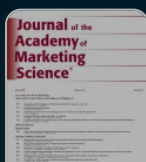


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# Exploring consumer conflict management in service encounters

| Original Empirical Research | Published: 23 July 2009

| Volume 38, pages 617–633, (2010) [Cite this article](#)



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## Notes

1. To facilitate articulation of unconscious meanings and motivations, simple

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## Acknowledgments

The authors thank David Bednall, Liliana Bove, Francis Farrelly, Yany Grégoire, Sandra Luxton, the four anonymous reviewers and the editor David Stewart for feedback on an earlier draft. Steven Kates would like to acknowledge the generous funding from the Social Science and Humanities Council of Canada.

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## Cite this article

Beverland, M.B., Kates, S.M., Lindgreen, A. *et al.* Exploring consumer conflict management in service encounters. *J. of the Acad. Mark. Sci.* **38**, 617–633 (2010). <https://doi.org/10.1007/s11747-009-0162-0>

Received

27 May 2008

Issue Date

October 2010

DOI

<https://doi.org/10.1007/s11747-009-0162-0>

Accepted

10 July 2009

Published

23 July 2009

## Keywords

[Consumer conflict styles](#)

[Service recovery](#)

[Brand relationships](#)

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