



Corrigendum to “The interpersonal effects of emotion intensity in customer service: Perceived appropriateness and authenticity of attendants' emotional displays shape customer trust and satisfaction” [Org. Behav. Hum. Decis. Process. 144 (2018) 97–111]

Arik Cheshin<sup>a,\*</sup>, Adi Amit<sup>b,1</sup>, Gerben A. van Kleef<sup>c</sup>

<sup>a</sup> University of Haifa, Israel

<sup>b</sup> The Open University of Israel, Israel

<sup>c</sup> University of Amsterdam, Netherlands

The authors identified ‘an error in the means plotted above the bars for "Appropriateness" in Fig. 3. The mistake has now been corrected. The correction does not affect the outcomes of the statistical analyses or the conclusions of the study in any way.’



The authors would like to apologise for any confusion caused.

DOI of original article: <https://doi.org/10.1016/j.obhdp.2017.10.002>

\* Corresponding author at: University of Haifa, Department of Human Services, Aba Hushi Av. 199, Haifa 3498838, Israel.

E-mail address: [acheshin@univ.haifa.ac.il](mailto:acheshin@univ.haifa.ac.il) (A. Cheshin).

<sup>1</sup> The authorship order was determined by a coin toss between the first two authors.

<https://doi.org/10.1016/j.obhdp.2019.12.002>

Available online 26 December 2019

0749-5978/ © 2017 Elsevier Inc. All rights reserved.