

1. Record Nr.	UNINA9911019963703321
Titolo	Dairy microbiology handbook // edited by Richard K. Robinson
Pubbl/distr/stampa	New York, : Wiley Interscience, c2002
ISBN	9786610252732 9781280252730 1280252731 9780470355886 0470355883 9780471227564 0471227560 9780471723950 0471723959
Edizione	[3rd ed.]
Descrizione fisica	1 online resource (781 p.)
Altri autori (Persone)	RobinsonR. K (Richard Kenneth)
Disciplina	637/.01/579
Soggetti	Dairy microbiology Microbiology
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"The microbiology of milk and milk products." Rev ed. of: Dairy microbiology. 1990.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	DAIRY MICROBIOLOGY HANDBOOK THIRD EDITION; CONTENTS; PREFACE; CONTRIBUTORS; 1 MILK AND MILK PROCESSING; 1.1 Milk Composition; 1.2 Milk Components; 1.3 Milk Processing; 1.4 Utilization of Processes to Manufacture Products from Milk; 1.5 Changes to Milk Components During Processing; 1.6 Conclusions; References; 2 THE MICROBIOLOGY OF RAW MILK; 2.1 Introduction; 2.2 The Initial Microflora of Raw Milk; 2.3 Biosecurity, Udder Disease, and Bacterial Content of Raw Milk; 2.4 Environmental Sources; 2.5 The Microflora of Milking Equipment and Its Effects on Raw Milk 2.6 The Influence of Storage and Transport on the Microflora of Raw MilkReferences; 3 MICROBIOLOGY OF MARKET MILKS; 3.1 Introduction; 3.2 Current Heat Treatments for Market Milks; 3.3 The Microflora and Enzymatic Activity of Heat-Treated Market Milks-Influence on Quality

and Shelf Life; 3.4 Pathogenic Microorganisms Associated with Heat-Treated Market Milks; 3.5 Influence of Added Ingredients; 3.6 Potential Applications of Alternatives to Heat for Market Milks; 3.7 Summary; References; 4 MICROBIOLOGY OF CREAM AND BUTTER; 4.1 Cream; 4.2 Butter; References

5 THE MICROBIOLOGY OF CONCENTRATED AND DRIED MILKS5.1 Condensed and Evaporated Milks; 5.2 Sweetened Condensed Milks; 5.3 Retentates; 5.4 Production of Dried Milk Powders; 5.5 Manufacturing Processes; 5.6 Microbiological Aspects of Processing; 5.7 Microflora of Dried Milks; 5.8 Product Specifications and Standard Methods; References; 6 MICROBIOLOGY OF ICE CREAM AND RELATED PRODUCTS; 6.1 Introduction; 6.2 Classification of Frozen Desserts; 6.3 Ice Cream and Frozen Dessert Sales; 6.4 Legislation; 6.5 Ingredients; 6.6 Other Types of Ice Cream; 6.7 Manufacture of Ice Cream

6.8 Effect of Freezing on Bacteria6.9 Ice Cream As a Cause of Food-Borne Diseases; 6.10 Occurrence of Pathogens in Ice Cream; 6.11 Microbiological Standards; 6.12 Microbiological Quality of Frozen Dairy Products; 6.13 Factors That Affect the Microbiological Quality of Ice Cream; 6.14 Bacteriological Control; 6.15 HACCP System in the Manufacture of Ice Cream; 6.16 Hygiene at the Final Selling Point; 6.17 Conclusion; References; 7 MICROBIOLOGY OF STARTER CULTURES; 7.1 Introduction; 7.2 Annual Utilization of Starter Cultures; 7.3 Classification of Starter Organisms

7.4 Terminology of Starter Cultures7.5 Starter Culture Technology; 7.6 Factors Causing Inhibition of Starter Cultures; 7.7 Production Systems for Bulk Starter Cultures; 7.8 Quality Control; References; 8 MICROBIOLOGY OF FERMENTED MILKS; 8.1 Introduction; 8.2 Lactic Fermentations; 8.3 Yeast-Lactic Fermentations; 8.4 Mold-Lactic Fermentations; References; 9 MICROBIOLOGY OF THERAPEUTIC MILKS; 9.1 Introduction; 9.2 Probiotic Microorganisms Associated with Therapeutic Properties; 9.3 Criteria Associated with Probiotic Microorganisms

9.4 Safety Issues Associated with Use of Probiotic Cultures for Humans

## Sommario/riassunto

Throughout the world, milk and milk products are indispensable components of the food chain. Not only do individual consumers use liquid milk for beverages and cooking, but food manufacturers use vast quantities of milk powder, concentrated milks, butter, and cream as raw materials for further processing. Effective quality assurance in the dairy industry is needed now more than ever. This completely revised and expanded Third Edition of Dairy Microbiology Handbook, comprising both Volume I: Microbiology of Milk and Volume II: Microbiology of Milk Products, updates the discipline's authoritativ

2. Record Nr.	UNINA9910957630003321
Titolo	Emotional labor in the 21st century : diverse perspectives on the psychology of emotion regulation at work // edited by Alicia A. Grandey, James M. Diefendorff, Deborah E. Rupp
Pubbl/distr/stampa	New York : , : Routledge Academic, , 2013
ISBN	1-136-23258-3 0-203-10085-9 1-136-23259-1
Edizione	[1st ed.]
Descrizione fisica	1 online resource (345 p.)
Collana	Organization and Management Series
Classificazione	PSY021000BUS041000
Altri autori (Persone)	DiefendorffJames GrandeyAlicia RuppDeborah E. <1975->
Disciplina	331.25/6
Soggetti	Nonverbal communication in the workplace Employees - Attitudes Customer relations Interpersonal relations Psychology, Industrial
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 indexes.
Nota di contenuto	Cover; Title; Copyright; Contents; List of Illustrations; Series Foreword; Dedication; Foreword; About the Editors; Contributors; Acknowledgements; PART I Overview; 1 Bringing Emotional Labor into Focus: A Review and Integration of Three Research Lenses; PART II Person Perspectives:Within, Between, Dyadic and Group; 2 Episodic Intrapersonal Emotion Regulation: Or, Dealing with Life as it Happens; 3 Motivation, Fit, Confidence, and Skills: How Do Individual Differences Influence Emotional Labor?; 4 The Social Effects of Emotion Regulation in Organizations; 5 Emotional Labor at the Unit-level PART III Occupational Perspectives: Customer Service, Call Centers, Caring Professionals6 The Customer Experience of Emotional Labor; 7 Call Centers: Emotional Labor Over the Phone; 8 Attending to Mind and Body: Engaging the Complexity of Emotion Practice Among Caring Professionals; PART IV Contextual Perspectives: Organization, Gender,

Culture; 9 Emotional Labor: Organization-level Influences, Strategies, and Outcomes; 10 Social and Cultural Influencers: Gender Effects on Emotional Labor at Work and at Home; 11 A Cultural Perspective on Emotion Labor

PART V Multi-Disciplinary Perspectives: Reflections and Projections<sup>12</sup>

Reflections and Projections from Pioneers in Emotions Research;

Emotional Labor: Looking Back Nearly 20 Years; Emotional Labor Across

Five Levels of Analysis: Past, Present, Future; Conceptualizing Emotional

Labor: An Emotion Regulation Perspective; Reflecting on Emotional

Labor as a Social Meme; Back to the Future; Author Index; Subject Index

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## Sommario/riassunto

"This book reviews, integrates, and synthesizes research on emotional labor and emotion regulation conducted over the past 30 years. The concept of emotional labor was first proposed by Dr. Arlie Russell Hochschild (1983), who defined it as "the management of feeling to create a publicly observable facial and bodily display" (p. 7) for a wage. A basic assumption of emotional labor theory is that many jobs (e.g., customer service, healthcare, team-based work, management) have interpersonal, and thus emotional, requirements and that well-being and effectiveness in these jobs is determined, in part, by a person's ability to meet these requirements"--

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