

# RETRACTED ARTICLE: Understanding the interactive effects of service climate and transactional sales climate on service quality and sales performance

C. Fred Miao · Douglas E. Hughes · Keith A. Richards · Frank Q. Fu

Received: 13 July 2014 / Accepted: 3 February 2015 / Published online: 7 March 2015  
© Academy of Marketing Science 2016

This article has been retracted by the Academy of Marketing Science because the findings are unreliable as a result of honest error by the authors involving inaccurate description of the measurement approach. The online version of this article contains the full text of the retracted article as electronic supplementary material.

---

**Electronic supplementary material** The online version of this article (doi:10.1007/s11747-015-0430-0) contains supplementary material, which is available to authorized users.

---

C. F. Miao  
260C School of Business Administration, Portland State University,  
Portland, OR 97207, USA  
e-mail: cfmiao@sba.pdx.edu

D. E. Hughes (✉)  
Broad College of Business, Michigan State University, 632 Bogue  
Street, N370, East Lansing, MI 48824-1122, USA  
e-mail: dhughes@msu.edu

K. A. Richards  
Hankamer School of Business, Baylor University, One Bear Place  
#98007, Waco, TX 76798, USA  
e-mail: keith\_richards@baylor.edu

F. Q. Fu  
University of Missouri, College of Business Administration, St.  
Louis, One University Blvd., 1301 Tower, St.  
Louis, MO 63121-4400, USA  
e-mail: fuf@umsl.edu