

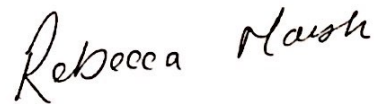


2011 Highly Commended Paper Award

presented to **Dr Angelos Pantouvakis**

for the paper "The relative importance of service features
in explaining customer satisfaction: A
comparison of measurement models"

in the journal **Managing Service Quality**
Vol. 20 No. 4, 2010



Rebecca Marsh
Editorial Director
Emerald Group Publishing Limited



Jim Bowden
Emerald Literati Network Manager
Emerald Group Publishing Limited

