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

The role of team-member exchange: Restaurant servers’ emotional intelligence, job performance, and tip size
Hyunghwa Oh & Jichul Jang

**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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