

18th QMOD-ICQSS & KSQM
International Joint Conference
On Quality and Service Sciences

Best Paper Award

Paper : The effect of received word-of-mouth on consumer emotions
and choice: Findings from a service industry

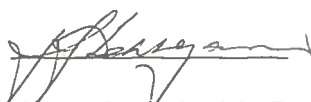
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Creating a Sustainable Future through Quality

October 12-14, 2015, Yonsei University, Seoul, Korea

