# the NAPLES FORUM on SERVICE

## Ischia, 4-7 June 2019

*Dear Author,*

in order to submit an abstract, we ask you to follow the Emerald journals' abstract guidelines. Please avoid any reference to the author names and affiliations in the abstract. In the first page please provide an abstract of up to 400 words; if possible suggest one or more Forum sessions in which you wish to participate with your paper. The second page of your abstract submission is reserved to references of your proposal. Further, the papers' review will be divided into:

- Accepted papers, to be presented during the Forum (these papers will also be included in the forum proceedings);
- Accepted papers, to be presented during poster sessions of the forum (these papers will also be included in the forum proceedings);
- Not accepted papers. Thanks for your interest in the "2019 Naples Forum on Service".

**The Forum Chairs**

*Evert Gummesson,*

*Cristina Mele*

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