ Display of Fake Smiles and Angry Faces: When and Why They Influence Service Performance. <i>Journal of Service Research</i> , 2022, 25, 211-226.	12.2	14
9	How Gifts Influence Relationships With Service Customers and Financial Outcomes for Firms. <i>Journal of Service Research</i> , 2017, 20, 105-119.	12.2	9
10	Toward holistic frontline employee management: An investigation of the interplay of positive emotion displays and dress color. <i>Psychology and Marketing</i> , 2021, 38, 2089-2101.	8.2	7
11	Subtle but spotted? Influencing factors of customer-perceived weight discrimination. <i>Journal of Services Marketing</i> , 2019, 33, 532-546.	3.0	6
12	Determinanten der Kundenbindung. , 2010, , 81-109.		0