



# Research Snapshot

## The role of team-member exchange: Restaurant servers' emotional intelligence, job performance, and tip size

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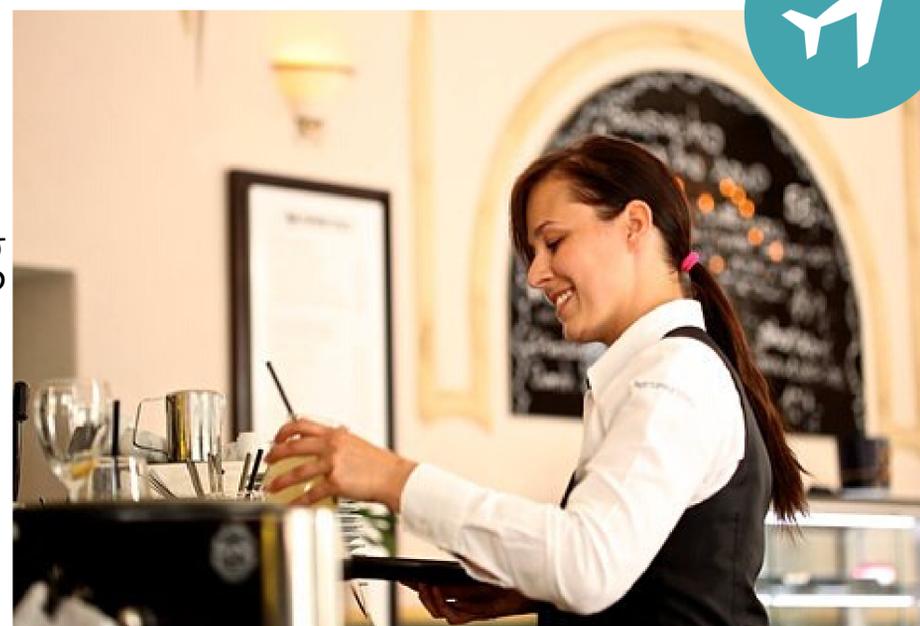
### Process

- Examines how team-member exchange (TMX) mediates the relationship between emotional intelligence (EI) and job performance, eventually increasing restaurant servers' tip size



### Results

- TMX mediated the relationship between EI and job performance
- EI can be nurtured through training
- Pre-shift meetings or social gatherings should be implemented to promote lateral social exchange



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