

RACHEL SHERMAN

New School for Social Research and Eugene Lang College
6 E. 16th Street, Room 916
New York, NY 10003
(212) 229-5737 x3384
shermanr@newschool.edu

ACADEMIC POSITIONS

- 2007- Assistant Professor, Sociology Department, New School for Social Research and Eugene Lang College
- 2003-07 Assistant Professor, Sociology Department, Yale University
- 2006-07 Visiting Scholar, Center for Advanced Social Science Research, New York University

EDUCATION

- 2003 Ph.D., Sociology, University of California, Berkeley
- 1997 M.A., Sociology, University of California, Berkeley
- 1991 A.B. with Honors, Development Studies, Brown University
Phi Beta Kappa, magna cum laude

PUBLICATIONS

Books

- 2007 *Class Acts: Service and Inequality in Luxury Hotels*. Berkeley: University of California Press. (Reviewed in *American Journal of Sociology*, *Contemporary Sociology*, *Labor Studies Journal*, *British Journal of Industrial Relations*, *Enterprise & Society*, *Labour/Le Travail*)

Peer-Reviewed Journal Articles

- 2011 “The Production of Distinctions: Class, Gender and Taste Work in the Lifestyle Management Industry.” *Qualitative Sociology* 34(1), forthcoming.
- 2011 “Beyond Interaction: Customer Influence on Housekeeping and Room Service Work in Hotels.” *Work, Employment and Society*, forthcoming.
- 2010 “‘Time is Our Commodity’: Gender and the Struggle for Occupational Legitimacy Among Personal Concierges.” *Work and Occupations* 37(1): 81-114.

- 2005 "Producing the Superior Self: Strategic Comparison and Symbolic Boundaries among Luxury Hotel Workers." *Ethnography* 6(2): 131-158.
- 2000 "Breaking the Iron Law of Oligarchy: Tactical Innovation and the Revitalization of the American Labor Movement," with Kim Voss. *American Journal of Sociology* 106(2): 303-349, September/October. (Reprinted in Amy Wharton, ed., *The Sociology of Organizations: An Anthology of Contemporary Theory and Research*, Roxbury, 2007.)
- Winner of the Distinguished Article Award, Society for the Study of Social Problems, Labor Studies Division, 2001.
- 1999 "From State Introversion to State Extension in Mexico: Modes of Emigrant Incorporation, 1900-1997." *Theory and Society* 28 (6): 835-878.

Book Chapters, Working Papers, and Other Journal Articles

- 2008 "Playing Games in Luxury Hotels: Autonomy, Identity, and Consent." *Etnograficheskoe Obozrenie [Ethnographic Review]* 5: 47-60. (In Russian.)
- 2006 "Rethinking the Ethnographic Local: Identity, Culture, and Politics at Work in the Global Economy." *Work and Occupations* 33(4): 421-428. (Review essay.)
- 2003 "You Can't Just Do it Automatically: The Transition to Social Movement Unionism in the United States," with Kim Voss, in Peter Fairbrother and Charlotte Yates, eds., *Trade Unions in Renewal: A Comparative Study*. London: Continuum.
- 2003 "Made in the USA: The TUC, the Organizing Model and the Limits of Transferability," with Bob Carter, Peter Fairbrother, and Kim Voss, in Dan Cornfield and Holly McCammon, eds., *Labor Revitalization*, Vol. 11 of *Research in the Sociology of Work*. Stamford: JAI Press.
- 2002 "'Better Than Your Mother': Caring Labor in Luxury Hotels." Working Paper No. 53, Center for Working Families, University of California, Berkeley. Available at: <http://wfnetwork.bc.edu/berkeley/workingpapers.html>
- 2000 "Organize or Die: New Organizing Tactics and Immigrant Workers," with Kim Voss, in Ruth Milkman, ed. *Organizing Immigrants: The Challenge for Unions in Contemporary California*, Cornell University Press.
- 1994 "¿Boom Pesquero? Testimonios de Vida de Trabajadores del Sector." ("Fishing 'Boom'? Life Histories of Workers in the Industry.") Servicio de Estudios Regionales Working Paper, Concepción, Chile.

Book Reviews and Media Articles

- 2011 Review of *Vegas at Odds: Labor Conflict in a Leisure Economy, 1960-1985*, by James P. Kraft. *Labor: Studies in Working-Class History of the Americas*.

- 2010 Review of *The Good Temp*, by Vicki Smith and Esther B. Neuwirth. *American Journal of Sociology* 115 (4): 1297-99.
- 2007 "Upstairs, Downstairs." *Worth Magazine*, January: 32.
- 2003 Review of *Unions in a Globalized Environment: Changing Borders, Organizational Boundaries, and Social Roles*, Bruce Nissen, ed. *Social Forces* 81 (3), March: 1067-1069.

Work in Progress

- n.d. *The Production of Consumption: Lifestyle Work and Elite Entitlements in New York City*. Book manuscript in preparation.
- n.d. "Public Participation and the 'Work' of Art: Negotiating Interaction in Tino Sehgal's 'This Progress.'" Paper being prepared for submission.

SELECTED PRESENTATIONS

- 2010 "Public Participation and the 'Work' of Art: Negotiating Interaction in Tino Sehgal's 'This Progress.'" Paper presented at the International Sociological Association World Congress of Sociology, Gothenburg, Sweden, July.
- 2010 "The Work of Taste in the Lifestyle Management Industry." Invited talk given at the Cornell ILR School, April.
- 2010 "The Production of Consumption." Invited talk given in the Faculty Research Brownbag Series at the New School, sponsored by the Office of the Provost, April.
- 2009 Discussant, "Activism in the Classroom" panel at the annual meetings of the American Sociological Association, San Francisco, August.
- 2009 Author, Author Meets Critics session for *Class Acts*. Eastern Sociological Society annual conference, Baltimore, March.
- 2009 "'Time is Our Commodity': Gender and the Struggle for Legitimacy in the Emerging Personal Concierge and Errand Industry." Invited talk, sponsored by the UNC Department of Sociology and the Carolinas Enterprise Initiative, Chapel Hill, NC, March.
- 2009 "Economic Crisis and Cultures of Entitlement." Work-in-progress presentation in the Culture & Politics Workshop of the Dept. of Sociology, UNC, Chapel Hill, March 6, and at the NSSR General Seminar, March 12.
- 2008 "Time for Sale: Gender, Commodification, and Professionalism in the Personal Concierge Industry." Paper presented at the Social Science History Association conference, Miami, October.

- 2008 Panelist, Author Meets Critics session for *On the Make*, by David Grazian. Social Science History Association conference, Miami, October.
- 2008 “Reproductive Labor in the Personal Concierge and Errand Industry.” Talk given by invitation in session on “Gendered Bodies at Work,” at the annual meetings of the American Sociological Association, Boston, August.
- 2008 “The Production of Consumption: Taste and Work in the Lifestyle Management Industry.” Invited talk given at the University of Pennsylvania Sociology Department Urban Ethnography Workshop (April) and at the NYC Market Cultures Working Group (May).
- 2008 “The Value of Free Time: Commodification, Marketing, and Gender in the Personal Concierge and Errand Industry.” Paper presented at the Harvard-MIT Economic Sociology Colloquium, Cambridge, MA, February.
- 2008 “Gender, Commodification, and Professionalism in the Personal Concierge Industry.” Paper presented at the Ethnography Workshop, Northwestern University Sociology Department, Chicago, February.
- 2007 “Producing Privileged Subjects: Class, Consumption, and Selfhood Among Luxury Hotel Guests.” Presentation given at the Social Science History Association Conference, Chicago, November.
- 2007 “Caring Labor and Professionalism in the Concierge Industry.” Paper presented at the Fifth Annual Carework Conference, New York City, August.
- 2007 “Service, Inequality, and Selfhood at Work in Luxury Hotels.” Invited talk given at the University of Washington-Seattle, February.
- 2006 “Clients, Class, and Self at Work in Luxury Hotels.” Invited talk given at New York University, Barnard College, and The New School for Social Research, November-December.
- 2006 “Technologies of the Self: Luxury Hotel Management at the End of the 20th Century.” Presented at the North American Labor History Conference, Detroit, October.
- 2006 “Rethinking Worker-Customer Relations: The Case of Luxury Hotels.” Invited talk, University of Connecticut-Storrs, April.
- 2005 Discussant, “Work and the Workplace” panel at the annual meetings of the American Sociological Association, Philadelphia, August.
- 2004 “The Machine Comes Alive: Games, Guests, and Consent in Luxury Hotels.” Paper presented at the annual meetings of the American Sociological Association, San Francisco, August.
- 2004 “Class Acts: Normalizing Unequal Entitlement through Reciprocity in Luxury Hotels.” Presented at the “How Class Works” Conference, SUNY-Stony Brook, New York,

- June, and at the annual meetings of the American Studies Association, Atlanta, November.
- 2002 “The Power of Recognition: Worker-Guest Relations in Luxury Hotels.” Invited talk given at Yale University, Cornell University, UCLA, University of California-Davis, and Brooklyn College. November-December.
- 2002 “Producing Inequality Through Care: Luxury Service in Hotels.” Paper presented at the Third Annual Carework Conference, Chicago, August.
- 2002 “Luxury Service and Its Discontents.” Invited talk, Sociology Department and Center on Wisconsin Strategy, University of Wisconsin-Madison, April.
- 2001 “More than Service with a Smile: Recognition Work and Worker-Guest Relations in Luxury Hotels.” Paper presented at the annual meetings of the Pacific Sociological Association, San Francisco, March.
- 2000 “More than Service with a Smile: Luxury Hotel Work and the Economy of Recognition.” Paper presented at the annual meetings of the American Sociological Association and of the Society for the Study of Symbolic Interaction, Washington, D.C., August.
- 1998 “From State Introversion to State Extension in Mexico: Modes of Emigrant Incorporation, 1900-1997.” Paper presented at the annual meetings of the American Sociological Association, San Francisco, August.
- 1997-8 “Putting the ‘Move’ Back in Labor Movement: Tactical Innovation and Contemporary American Unions,” with Kim Voss. Versions of the paper presented at the annual meetings of the American Sociological Association, Toronto, Canada, August 1997; at the AFL-CIO/UCLEA Education Conference, San Jose, May 1998; and at the Lewis Center for Policy Studies, University of California, Los Angeles, May 1998.
- 1997 “Toward a Theory of Social Movement Unionism: Strategy, Mobilization, and Knowledge in Two American Unions,” with Andrew Perrin. Paper presented at the annual meetings of the Pacific Sociological Association, San Diego, April.

FELLOWSHIPS AND GRANTS

- 2006 Frederick W. Hilles Publication Fund, Yale University, grant for book publication costs
- 2006 Junior Faculty Fellowship, Yale University (2006-07 leave)
- 2001 University of California Institute for Labor and Employment Dissertation Fellowship
- 2000 National Science Foundation Doctoral Dissertation Improvement Grant
- 1999 Clair Brown Graduate Student Fellowship in Work and Organizations, Institute of Industrial Relations, University of California, Berkeley
- 1995-98 National Science Foundation Graduate Fellowship

- 1994-97 University of California, Berkeley Fellowship for Graduate Study
- 1991-93 Samuel T. Arnold Fellowship, Brown University, for post-undergraduate independent research in Chile

PROFESSIONAL ACTIVITIES

- 2010-14 Board member, RC 44 of the International Sociological Association (Labor Movements)
- 2010 ASA Section on Organizations, Occupations, and Work, member of Thompson Award committee (Best Graduate Student Paper)
- 2009- Co-organizer, Market Cultures Working Group NYC
- 2009 Organizer/presider, Regular Session, "Current Labor Movement Issues in Comparative Perspective," at the annual meetings of the American Sociological Association, San Francisco, August.
- 2005-07 Newsletter editor, ASA Section on Labor and Labor Movements
- 2005 ASA Section on Labor and Labor Movements, member of award committee for Best Graduate Student Paper
- 2004 Organizer/presider and discussant, Labor and Labor Movements Section Session, "Union Organizing in the Service Sector," at the annual meetings of the American Sociological Association, San Francisco, August.

Editorial Boards

- 2009- *Ethnography*
- 2007- *International Journal of Politics, Culture, and Society*
- 2005-07 ASA Rose Series

Professional Affiliations

American Sociological Association
 International Sociological Association
 Society for the Study of Social Problems
 Labor and Working-Class History Association

Manuscript Referee

American Journal of Sociology, American Sociological Review, Ethnography, Feminist Review, Labor Studies Journal, Qualitative Sociology, Social Forces, Social Problems, Sociological Forum, Sociological Theory, The Sociological Quarterly, Theory and Society, Work and Occupations

AREAS OF TEACHING AND RESEARCH

Work and Labor, Class and Inequality, Social Movements, Qualitative Methods

DEPARTMENT AND UNIVERSITY SERVICE

At the New School

2010-11 Academic Excellence Committee, Eugene Lang College
2009-10 Chair, Graduate Admissions Committee
2007-09 Director of Undergraduate Studies, Sociology

At Yale

2005-07 Ethnicity, Race, and Migration Advisory Committee
2004-05 Sociology Department Colloquium Series co-organizer
2003-06 Departmental Committees: Social Science Library Committee, Undergraduate Affairs Committee, Teaching Assistant Committee
2003-07 Faculty Fellow, Saybrook College