

TABLE OF CONTENTS

PART I: National Institutions

Chapter 1: *Some Lessons for the United States from Low-Wage Work in Europe*

John Schmitt, Gerhard Bosch, Jerome Gautie, Geoff Mason, Ken Mayhew, Wiemer Salverda, and Niels Westergard-Nielsen

Chapter 2: *Low Pay, Living Standards and Employment*

Geoff Mason and Wiemer Salverda

Chapter 3: *Industrial Relations, Legal Regulations, and Wage Setting*

Gerhard Bosch, Ken Mayhew, and Jerome Gautié

Chapter 4: *The impact of institutions on the supply side of the low-wage labor market*

Jerome Gautié, Niels Wiestergaard-Nielsen, John Schmitt with Geoff Mayhew

PART II: Industry Case Studies

Chapter 5: *Institutions, Firms and the Quality of Jobs in Low-Wage Labor Markets.*

Eileen Appelbaum

Chapter 6: *Retail Jobs in Comparative Perspective*

Françoise Carré, Chris Tilly, Maarten van Klaveren, Dorothea Voss-Dahm

Chapter 7: *Working at the Wage Floor: Hotel Room Attendants and Labor Market Institutions in Europe and the US*

Achim Vanselow, Chris Warhurst, Annette Bernhardt and Laura Dresser

Chapter 8: *Cleaning and nursing in hospitals: institutional variety and the reshaping of low-wage jobs*

Philippe Méhaut, Peter Berg, Damian Grimshaw, and Karen Jaerhling with Marc Van der Meer and Jacob Eskilden

Chapter 9: *Tough meat, hard candy: Implications for low-wage work in the food processing industry*

Klaus G. Grunert, Susan James, and Phillip Moss

Chapter 10: *Restructuring Customer Service: Labor Market Institutions and Call Center Workers in Europe and the United States*

Caroline Lloyd, Claudia Weinkopf, and Rosemary Batt