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Nota di contenuto	Frontmatter -- Contents -- Acknowledgments -- List of Abbreviations -- 1. All Quiet on the Service Front? -- 2. The Making of Big-Box Retail -- 3. The Not-So-Hidden Abode: Work Organization at Macy's and Target -- 4. Carrots, Sticks, and Workers: The Relations of Employment -- 5. A Regime of Contingent Control -- 6. Class Consciousness on the Sales Floor -- 7. Service Worker Organizing -- A Note on Class Consciousness -- References -- Index
Sommario/riassunto	Along with fast-food workers, retail workers are capturing the attention of the public and the media with the Fight for