



Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life

Robin Leidner

Download now

[Click here](#) if your download doesn't start automatically

Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life

Robin Leidner

Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life Robin Leidner

Attending Hamburger University, Robin Leidner observes how McDonald's trains the managers of its fast-food restaurants to standardize every aspect of service and product. Learning how to sell life insurance at a large midwestern firm, she is coached on exactly what to say, how to stand, when to make eye contact, and how to build up Positive Mental Attitude by chanting "I feel happy! I feel terrific!"

Leidner's fascinating report from the frontlines of two major American corporations uncovers the methods and consequences of regulating workers' language, looks, attitudes, ideas, and demeanor. Her study reveals the complex and often unexpected results that come with the routinization of service work.

Some McDonald's workers resent the constraints of prescribed uniforms and rigid scripts, while others appreciate how routines simplify their jobs and give them psychological protection against unpleasant customers. Combined Insurance goes further than McDonald's in attempting to standardize the workers' very selves, instilling in them adroit maneuvers to overcome customer resistance.

The routinization of service work has both poignant and preposterous consequences. It tends to undermine shared understandings about individuality and social obligations, sharpening the tension between the belief in personal autonomy and the domination of a powerful corporate culture.

Richly anecdotal and accessibly written, Leidner's book charts new territory in the sociology of work. With service sector work becoming increasingly important in American business, her timely study is particularly welcome.

 [Download Fast Food, Fast Talk: Service Work and the Routini ...pdf](#)

 [Read Online Fast Food, Fast Talk: Service Work and the Routi ...pdf](#)

Download and Read Free Online Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life Robin Leidner

From reader reviews:

Aaron Eldred:

Now a day individuals who Living in the era exactly where everything reachable by interact with the internet and the resources inside it can be true or not demand people to be aware of each information they get. How many people to be smart in acquiring any information nowadays? Of course the reply is reading a book. Examining a book can help individuals out of this uncertainty Information specifically this Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life book since this book offers you rich facts and knowledge. Of course the data in this book hundred percent guarantees there is no doubt in it you probably know this.

Leon King:

Nowadays reading books become more than want or need but also work as a life style. This reading practice give you lot of advantages. The benefits you got of course the knowledge even the information inside the book in which improve your knowledge and information. The data you get based on what kind of publication you read, if you want attract knowledge just go with education books but if you want sense happy read one using theme for entertaining for instance comic or novel. The particular Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life is kind of guide which is giving the reader unpredictable experience.

Hye Elliott:

Hey guys, do you wishes to finds a new book to see? May be the book with the headline Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life suitable to you? The particular book was written by well-known writer in this era. The actual book untitled Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life is a single of several books which everyone read now. This kind of book was inspired lots of people in the world. When you read this reserve you will enter the new age that you ever know before. The author explained their thought in the simple way, thus all of people can easily to comprehend the core of this book. This book will give you a lot of information about this world now. So that you can see the represented of the world with this book.

Mildred Kershner:

Do you like reading a book? Confuse to looking for your preferred book? Or your book was rare? Why so many query for the book? But just about any people feel that they enjoy to get reading. Some people likes studying, not only science book but also novel and Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life or maybe others sources were given understanding for you. After you know how the truly great a book, you feel need to read more and more. Science publication was created for teacher or students especially. Those ebooks are helping them to increase their knowledge. In different case, beside science guide, any other book likes Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life to make your spare time more colorful. Many types of book like here.

Download and Read Online Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life Robin Leidner #0PMI1NHG3BL

Read Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life by Robin Leidner for online ebook

Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life by Robin Leidner Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life by Robin Leidner books to read online.

Online Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life by Robin Leidner ebook PDF download

Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life by Robin Leidner Doc

Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life by Robin Leidner Mobipocket

Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life by Robin Leidner EPub