***Journal of Service Research* Special Issue on**
"Smart Service Failure-Recovery"

Pre-Conference Workshop
June 15 (Thursday), 1pm-4pm
Frontiers in Service – Maastricht University (Frontiers in Service 2023**)**

We would like to invite you to a pre-conference event about the Special Issue on "Smart Service Failure-Recovery" (Smart SFR) at the *Journal of Service Research*. This event takes the format of a workshop in which the potential contributors to the Special Issue will present their original, cutting-edge ideas on the topic. The overall objective of this workshop is to help participants to discuss and refine their original work in a way that it will help to push the SFR field forward. This workshop of three hours will be composed of three stages:

1. **Short Introduction to the Special Issue (30 minutes):**
   Co-editors will open the discussion about the challenges of the topic and expectations about the SI.
2. **Panel Discussion about Smart Service Failure-Recovery (45 minutes):**
   A panel with 4-5 prolific researchers in the field, at different stage of their career, will discuss the challenges the field is facing and discuss potential research topics.
3. **Roundtable Research Presentations (75 minutes):**
   Small group roundtable discussions about the participants' papers that target the special issue. Each table will be assigned one senior scholar, and co-editors will rotate around different tables to provide comments and different point of views.

This workshop will take place just before the opening ceremony of Frontiers in Service, on Thursday June 15, 2023. You need to register for Frontiers and register for this event to participate. We expect authors to be physically present at Frontiers and will not facilitate online presentations.

Authors interested in presenting their work should submit a proposal to the special issue team. Proposals should be submitted as a single Word or PDF file. The cover page should provide the full name, title, affiliation, and email address of each author. The proposal should include the following sections: Abstract, Introduction and Motivation, Methods, and Data, and (Expected) Results. Proposal length is a maximum of 1,500 words excluding tables, figures, and references. Please send your proposal to Yves Van Vaerenbergh (yves.vanvaerenbergh@kuleuven.be) **before March 15, 2023**.

This workshop is organized by the four co-chairs of the Special Issue on "Smart Service Failure-Recovery" and *JSR*'s Editor-in-Chief, Ming-Hui Huang, and it is sponsored by *JSR*.

Important dates:
Proposal submission deadline: March 15, 2023
Author notification date: April 1, 2023
Workshop date: June 15, 2023
Special issue submission deadline: **August 1, 2023 (new deadline)**

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