

**6-8th April  
2009**

**Apex International  
Hotel, Edinburgh**



The primary focus of the ILPC conference is work and employment relations in the context of the broader political economy.

While the conference encourages a wide range of issues, perspectives and methodologies, preference is given to papers that promote critical understandings of workplace relations and integrate empirical material with theoretical argument. The 2009 conference will have a number of special streams:

**1 Reclaiming Resistance:**

Dr Henrietta Huzzell,  
University of Karlstad  
[henrietta.huzzell@kau.se](mailto:henrietta.huzzell@kau.se)

**2 Service Work in the Hospitality and Care Industries:**

Dr Mary Gatta & Prof Eileen Appelbaum, Rutgers University  
[gatta@rci.rutgers.edu](mailto:gatta@rci.rutgers.edu)

**3 Identity and the Workplace:**

Dr Abigail Marks, Herriot-Watt University, Professor Janette Webb, University of Edinburgh, Dr Jerry Hallier, University of Stirling  
[a.marks@hw.ac.uk](mailto:a.marks@hw.ac.uk);

**4 Work Relations & Restructuring in the Voluntary Sector:**

Dr Ian Cunningham, Strathclyde University, Dr Donna Baines, McMaster University, Hamilton, Canada  
[ian.cunningham@strath.ac.uk](mailto:ian.cunningham@strath.ac.uk);

**5 Retail Work:**

**Professor Irena Grugulis, University of Bradford**, Dr Ödül Bozkurt, University of Lancaster  
[I.Grugulis@bradford.ac.uk](mailto:I.Grugulis@bradford.ac.uk);

## Stream 2: Service Work in Hospitality and Care Industries

Service work, especially work that requires face to face interactions, has been subjected to many changes in the 21st century. As many jobs disappear (due to off-shoring and/or technology) interactive service work continues to not only survive, but thrive. This special stream encourages participants to critically examine service work in hospitality and care industries. Many of these occupations are projected to be the fastest growing in coming years; moreover, they cannot be easily offshored or mechanized. In many ways, these are jobs of the future, yet we have only begun to understand this work in the 21st century. We believe that a thorough analysis of these occupations is important in order to understand the future of work.

This stream will focus on the nature of service work (including emotional labor, caring labor, aesthetic labor, work process and management practices, etc) with a particular focus on direct care and hospitality industries. Papers looking at either industry are welcome, and some potential areas of inquiry include:

- The characteristics of the labor processes, such as work content, working hours, wages
- Collaboration and joint decision making in the process of providing care (e.g., child care teacher and aide, skilled nurse and nursing aide)
- The role of gender/race/immigrant status of workers
- The management of service work and/or Innovations in service management
- Labor regulation, collective voice, organizing and service workers
- Policies to help support workers in care and hospitality industries
- Policies and programs to create career ladders (including industry level ladders) in care and hospitality work
- Conceptualizing skills in service work
- Expectations for and use of emotional labor, caring labor, aesthetic labor
- Changing workplace and/or literacy requirements of service workers
- Innovations in training and education for workers

All queries to  
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Abstracts Submitted by  
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