This research has shown that the relationships between emotional labor, perceived service quality, and customer satisfaction. The research result provides reference to Shanghai restaurants investors. In this study, employees' emotional labor is the independent variable, customer satisfaction is the dependent variable, and perceived service quality is the interfering variable. Samples of this study were established by Shanghai restaurants employees and customers, questionnaires were issued to recover the forecast, and a total of 80 questionnaires were returned and 646 formal questionnaires were collected. The results showed that employees' emotional labor had a significant positive impact on perceived service quality, in addition, perceived service quality had an interfering effect on the effects of customer satisfaction as a significant and positive impact.

Keywords: emotional labor; perceived service quality; customer satisfaction