



Innovations and Change in Service Industry Management

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Message from the Guest Editors

Some indicative topics, neither exclusive nor exhaustive, are listed below:

- Artificial intelligence in services;
- Blockchains, digital currencies, and services;
- Changing nature of competitive advantage in service industries;
- Changing nature of service consumer behavior;
- Conceptualizing services 4.0;
- Co-production of service experiences;
- Diversity, equity, and inclusion in service employment;
- Emerging models of service design and delivery;
- International and cross-cultural contrasts in services;
- International differences in services;
- Internet of Things as a service enabler;
- Metaverse and the virtualization of services;
- New service skills and future of employability in service industries;
- Performance and emotional labor in smart services;
- Service analytics and methodologies;
- Supply chain innovations in service industries;
- Service sustainability;
- Smart technologies and business models in services;
- Technological entrepreneurship in services;
- Technology and human touch in value creation in services;
- The future of tradition and authenticity in services;
- The role of service robots;
- Trends in service outsourcing.

We look forward to receiving your contributions.

