Litteraturlista för SMMS10, Service management: Teoretisk utveckling och vetenskapsfilosofi gällande från och med höstterminen 2017

Litteraturlistan är fastställd av Styrelsen för institutionen för service management och tjänstevetenskap 2017-05-03 att gälla från och med 2017-06-01

Se bilaga.
Reading list for Service Management: Theory – Development and Traditions, 15 credits, SMMS10.

The reading list was approved by the Board of the Department of Service Management and Service Studies 29 August, 2016, revised 3 May, 2017.

The reading list is valid from 1 June 2017.

Literature – part one of the course (about 1100 pp.)

1. Literature review (about 175 pp.):


2. Books in the philosophy of science (about 250 pp.)


Literature review

3. Historical Ideas on the Nature of Service (110 pp.)


4. The Service Encounter (110 pp)


5. Servicescape (80 pp.)


6. Internal and Relationship Marketing (Nordic School) (60 pp.)


7. Contemporary Ideas on the Nature of Service (100 pp.)


8. Emotional and Aesthetic Labor (130 pp.)


9. Critical Perspectives on Service Management and Service Work (130 pp.)


Literature – part two of the course (about 900 pp.)


Additional literature chosen by the student in connection with examiner at least approx. 400 pp.

Literature – part two of the course (about 800 pp.) TOURISM


Additional literature chosen by the student in connection with examiner at least approx. 400 pp.

Literature – part two of the course (about 650 pp.) RETAIL


Additional literature chosen by the student in connection with examiner at least approx. 450 pp.

Total amount of pages: approx. 1500