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PDF | Editor's note: This is the next in a series of columns in which two assistant professors of education, Drew Kemp and Susan Edwards, write about moving toward tenure in their second tenure ...

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Service with a Smile: Emotional Contagion in the Service Encounter Article (PDF Available) in The Academy of Management Journal 44(5):1018-1027 Â· October 2001 with 2,303 Reads DOI: 10.2307/3069445

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Service with a Smile 3 â€œSERVICE WITH A SMILEâ€• AND ENCOUNTER SATISFACTION: EMOTIONAL CONTAGION AND APPRAISAL MECHANISMS â€œWhen you're smilin', keep on smilin'

**â€œSERVICE WITH A SMILEâ€• AND ENCOUNTER SATISFACTION**

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This study focuses on the antecedents and consequences of displayed emotion in organizations. I propose that customers â€œcatchâ€• the affect of employees through emotional contagion processes. Results indicate that the display of positive emotion by employees is positively related to customers' positive affect following service encounters and ...

**Service with a Smile: Emotional Contagion in the Service**

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**Must Service With a Smile Be Stressful? The Moderating**

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