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Autore	Sherman Rachel <1970->
Titolo	Class acts [[electronic resource] ] : service and inequality in luxury hotels // Rachel Sherman
Pubbl/distr/stampa	Berkeley, : University of California Press, c2006
ISBN	0-520-93960-3 1-281-75250-9 9786611752507 1-4337-0002-6
Descrizione fisica	1 online resource (380 p.)
Disciplina	647.94068
Soggetti	Hospitality industry - Customer services - United States Hotels - United States - Management Luxuries - Social aspects - United States Social classes - United States
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Front matter -- Contents -- Acknowledgments -- Introduction: Luxury Service And The New Economy -- 1. "Better Than Your Mother": The Luxury Product -- 2. Managing Autonomy -- 3. Games, Control, And Skill -- 4. Recasting Hierarchy -- 5. Reciprocity, Relationship, And Revenge -- 6. Producing Entitlement -- Conclusion: Class, Culture, And The Service Theater -- Appendix A: Methods -- Appendix B: Hotel Organization -- Appendix C: Jobs, Wages, And Nonmanagerial Workers In Each Hotel: 2000-2001 -- Notes -- References -- Index
Sommario/riassunto	In this lively study, Rachel Sherman goes behind the scenes in two urban luxury hotels to give a nuanced picture of the workers who care for and cater to wealthy guests by providing seemingly unlimited personal attention. Drawing on in-depth interviews and extended ethnographic research in a range of hotel jobs, including concierge, bell person, and housekeeper, Sherman gives an insightful analysis of what exactly luxury service consists of, how managers organize its production, and how workers and guests negotiate the inequality between them. She finds that workers employ a variety of practices to

assert a powerful sense of self, including playing games, comparing themselves to other workers and guests, and forming meaningful and reciprocal relations with guests. Through their contact with hotel staff, guests learn how to behave in the luxury environment and come to see themselves as deserving of luxury consumption. These practices, Sherman argues, help make class inequality seem normal, something to be taken for granted. Throughout, *Class Acts* sheds new light on the complex relationship between class and service work, an increasingly relevant topic in light of the growing economic inequality in the United States that underlies luxury consumption.

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2. Record Nr.	UNINA9910566467603321
Autore	Calude Cristian S
Titolo	In Memoriam, Solomon Marcus
Pubbl/distr/stampa	Basel, : MDPI - Multidisciplinary Digital Publishing Institute, 2022
Descrizione fisica	1 online resource (148 p.)
Soggetti	Computer science Information technology industries
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Sommario/riassunto	This book commemorates Solomon Marcus's fifth death anniversary with a selection of articles in mathematics, theoretical computer science, and physics written by authors who work in Marcus's research fields, some of whom have been influenced by his results and/or have collaborated with him.

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