



Service Work: Critical Perspectives

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Everyday, we are bombarded with advertising images of the smiling service worker. The book is written with the aim of focusing beneath the surface of these fairy tale images, to seek out and understand the reality of service workers' experience. Within the sociology of work and related literatures, there are an increasing number of empirical studies of different types of service work, but there has been little progress in attempts to theorize the nature of service work, per se. This book fills this gap by bringing together major scholars from the US and UK who use a range of critical perspectives to explore key elements in the organization and experience of contemporary service work. It will make an invaluable secondary text for advanced undergraduates and graduates studying courses/modules such as sociology of work, industrial sociology, social theory and work, organization studies, and organizational theory.

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