Reading list for Introduction to service management, 7.5 credits, (SMMV11).
The reading list was approved by the Board of the Department of Service Management and Service Studies 24 April, 2019, revised 3 May, 2019.

The reading list is valid from 1 August.

Korczynski, Marek & Evans, Claire (2013). ‘Customer abuse to service workers: an analysis of its
social creation within the service economy’, *Work, Employment and Society*, 27(5): 768-784


