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## SPECIAL ISSUE "Emotional Labor and Service"

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New Vantage Points on Emotional Labor  
and Its Service Context: An Introduction to the  
Emotional Labor and Service Special Issue  
*Andrea Fischbach and Benjamin Schneider*

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A Human Experience (HX) Perspective on  
Emotional Labor and Service: Building a Service  
Climate on a Foundation of Authenticity  
and Justice  
*David E. Bowen*

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Do Customers Regulate their Emotions?  
Development and Validation of a Model  
of Customer Emotional Labor  
*Ruth A. Imose, Arielle P. Rogers, and  
Mahesh Subramony*

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The Role of Leadership on Emotion Regulation,  
Service Delivery, and Health: A Multi-Level Study  
*Ying Hong, Hui Liao, Aichia Chuang, and  
Yuann-Jun Liaw*

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Emotion Regulation and Service-Related  
Attitudes: Connecting Customer Orientation  
and Service Organization Identification with  
Customer Interactions  
*Kai Trumpold, Marcel Kern, and Dieter Zapf*

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