

## ROBIN LEIDNER

Office Address


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Academic Positions

Associate Professor of Sociology, University of Pennsylvania, 1995-present  
Undergraduate Chair, Department of Sociology, 1997-2005  
Assistant Professor of Sociology, University of Pennsylvania, 1988-1995

Education

- Ph.D. Northwestern University, Department of Sociology, August, 1988  
Dissertation : "Working on People: The Routinization of Interactive Service Work."
- M.A. Northwestern University, Department of Sociology, August, 1983
- A.B. Radcliffe College, Harvard University, June, 1980, *Magna cum laude*  
Concentration in Sociology, with a special interest in Women's Studies

Areas of Specialization

Gender; work, including service work, work and identity

Current Research Focus

Project on relation between structures of employment, occupational community, and self-concept among theater artists.  
Project on non-traditional casting in theater, investigating perceptions of salience and malleability of ascribed characteristics.

Publications

- 2010 "Work Cultures." In *Handbook of Cultural Sociology*, edited by John R. Hall, Laura Grindstaff, and Ming-Cheng Lo. New York: Routledge.
- 2006 "Identity and Work." In *Social Theory at Work*, edited by Marek Korczynski, Randy Hodson, and Paul K. Edwards. Oxford: Oxford University Press, 424-463.
- 2002 "Fast-food work in the United States." In *Labour Relations in the Global Fast-Food Industry*, edited by Tony Royle and Brian Towers. London: Routledge, 8-29.
- 2001 "On Whose Behalf? Feminist Ideology and Dilemmas of

- Constituency." In *Identity Politics in the Women's Movement*, edited by Barbara Ryan. NY: New York University Press, 47-56.
- 2001 "Manufacturing Consent Revisited." *Contemporary Sociology*, 30:5, September, 439-442.
- 2001 "Who Speaks for Women? Racial Exclusivity, Feminist Ideology, and the Dilemmas of Constituency." In *Problem of the Century: Racial Stratification in the United States*, edited by Elijah Anderson and Douglas S. Massey. NY: Russell Sage Foundation, 97-114.
- 1999 "Emotional Labor in Service Work." *Annals, AAPSS*: 561, 81-95, January 1999.
- 1997 Featured review of *Who's Fit to Be a Parent? and Mothers and Their Children: A Feminist Sociology of Childrearing*. *Contemporary Sociology* 26:1, January, 10-12.
- 1996 "Rethinking Questions of Control: Lessons from McDonald's." In *Working in the Service Society*, edited by Cameron Macdonald and Carmen Sirianni. Philadelphia: Temple University Press, 29-49.
- 1994 "Motherly Concerns." Featured review essay (on Kaplan, *Mother's Images of Mothering*, Richardson, *Women, Motherhood and Childrearing*, Walters, *Lives Together, Worlds Apart*, Lewin, *Lesbian Mothers*), *Contemporary Sociology* 23:6, 781-84.
- 1994 "Response to Gerber's 'Reshaping Democracy' and Sirianni's 'Feminist Pluralism and Democratic Learning'" (essays in Forum on my article, "Constituency, Accountability, and Deliberation: Reshaping Democracy in the National Women's Studies Association"). *NWSA Journal* 5:3.
- 1993 *Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life*, University of California Press.
- Excerpted in;  
*Mapping the Social Landscape*, ed. Susan J. Ferguson, Mountain View, CA: Mayfield, 1996; *Working in America: Continuity, Conflict, and Change*, ed. Amy S. Wharton, Mountain View, CA: Mayfield, 1997, 2001; *The Transformation of Work in the New Economy*, eds. Robert Perrucci and Carolyn C. Perrucci, Los Angeles, CA: Roxbury, 2007.
- Two Chinese language editions
- 1993 "Constituency, Accountability, and Deliberation: Reshaping Democracy in the National Women's Studies Association." *NWSA Journal* 5:1, 4-27.

- 1993 Review, *Making Fast Food* by Ester Reiter, and *Dishing It Out*, by Greta Foff Paules, *American Journal of Sociology* 98:4, 942-44.
- 1992 Review essay, *Feeding the Family*, by Marjorie DeVault, *Contemporary Sociology*. 21:4, 440-2.
- 1991 "Serving Hamburgers and Selling Insurance: Gender, Work, and Identity in Interactive Service Jobs," *Gender & Society*., 5:4, 154-177.
- Reprinted in: *The Sociology of Work*, ed. Carol J. Auster, Pine Forge Press, 1996; *Feminist Frontiers IV*, eds. Laurel Richardson, Verta Taylor, Nancy Whittier, McGraw-Hill, 1996, 2001; *Race, Class, and Gender in a Diverse Society: A Text-Reader*, ed. Diana Kendall, Allyn & Bacon, 1997.
- 1991 "Stretching the Boundaries of Liberalism: Democratic Innovation in a Feminist Organization," *Signs* 16:2, 263-289.
- 1990 Review, *Pursuing Customers and Making Sales*, by Robert Prus, *Qualitative Sociology*, 13:4, 387-390.
- 1990 Review, *Homeworking: Myths and Realities*, Shiela Allen and Carol Wolkowitz, and *The New Era of Home-based Work*, edited by Kathleen Christensen, *Gender & Society* 4:2, 262-65.
- 1988 "Home Work: A Study in the Interaction of Work and Family Organizations." In *Research in the Sociology of Work, Volume 4: High Tech Work*, edited by Ida Harper Simpson and Richard L. Simpson. Greenwich, CT: JAI Press, 69-94.

#### Honors and Awards

- 1994 Max Weber Award of the Section on Organizations and Occupations, American Sociological Association, for *Fast Food, Fast Talk*
- 1989 Sex and Gender Section Dissertation Paper Award, American Sociological Association
- 1988 Braverman Prize, Labor Studies Division, Society for the Study of Social Problems
- 1986-1988 National Graduate Fellow, United States Department of Education
- 1983-1986 National Science Foundation Fellow
- 1982-1983 President's Fellow, Northwestern University
- 1980 Albert J. Fulton Prize for best thesis, Department of Sociology, Harvard University
- 1979 *Phi Beta Kappa*
- 1977 Detur Prize, Harvard University