

## Reading list for Introduction to retail, 7,5 credits, SMMV13.

The reading list was approved by the Board of the Department of Service Management and Service Studies 24 April, 2019.

The reading list is valid from 1 August.

- Arnould, Eric J. (2005). "Animating the big middle", *Journal of Retailing*, Vol. 81 No. 2, pp. 89-96.
- Ballantyne, David & Nilsson, Elin (2017). "All that is solid melts into air: the servicescape in digital service space", *Journal of Services Marketing*, Vol. 31 Issue: 3, pp. 1-28.
- Borghini, Stefania, Diamond, Nina, Kozinets, Robert V., McGrath, Mary Ann, Jr, Muñiz, Albert M. and Sherry, John F.(2009). "Why are themed brandstores so powerful? Retail brand ideology at American Girl place", *Journal of Retailing*, Vol. 85 No. 3, pp. 363-375.
- Brighenti, Andrea. M., & Kärrholm, Mattias (2018). Atmospheres of retail and the asceticism of civilized consumption. *Geographica Helvetica*, 73(3), 203-213.
- Bäckström, Kristina (2011). "Shopping as leisure: an exploration of manifoldness and dynamics in consumers shopping experiences", *Journal of Retailing and Consumer Services*, Vol. 18, pp. 200-209
- Clarke, Ian, Hallsworth, Alan, Jackson, Peter, de Kervenoael, Ronan, Perez del Aguila, Rossana and Kirkup, Malcolm (2006). Retail restructuring and consumer choice 1: Long-term changes in consumer behaviour: Portsmouth, 1980-2002. *Environment and Planning A*, 38, 25-46.
- Cochoy, Franck (2008). "Calculation, qualculation, calculation: shopping cart arithmetic, equipped cognition and the clustered consumer." *Marketing Theory* 8(1): 15-44.
- Crewe, Louise, Gregson, Nicky and Brooks, Kate (2003). "The discursivities of difference: retro retailers and the ambiguities of 'the alternative'", *Journal of Consumer Culture*, Vol. 3 No. 1, pp. 61-82.
- du Gay, Paul (2004). "Self-service: retail, shopping and personhood", *Consumption, Markets and Culture*, Vol. 7 No. 2, pp. 149-163.
- Evans, Leighton and Kitchin, Rob (2018). A smart place to work? Big data systems, labour, control and modern retail stores. *New Technology, Work and Employment* 33:1
- Falk, Pasi & Campbell, Colin (1997). *The Shopping Experience*. London: Sage [pp. 1-14. ISBN 0-7619-5066-4]
- Fuentes, Christian & Fredriksson, Cecilia (2016). "Sustainability service in-store: Service work and the promotion of sustainable consumption", *International Journal of Retail & Distribution Management*, Vol. 44 Issue: 5, pp. 492-507
- Fuentes, Christian & Hagberg, Johan (2013). "Socio-cultural retailing: what can retail marketing learn from this interdisciplinary field?", *International Journal of Quality and Service Sciences*, Vol. 5 Issue: 3, pp. 290-308.
- Fuentes, Christian & Svingstedt, Anette (2016). Mobile phones and the practice of shopping: A study of how young adults use smartphones to shop. *Journal of Retailing and Consumer Services*. Vol. 38, 137-146.
- Friend, Lorraine & Shona Thompson (2003). Identity, Ethnicity and Gender: Using Narratives to Understand their Meaning in Retail Shopping Encounters, *Consumption, Markets and Culture*, 6:1, 23-41
- Hagberg, Johan., Malin Sundstrom, Niklas Egels-Zandén, (2016). "The digitalization of retailing: an exploratory framework", *International Journal of Retail & Distribution Management*, Vol. 44 Issue: 7, pp. 694-712
- Henly, Julia, Shaefer, Luke & Elaine Waxman (2006). Nonstandard Work Schedules: Employer- and Employee-Driven Flexibility in Retail Jobs. *Social Service Review*, Vol. 80, No. 4, pp. 609-634
- Jackson, Peter (2002). Commercial cultures: transcending the cultural and the economic. *Progress in Human Geography* 26,1 (2002) pp. 3-18
- Jackson, Peter & Holbrook, Beverly (1995). Multiple Meanings: Shopping and the Cultural Politics of Identity. *Environment and planning A*, 27: 1913-30.

- Jackson, Peter, Perez del Aguila, Rossana, Clarke, Ian, Hallsworth, Alan, de Kervenoael, Ronan & Kirkup, Malcolm (2006). Retail restructuring and consumer choice 2: Understanding consumer choice at the household level. *Environment and Planning A*, 38, 47-67.
- Johansson, Kristina & Lundgren, Anna Sofia (2015). Gendering boundary work: exploring excluded spaces in supermarket job rotation. *Gender, Place and Culture*. 22:2, 188-204.
- Kelsey, Sarah, Morris, Carol, & Crewe, Louise (2019). Yellow-sticker shopping as competent, creative consumption. *Area*, 51(1), 64-71.
- Korczynski, Marek (2003). "Communities of coping: Collective emotional labour in service work" *Organization*, Vol. 10. No. pp. 55-79.
- Kozinets, Robert V., Sherry, John F., Storm, Diana, Duhachek, Adam, Nuttavuthisit, Krittinee and Deberry-Spence, Benét (2004). "Ludic agency and retail spectacle", *Journal of Consumer Research*, Vol. 31, December, pp. 658-672.
- Kärholm, Mattias (2008). The territorialisation of a pedestrian precinct in Malmö: Materialities in the commercialisation of public space. *Urban Studies*, 45(9), 1903-1924.
- Peñaloza, Lisa (1994). Atravesando Fronteras/Border Crossings: A Critical Ethnographic Exploration of the Consumer Acculturation of Mexican Immigrants. *Journal of Consumer Research*. 21:32-54.
- Petersson McIntyre, Magdalena (2014). Commodifying Passion, *Journal of Cultural Economy*, 7:1, 79-94, DOI: 10.1080/17530350.2013.851029
- Pettinger, Lynne (2004). "Brand culture and branded workers: service work and aesthetic labour in fashion retail", *Consumption, Markets and Culture*, Vol. 7 No. 2, pp. 165-185.
- Pettinger, Lynne (2006). "On the materiality of service work", *The Sociological Review*, Vol. 54 No. 1, pp. 48-65.
- Spitzkat, Anna & Fuentes, Christian (2019). "Here Today, Gone Tomorrow: The organization of temporary retailscapes and the creation of frenzy shopping" *Journal of Retailing and Consumer Services*, (49), 198-207.
- Varman, Rohit, & Belk, Russell W. (2012). Consuming postcolonial shopping malls. *Journal of Marketing Management*, 28(1-2), pp. 62-84
- Wright, David (2005). Commodifying Respectability: Distinctions at work in the bookshop. *Journal of Consumer Culture*, 5(3), pp. 295-314.
- Wrigley, Niel & Michelle Lowe (2002). *Reading Retail*. Part 4 "Consumption places and spaces", [chapter 10-12, pp. 189-245. ISBN 0-340-70661-9]
- Zukin, Sharon, Philip Kasinitz & Xiangming Chen (2016). *Global Cities, Local Streets: Everyday Diversity from New York to Shanghai*. New York. Routledge. [Chapter 1 - 4, & 7, 145 pp. ISBN 978-1-138-02392-5]

Total amount of pages: Approx. 720