

Bibliography

- Adams, J.A. (1991) *The American Amusement Park Industry: A History of Technology and Thrills*, Boston: Twayne Publishers.
- Akwagyiram, A. (2001) 'Potter-mania boost for sock business', *Nottingham Evening Post*, November 23: 3.
- Alexander, G. (1993) 'Takeover titans fight to control Marvel', *Sunday Times* (Business section), March 25: 3.7.
- Anderson, K. (1995) 'Culture and nature at the Adelaide Zoo: at the frontiers of "human" geography', *Transactions of the Institute of British Geographers*, 20: 275–94.
- Anon. (1932) 'Mickey Mouse's fourth birthday', *Motion Picture Herald*, October 1: 42–3, 51.
- Anon. (1948) 'The mighty mouse', *Time*, October 25: 33.
- Anon. (2001) 'McAtlas shrugged', *Foreign Policy*, May/June: 26–37.
- Appadurai, A. (1990) 'Disjuncture and difference in the global political economy', in M. Featherstone (ed.), *Global Culture: Nationalism, Globalization and Modernity*, London: Sage.
- Armstrong, P. (2000) 'Phantom takes it out of Character', *The Times*, May 31: 32.
- Armstrong, S. (1999) 'How to make a killing', *Sunday Times* (Culture section), January 24: 10.
- Ashworth, J. (2000) 'Diana fund seeks to build new brand', *The Times*, June 21: 31.
- Ashworth, J. (2002) 'New chapter after Star Wars fiasco', *The Times*, March 5: 30.
- Augé, M. (1995) *Non-places: Introduction to an Anthropology of Supermodernity*, London: Verso.
- Azaryahu, M. (1999) 'McDonald's or Golani junction? A case of a contested place in Israel', *Professional Geographer*, 51: 481–92.
- Bagli, C.V. (1998) 'Novelty gone, themed restaurants are tumbling', *New York Times*, December 27 (consulted online).
- Bagli, C.V. (2001) 'Toy store is leading retail shuffle in Times Sq', *New York Times*, December 15 (consulted online).
- Bailey, A. (1982) *Walt Disney's World of Fantasy*, New York: Everest House.
- Bain, P. and Taylor, P. (2000) 'Entrapped by the "electronic panopticon"? Worker resistance in a call centre', *New Technology, Work and Employment*, 15: 2–18.
- Baldwin, D. (2002) 'Main Street as memory lane', *New York Times*, January 10 (consulted online).
- Bale, J. (1998) 'Princess fund sues over US "Diana doll"', *The Times*, May 19: 11.
- Ball, E. (1991) 'Theme player: Disneyland is our land', *Village Voice*, August 6: 81.
- Barber, B.R. (1995) *Jihad vs. McWorld: How Globalism and Tribalism are Shaping the World*, New York: Times Books.
- Barboza, D. (1999) 'The Markets: Market place-pluralism under golden arches; from abroad, McDonald's finds value in local control', *New York Times*, February 12.
- Barker, P. (1996) 'Living on the edge', *Guardian*, October 8: 2–3.
- Bates, W. (1997) 'Distributors of adult materials sue over handbill ban', *Las Vegas Review-Journal*, February 4. www.reviewjournal.com/lvrj_home/1997/Feb-04-Tue-1997/news/4798395.html
- Bauman, Z. (1998) *Work, Consumerism and the New Poor*, Buckingham: Open University Press.
- Beardsworth, A. and Bryman, A. (1999) 'Late modernity and the dynamics of quasification: the case of the themed restaurant', *Sociological Review*, 47: 228–57.
- Beardsworth, A. and Bryman, A. (2001) 'The wild animal in late modernity: the case of the Disneyization of zoos', *Tourist Studies*, 1: 83–104.
- Beck, U. (2000) *What is Globalization?* Cambridge: Polity Press.
- Bellas, M.L. (1999) 'Emotional labor in academia: the case of professors', *The Annals of the American Academy of Political and Social Science*, 561: 96–110.

- Bitner, M.J. (1992) 'Servicescapes: the impact of physical surroundings on customers and employees', *Journal of Marketing*, 56: 57-71.
- Bitner, M.J., Booms, B.H. and Tetreault, M.S. (1990) 'The service encounter: diagnosing favorable and unfavorable incidents', *Journal of Marketing*, 54: 71-84.
- Bloch, P.H., Ridgway, N.M. and Dawson, S.A. (1994) 'The shopping mall as consumer habitat', *Journal of Retailing*, 70: 23-42.
- Blocklyn, P.L. (1988) 'Making magic: the Disney approach to people management', *Personnel*, 65 (December): 28-35.
- Bolton, S.C. (2000) 'Emotion here, emotion there, emotional organisations everywhere', *Critical Perspectives on Accounting*, 11: 155-71.
- Bolton, S.C. and Boyd, C. (2003) 'Trolley dolly or skilled emotion manager? Moving on from Hochschild's Managed Heart', *Work, Employment and Society*, 17: 289-308.
- Bone, J. (2001). 'Diners are back on the US menu', *The Times*, June 25: 9.
- Boyer, M.C. (1992) 'Cities for sale: merchandising history at South Street Seaport', in M. Sorkin (ed.), *Variations on a Theme Park: The New American City and the End of Public Space*, New York: Noonday.
- Boztas, S. (2003) 'Rowling could win £10m at quidditch', *Sunday Times*, May 4: 1.13.
- Brannen, M.Y. (1992) '"Bwana Mickey": constructing cultural consumption at Tokyo Disneyland', in J.J. Tobin (ed.), *Re-Made in Japan: Everyday Life and Consumer Taste in a Changing Society*, New Haven, CT: Yale University Press.
- Bright, R. (1987) *Disneyland: Inside Story*, New York: Harry N. Abrams.
- Brodie, I. (1996) 'Gambling on a modern Marvel', *The Times*, November 18: 46.
- Bryman, A. (1995) *Disney and his Worlds*, London: Routledge.
- Bryman, A. (1997) 'Animating the pioneer versus late entrant debate: an historical case study', *Journal of Management Studies*, 34: 415-38.
- Bryman, A. (1999a) 'Theme parks and McDonaldization', in B. Smart (ed.), *Resisting McDonaldization*, London: Sage.
- Bryman, A. (1999b) 'Global Disney', in D. Slater and P.J. Taylor (eds), *The American Century*, Oxford, Blackwell.
- Buckingham, D. (2001) 'United Kingdom: Disney dialectics: debating the politics of children's media culture', in J. Wasko, M. Phillips, and E.R. Meehan (eds), *Dazzled by Disney: The Global Disney Audiences Project*, London: Leicester University Press.
- Buescher, D.T. and Ono, K.A. (1996) 'Civilized colonialism: Pocahontas as neo-colonial rhetoric', *Women's Studies in Communication*, 19: 127-53.
- Burchill, J. (1998) 'Taking the Mickey', *The Guardian* (Travel section), October 10.
- Butler, S.R. and Snizek, W.E. (1976) 'The waitress-diner relationship', *Sociology of Work and Occupations*, 3: 209-22.
- Byrne, C. (1997) 'Terror tourists queue for trips to war zones', *Sunday Times*, March 16.
- Cain, L.P. and Merritt, D.A. (1998) 'The growing commercialism of zoos and aquariums', *Journal of Policy Analysis and Management*, 17: 298-312.
- Callaghan, G. and Thompson, P. (2002) '"We recruit attitude": the selection and shaping of routine call centre labour', *Journal of Management Studies*, 39: 233-54.
- Canemaker, J. (1991) *Felix: the Twisted Tale of the World's Most Famous Cat*, New York: Pantheon.
- Cartier, C. (1998) 'Megadevelopment in Malaysia: from heritage landscapes to "leisurescapes" in Melaka's tourism sector', *Singapore Journal of Tropical Geography*, 19: 151-76.
- Chaney, D. (1983) 'The department store as a cultural form', *Theory, Culture and Society*, 1: 22-31.
- Chaney, D. (1990) 'Subtopia in Gateshead: the MetroCentre as a cultural form', *Theory, Culture and Society*, 7: 49-68.
- Chesshyre, T. (2002a) 'Viva the sleazy side of Vegas', *The Times* (Travel section), March 30: 4.
- Chesshyre, T. (2002b) 'Under threat: the real face of Florida', *The Times* (Travel section), May 25: 1-2.
- Chittenden, M. and Winnett, R. (2001) 'Rowling could be first billionaire writer', *Sunday Times*, November 25: 24.
- Chua, B-H. (1998) 'World cities, globalisation and the spread of consumerism: a view from Singapore', *Urban Studies*, 35: 981-1000.

- Churchill, D. (1998) 'Beware, it's a jungle out there', *The Times* (Weekend section), March 28: 3.
- Coe, J.C. (1996) 'Future vision: the twenty-first century zoo', in M. Nichols (ed.), *Keepers of the Kingdom: The New American Zoo*, New York: Thomasson-Grant & Lickle.
- Cohen, S. (1997) 'More than the Beatles: popular music, tourism and urban regeneration', in S. Abram, J. Waldren and D.V.L. Macleod (eds), *Tourists and Tourism: Identifying with People and Places*, Oxford: Berg.
- Cohn, N. (1996) 'Talking shop', *Sunday Times* (Travel section), January 21: 1.
- Coleman, R. and Sim, J. (1998) 'From the dockyards to the Disney Store: surveillance, risk and security in Liverpool city centre', *International Review of Law Computers and Technology*, 12: 27–44.
- Connellan, T. (1996) *Inside the Magic Kingdom: Seven Keys to Disney's Success*, Austin, TX: Bard.
- Conway, W. (1996) 'From zoos to conservation parks', in M. Nichols (ed.), *Keepers of the Kingdom: The New American Zoo*, New York: Thomasson-Grant & Lickle: 27–34.
- Cowley, J. (1998) 'Can the stiff upper lip survive?', *The Times*, July 7: 17.
- Crang, P. (1994) 'It's showtime: on the workplace geographies of display in a restaurant in south-east England', *Environment and Planning D: Society and Space*, 12: 675–704.
- Crawford, M. (1992) 'The world in a shopping mall', in M. Sorkin (ed.), *Variations on a Theme Park: The New American City and the End of Public Space*, New York: Noonday.
- Croke, V. (1997) *The Modern Ark*, New York: Scribner.
- Cunningham, J. (2001) 'Potty about Harry', *The Times*, October 20: 3.
- Davis, S.G. (1996) 'The theme park: global industry and cultural form', *Media, Culture and Society*, 18: 399–422.
- Davis, S.G. (1997) *Spectacular Nature: Corporate Culture and the Sea World Experience*, Berkeley, CA: University of California Press.
- Davis, S.G. (1999) 'Space Jam: Media conglomerates build the entertainment city', *European Journal of Communication*, 14: 435–59.
- deCordova, R. (1994) 'The Mickey in Macy's window: childhood, consumerism, and Disney animation', in E. Smoodin (ed.), *Disney Discourse*, New York: Routledge.
- Dedman, B. (1998) 'Chicago – for fans of the blues, it's no heartbreak hotel', *New York Times*, December 6 (consulted online).
- Desmond, J.C. (1999) *Staging Tourism: Bodies on Display from Waikiki to Sea World*, Chicago: University of Chicago Press.
- Dibb, S. (1995) 'Understanding the level of marketing activity in the leisure sector', *Service Industries Journal*, 15: 257–75.
- Disney Institute (2001) *Be Our Guest: Perfecting the Art of Customer Service*, New York: Disney Editions.
- Doss, E. (1997) 'Making imagination safe in the 1950s: Disneyland's fantasy art and architecture', in K.A. Marling (ed.), *Designing Disney's Theme Parks: The Architecture of Reassurance*, Paris: Flammarion.
- du Gay, P. (1996) *Consumption and Identity at Work*, London: Sage.
- du Gay, P. and Salaman, G. (1992) 'The cult(ure) of the customer', *Journal of Management Studies*, 29: 195–213.
- Durrett, R. (2003) 'Cowboys wait for a selling star: without a big name, whose jersey will fans buy?', *Dallas Morning News*, July 25 (consulted online).
- Dutka, E. (1997) 'No Herculean gross: why?', *Los Angeles Times*, July 19: F1.
- Dyckhoff, T. (2003) 'Theme park city', *The Times* (T2 section) April 29: 17.
- Eco, U. (1986) *Travels in Hyperreality*, London: Pan.
- Edensor, T. (2001) 'Performing tourism, staging tourism: (re)producing tourist space and practice', *Tourist Studies*, 1: 59–81.
- Edgerton, G. and Jackson, K.M. (1996) 'Redesigning Pocahontas: Disney, the "white man's Indian," and the marketing of dreams', *Journal of Popular Film and Television*, 24: 90–8.
- Edwards, R. (1979) *Contested Terrain: The Transformation of the Workplace in the Twentieth Century*, London: Heinemann.

- Eisman, R. (1993) 'Disney magic', *Incentive*, September: 45–56.
- Eisner, M.D. (1998) *Work in Progress*, London: Penguin.
- Elliott, S. (1998) 'Marketing Diana, Princess of brand names', *New York Times*, August 26: D1, D3.
- Ellwood, W. (1998) 'Service with a smile', *New Internationalist*, 308, (December): 17.
- Fainstein, S.S. and Judd, D.R. (1999) 'Global forces, local strategies, and urban tourism', in D.R. Judd and S.S. Fainstein (eds), *The Tourist City*, New Haven, CT: Yale University Press.
- Falconer Al-Hindi, K. and Staddon, C. (1997) 'The hidden histories and geographies of traditional town planning: the case of Seaside, Florida', *Environment and Planning D: Society and Space*, 15: 349–72.
- Falconer Al-Hindi, K. and Till, K.E. (2001) '(Re)placing the New Urbanism debates: toward an interdisciplinary research agenda', *Urban Geography*, 22: 189–201.
- Fantasia, R. (1995) 'Fast food in France', *Theory and Society*, 24: 201–43.
- Fessier, M. (1977) 'Legacy of a last tycoon', *Los Angeles Times West*, November 12: 16–23.
- Findlay, J.M. (1992) *Magic Lands: Western Cityscapes and American Culture After 1940*, Berkeley, CA: University of California Press.
- Fjellman, S.M. (1992) *Vinyl Leaves: Walt Disney World and America*, Boulder, CO: Westview Press.
- Foglesong, R.E. (2001) *Married to the Mouse: Walt Disney World and Orlando*, New Haven, CT: Yale University Press.
- Forgacs, D. (1992) 'Disney animation and the business of childhood', *Screen*, 33: 361–74.
- Fox, N. (1996) 'Cartoon heroes are drawn into a money machine', *Sunday Times* (Business section), February 4: 9.
- France, V.A. (1991) *Window on Main Street*, Nashua, NH: Laughter Publications.
- Frantz, D. and Collins, C. (1999) *Celebration, U.S.A.: Living in Disney's Brave New Town*, New York: Henry Holt.
- Frenkel, S.J., Korczynski, M., Shire, K.A. and Tam, M. (1999) *On the Front Line: Organization of Work in the Information Economy*, Ithaca, NY: ILR Press.
- Fresco, A. (2001) 'Football club profits hit as fans rip off replica shirts', *The Times*, April 3: 9.
- Fuller, L. and Smith, V. (1991) 'Consumers' reports: management by customers in a changing economy', *Work, Employment and Society*, 5: 1–16.
- Gephardt, R.P. (2001) 'Safe risk in Las Vegas', *M@n@gement*, 4: 141–58.
- Giddens, A. (1990) *The Consequences of Modernity*, California: Stanford University Press.
- Gill, B. (1991) 'Disneyitis', *The New Yorker*, April 19: 113–17.
- Giroux, H. (1999) *The Mouse that Roared: Disney and the End of Innocence*, Lanham, MD: Rowman & Littlefield.
- Gledhill, R. (2002) 'Archbishop fires opening shot at Disney', *The Times*, July 23: 1.
- Goldberger, P. (1972) 'Mickey Mouse teaches the architects', *New York Times Magazine*, October 22: 40–1, 92–9.
- Goldberger, P. (1997a) 'The store strikes back', *New York Times*, April 6 (consulted online).
- Goldberger, P. (1997b) 'The sameness of things', *New York Times*, April 6 (consulted online).
- Goodman, M. (2002) 'Star Wars: the menace of merchandise overkill', *Sunday Times* (Business section), May 5: 3.9.
- Goodwin, C. (1995) 'Toys 'R' Disney', *Sunday Times*, December 3: 10.7.
- Goodwin, C. (2002) 'The King: dead and forgotten', *The Times* (T2 section), April 29: 6.
- Gordon, M. (1958) 'Walt's profit formula: dream, diversify – and never miss an angle', *Wall Street Journal*, February 4: 1, 12.
- Gordon, P.H. and Meunier, S. (2001). *The French challenge: Adapting to Globalization*, Washington, D.C.: Brookings Institution Press.
- Goss, J. (1993a) 'The "magic of the mall": an analysis of form, function, and meaning in the contemporary retail built environment', *Annals of the Association of American Geographers*, 83: 18–47.
- Goss, J. (1993b) 'Placing the market and marketing place: tourist advertising of the Hawaiian Islands, 1972–92', *Environment and Planning D: Society and Space*, 11: 663–88.
- Goss, J. (1996) 'Disquiet on the waterfront: reflections on nostalgia and utopia in the urban archetypes of festival marketplaces', *Urban Geography*, 17: 221–47.

- Goss, J. (1999) 'Once-upon-a-time in the commodity world: an unofficial guide to Mall of America', *Annals of the Association of American Geographers*, 89: 45–75.
- Gottdiener, M. (1997) *The Theming of America: Dreams, Visions and Commercial Spaces*. Boulder, CO: Westview.
- Gottdiener, M. (2001) *The Theming of America: American Dreams, Media Fantasies, and Themed Environments*, second edition, Boulder, CO: Westview.
- Gottdiener, M., Collins, C.C. and Dickens, D.R. (1999) *Las Vegas: The Social Production of an All-American City* Malden, MA: Blackwell.
- Gould, S.J. (1979) 'Mickey Mouse meets Konrad Lorenz', *Natural History*, 88: 30–6.
- Graham, S. (1998) 'Towards the fifth utility? On the extension and normalisation of public CCTV', in C. Norris, J. Moran, and G. Armstrong (eds), *Surveillance, Closed Circuit Television and Social Control*, Aldershot: Ashgate.
- Grover, R. (2001) 'Now Disneyland won't seem so Mickey Mouse', *Business Week*: January 29 (consulted online).
- Guerrier, Y. and Adib, A. S. (2000) "'No, we don't provide that service": the harassment of hotel employees', *Work, Employment and Society*, 14: 689–705.
- Gwynne, S.C. (1997) 'Love me legal tender', *Time*, August 11: 46–9.
- Haas, R. (1995) 'Disney goes Dutch: Billy Bathgate and the Disneyfication of the gangster genre', in E. Bell, L. Haas, and L. Sells (eds), *From Mouse to Mermaid: The Politics of Film, Gender and Culture*, Bloomington: Indiana University Press.
- Halewood, C. and Hannan, K. (2001) 'Viking heritage tourism: authenticity and commodification', *Annals of Tourism Research*, 28: 565–80.
- Hall, E.J. (1993) 'Smiling, deferring, and flirting: doing gender by giving "good service"', *Work and Occupations*, 20: 452–71.
- Hamel, G. and Prahalad, C.K. (1994) *Competing for the Future*, Boston, MA: Harvard Business School Press.
- Hamilton, A. (1999) 'Queen joins zoo's beetle drive', *The Times*, June 4: 4.
- Hamilton, A. (2002) 'Princess is alive but fading fast in cyberspace', *The Times*, August 31: 11.
- Hamilton, K. (1999) 'Wal*Smart', *Sunday Times* (Business Section), June 10: 3.5.
- Hamilton, K. and Harlow, J. (1995) 'Retailers fly in to exploit airport shopping boom', *Sunday Times* (Business section), May 14: 2.
- Hamilton, M. (2000) 'The latest mall of America: Mills Corp. draws crowds to unusual shopping environments', *Washington Post*, July 22: E1.
- Handler, R. and Gable, E. (1997) *The New History in an Old Museum: Creating the Past at Colonial Williamsburg*, Durham, NC: Duke University Press.
- Handy, B. (1996) '101 movie tie-ins', *Time*, December 16: 54–6.
- Hannerz, U. (1987) 'The world in creolization', *Africa*, 57: 546–59.
- Hannigan, J. (1998) *Fantasy City: Pleasure and Profit in the Postmodern Metropolis*, London: Routledge.
- Harley, E. (2002) 'Sack the Ripper', *The Business* (Financial Times Weekend Magazine), January 26: 14.
- Harris, N. (1997) 'Expository expositions: preparing for the theme parks', in K.A. Marling (ed.), *Designing Disney's Theme Parks: The Architecture of Reassurance*, Paris: Flammarion.
- Heide, R. and Gilman, J. (1997) *The Mickey Mouse Watch: From the Beginning of Time*, New York: Hyperion.
- Heise, S. (1994) 'Disney approach to managing', *Executive Excellence*, October: 18–19.
- Helgadottir, B. (2003) 'Tinies: ripe for plucking', *The Times* (Weekend section), May 24: 6.
- Hendry, J. (2000) *The Orient Strikes Back: A Global View of Cultural Display*, Oxford: Berg.
- Henkoff, R. (1994) 'Finding, training and keeping the best service workers', *Fortune*, October 3: 52–8.
- Hiaasen, C. (1998) *Team Rodent: How Disney Devours the World*, New York: Ballantine.
- Hachschild, A.R. (1983) *The Managed Heart*, Berkeley, CA: University of California Press.
- Hollister, P. (1940) 'Genius at work: Walt Disney', *Atlantic Monthly*, December: 689–701.
- Holson, L.M. and Lyman, R. (2002) 'In Warner Brothers' strategy, a movie is now a product line', *New York Times*, February 11 (consulted online).

- Hopkins, J.S.P. (1990) 'West Edmonton mall: landscape of myths and elsewhere', *The Canadian Geographer*, 34: 2–17.
- Hopkins, N. (2002) 'HIT talks to rival Gullane on £215 million offer', *The Times*, May 28: 25.
- Hubbard, P. (2002) 'Screen-shifting: consumption, "riskless risks" and the changing geographies of cinema', *Environment and Planning A*, 34: 1239–58.
- Hubbard, P. (2003) 'A good night out? Multiplex cinemas as sites of embodied leisure', *Leisure Studies*, 22: 1–18.
- Hughes, K.D. and Tadic, V. (1998) '"Something to deal with": customer sexual harassment and women's retail service work in Canada', *Gender, Work and Organization*, 5: 207–19.
- Huxtable, A.L. (1997) *The Unreal America: Architecture and Illusion*, New York: New Press.
- Jamieson, D. (1995) 'Zoos revisited', in B.G. Norton, M. Hutchins, E.F. Stevens, and T.L. Maple (eds), *Ethics on the Ark: Zoos, Animal Welfare, and Wildlife Conservation*, Washington, D.C: Smithsonian Institution.
- Jenkins, R. (1998) 'The last word in shopping', *The Times*, September 5: 20.
- Jones, A. (1999) 'Vatican stores to sell treasures on earth', *The Times*, June 10: 27.
- Jones, L. (1999) 'Smiling lessons end service with a scowl in Greenland', *The Guardian*, October 23 (consulted online).
- Judd, D.R. (1999) 'Constructing the tourist bubble', in D.R. Judd and S.S. Fainstein (eds), *The Tourist City*, New Haven, CT: Yale University Press.
- Judge, J. (1973) 'Florida's booming – and beleaguered – heartland', *National Geographic*, 144: 585–621.
- Kasson, J.F. (1978) *Amusing the Million: Coney Island at the Turn of the Century*, New York: Hill & Wang.
- Keily, D. (1991) 'Body Shop blues', *Sunday Times (Style section)*, December 8: 3.4.
- Kellner, D. (2002) 'Theorizing globalization', *Sociological Theory*, 20: 285–305.
- Kenny, J.T. and Zimmerman, J. (2004) 'Constructing the "genuine American city": neo-traditionalism', New Urbanism and neo-liberalism in the remaking of downtown Milwaukee', *Cultural Geographies*, 11: 74–98.
- Kincheloe, J.L. (2002) *The Sign of the Burger: McDonald's and the Culture of Power*, Philadelphia, PA: Temple University Press.
- King, A. (2002) *The End of the Terraces: The Transformation of English Football in the 1990s*, revised edition, London: Leicester University Press.
- King, M. (1991) 'The theme park experience: what museums can learn from Mickey Mouse', *The Futurist*, November–December: 24–31.
- Kirshenblatt-Gimblett, B. (1998) *Destination Culture: Tourism, Museums, and Heritage*, Berkeley, CA: University of California Press.
- Klein, N. (2000) *No Logo*, London: Flamingo.
- Klein, N.M. (1993) *Seven Minutes: The Life and Death of the American Animated Cartoon*, London: Verso.
- Kline, S. (1993) *Out of the Garden: Toys and Children's Culture in the Age of TV Marketing*, New York: Verso.
- Koenig, D. (1994) *Mouse Tales: A Behind-the-Ears Look at Disneyland*, Irvine, CA: Bonaventure Press.
- Koenig, D. (1999) *More Mouse Tales: A Closer Peek Backstage at Disneyland*, Irvine, CA: Bonaventure Press.
- Koenig, R. (1996) 'The toys are back in town', *Sunday Times Magazine*, September 1: 40–2.
- Korczynski, M. (2002) *Human Resource Management in Service Work*, Basingstoke: Palgrave.
- Koster, O. (2001) 'Harry Potter and the not-so-wizard Coca-Cola wheeze', *Daily Mail*, October 18: 21.
- Kozinets, R.V., Sherry, J.F. Jr., DeBerry-Spence, B., Duhachek, A., Nuttavuthisit, K. and Storm, D. (2002) 'Themed flagship brand stores in the new millennium: theory, practice, prospects', *Journal of Retailing*, 78: 17–29.
- Kroc, R. (1987 [1977]) *Grinding it Out: The Making of McDonald's*, New York: St Martin's.
- Kuenz, J. (1995a) 'Working at the rat', in The Project on Disney, *Inside the Mouse: Work and Play at Disney World*, Durham, NC: Duke University Press.
- Kuenz, J. (1995b) 'It's a small world after all', in The Project on Disney, *Inside the Mouse: Work and Play at Disney World*, Durham, NC: Duke University Press.

- Kuper, A. (1996) 'Dutch football looks to its future – and sees custard', *Financial Times*, March 16: 2.
- Lainsbury, A. (2000) *Once Upon an American Dream: The Story of EuroDisneyland*, Lawrence, KA: University of Kansas Press.
- Lanfant, M.-F. (1995) 'International tourism, internationalisation and the challenge to identity', in M.-F. Lanfant, J.B. Allcock and E.M. Bruner (eds), *International Tourism: Identity and Change*, London: Sage.
- Langman, L. (1992) 'Neon cages: shopping for subjectivity', in R. Shields (ed.), *Lifestyle Shopping: The Subject of Consumption*, London: Routledge.
- Larson, A. (2003) 'Re-drawing the bottom line', in C.A. Stabile and M. Harrison (eds), *Prime Time Animation: Television Animation and American Culture*, London: Routledge.
- Lash, S. and Urry, J. (1994) *Economies of Signs and Space*, London: Sage.
- Lauro, P.W. (2002) 'New York police and firefighter merchandise tests the market at the 2002 licensing exposition', *New York Times*, June 10: C 11.
- Legge, K. (1995) *Human Resource Management: Rhetorics and Realities*, Basingstoke: Macmillan.
- Leidner, R. (1993) *Fast Food, Fast Talk: Service Work and the Routinization of Everyday Life*, Berkeley, CA: University of California Press.
- Leidner, R. (1999) 'Emotional labor in service work', *The Annals of the American Academy of Political and Social Science*, 561: 81–95.
- Leong, S.T. (2001a) '...And then there was shopping', in *Harvard Design School Guide to Shopping*, Köln: Taschen.
- Leong, S.T. (2001b) 'Captive', in *Harvard Design School Guide to Shopping*, Köln: Taschen.
- Letts, S. (1996) 'Snow White gets mini-camera to keep bodice pure', *The Times*, October 7.
- Linstead, S. (1995) 'Averting the gaze: gender and power on the perfumed picket line', *Gender, Work and Organization*, 2: 192–206.
- Lipsitz, G. (1993) 'The making of Disneyland', in W. Graebner (ed.), *True Stories from America's Past*, New York: McGraw-Hill.
- Litman, J. (1994) 'Mickey Mouse emeritus: character protection and the public domain', *University of Miami Entertainment and Sports Law Review*, 11: 429–35.
- Longmore, A. (1996) 'Roll up, roll up and sell the game', *The Times*, May 22: 46.
- Lowenthal, D. (1985) *The Past is a Foreign Country*, Cambridge: Cambridge University Press.
- Ludlow, M. (2002) 'Police put their money under their helmet with merchandising deal', *Sunday Times*, November 3: 1.10.
- Lutz, C.A. and Collins, J.L. (1993) *Reading National Geographic*, Chicago: University of Chicago Press.
- Lyon, D. (2001) *Surveillance Society: Monitoring Everyday Life*, Buckingham: Open University Press.
- MacCannell, D. (1976) *The Tourist: A New Theory of the Leisure Class*, New York: Schocken.
- Macdonald, S. (1996) 'Introduction', in S. Macdonald and G. Fyfe (eds), *Theorizing Museums: Representing Identity and Diversity in a Changing World*, Oxford: Blackwell/The Sociological Review.
- Maguire, J.S. (2001) 'Fit and flexible: the fitness industry, personal trainers and emotional service labor', *Sociology of Sport Journal*, 18: 379–402.
- Malamud, R. (1998) *Reading Zoos: Representations of Animals and Captivity*, New York: New York University Press.
- Manning, P.K. and Callum-Swan, B. (1994) 'Narrative, content, and semiotic analysis', in N.K. Denzin and Y.S. Lincoln (eds), *Handbook of Qualitative Research*, Thousand Oaks, CA: Sage.
- Maple, T. and Archibald, E. (1993) *Zoo Man: Inside the Zoo Revolution*, Atlanta, GA: Longstreet.
- Margolis, S. (2001) 'The old world's new world', *New York Times*, July 15 (consulted online).
- Marling, K.A. (1994) *As Seen on TV: The Visual Culture of Everyday Life in the 1950s*, Cambridge, MA: Harvard University Press.
- Marling, K.A. (1997) 'Imagineering the "Disney theme parks"', in K.A. Marling (ed.), *Designing Disney's Theme Parks: The Architecture of Reassurance*, Paris: Flammarion.
- Martin, J., Knopoff, K. and Beckman, C. (1998) 'An alternative to bureaucratic impersonality and emotional labor: bounded emotionality at The Body Shop', *Administrative Science Quarterly*, 43: 429–69.

- Masters, K. (2000) *The Keys to the Kingdom: How Michael Eisner Lost His Grip*, New York: William Morrow.
- McCahill, M. and Norris, C. (1999) 'Watching the workers: crime, CCTV and the workplace', in P. Davies, P. Francis, and V. Jupp (eds), *Invisible Crimes: Their Victims and Their Regulation*, London: Macmillan.
- Mccalla, J. (1999a) 'Hypertheme restaurants: hyped out', *Philadelphia Business Journal*, January 25. <http://philadelphia.bcentral.com/philadelphia/stories/1999/01/25/story3.html>
- Mccalla, J. (1999b) 'Daroff's advice: turn it up', *Philadelphia Business Journal*, January 25. <http://philadelphia.bcentral.com/philadelphia/stories/1999/01/25/story4.html>
- McGill, D.C. (1989) 'A 'Mickey Mouse' class – for real', *New York Times*, August 27: 4.
- Merritt, R. and Kaufman, J.B. (1992) *Walt in Wonderland: The Silent Films of Walt Disney*, Perdenone: Edizioni Biblioteca dell'Imagine.
- Midgley, C. (1999) 'Tubbies land fat profits of £32 million in one year', *The Times*, June 23: 7.
- Miller, D., Jackson, P., Thrift, N., Holbrook, B. and Rowlands, M. (1998) *Shopping, Place and Identity*, London: Routledge.
- Mills, S. (1998) 'American theme parks and the landscapes of mass culture', *American Studies Today Online* www.americansc.org.uk/online/disney.htm
- Milne, S., Grekin, J. and Woodley, S. (1998) 'Tourism and the construction of place in Canada's eastern Arctic', in G. Ringer (ed.), *Destinations: Cultural Landscapes of Tourism*, London: Routledge.
- Mintz, L. (1998) 'Simulated tourism at Busch Gardens: The Old Country and Disney's World Showcase, Epcot Center', *Journal of Popular Culture*, 32: 47–58.
- Mordue, T. (2001) 'Performing and directing resident/tourist cultures in *Heartbeat* country', *Tourist Studies*, 1: 233–52.
- Moretti, F. (2001) 'Planet Hollywood', *New Left Review*, number 9: 90–101.
- Mosley, L. (1986) *Disney's World*, Briarcliff Manor, NY: Stein and Day.
- Mullan, B. and Marvin, G. (1999) *Zoo Culture*, second edition, Urbana, IL: University of Illinois Press.
- Nel, P. (2003) 'The Disneyfication of Dr Seuss: faithful to profit, one hundred percent?', *Cultural Studies*, 17: 579–614.
- Nelson, S. (1986) 'Walt Disney's EPCOT and the world's fair performance tradition', *Drama Review*, 30: 106–46.
- Nickson, D., Warhurst, C., Witz, A. and Cullen A.-M. (2001) 'The importance of being aesthetic: work, employment and service organisation', in A. Sturdy, I. Grugulis, and H. Willmott (eds), *Customer Service: Empowerment and Entrapment*, Basingstoke: Palgrave.
- Nicolas, R. (2002) 'Man Utd "at risk" of a branding own goal', *The Times*, June 10: 34.
- Norton, A. (1996) 'Experiencing nature: the reproduction of environmental discourse through safari tourism in East Africa', *Geoforum*, 27: 355–73.
- Nuttall, M. (1997) 'Packaging the wild: tourism development in Alaska', in S. Abram, J. Waldren and D.V.L. Macleod (eds), *Tourists and Tourism: Identifying with People and Places*, Oxford: Berg.
- O'Brien, P.C. (1996) 'The happiest films on earth: Walt Disney's *Cinderella* and *The Little Mermaid*', *Women's Studies in Communication*, 19: 155–83.
- O'Donnell, J. (2002) 'Galleon recruits PC Pepper for TV', *Sunday Times* (Business section), January 6: 3.3.
- Ogbonna, E. and Wilkinson, B. (1990) 'Corporate strategy and corporate culture: the view from the checkout', *Personnel Review*, 19: 9–15.
- Pecora, N. and Meehan, E.R. (2001) 'United States: A Disney dialectic: A tale of two American cities', in J. Wasko, M. Phillips, and E.R. Meehan (eds), *Dazzled by Disney: The Global Disney Audiences Project*, London: Leicester University Press.
- Peñaloza, L. (1999) 'Just doing it: a visual ethnographic study of spectacular consumption behavior at Niketown', *Consumption, Markets and Culture*, 2: 337–400.
- Pereira, J. (1995) 'Toy Sellers wish that Pocahontas were a lion', *Wall Street Journal*, July 24: B1, B7.

- Peters, T. and Austin, N. (1985) *A Passion for Excellence*, New York: Random House.
- Peters, T. and Waterman, R. (1982) *In Search of Excellence: Lessons from America's Best-Run Companies*, New York: Harper & Row.
- Pieterse, J.N. (1994) 'Globalisation as hybridisation', *International Sociology*, 9: 161–84.
- Pine, B.J. and Gilmore, J.H. (1999) *The Experience Economy: Work is Theatre and Every Business a Stage*, Boston, MA: Harvard Business School Press.
- Pollan, M. (1997) 'Town-building is no Mickey Mouse operation', *New York Times*, December 14 (consulted online).
- Powell, T.C. (1995) 'Total quality management as competitive advantage: a review and empirical study', *Strategic Management Journal*, 16: 15–37.
- Pretes, M. (1995) 'Postmodern tourism: the Santa Claus industry', *Annals of Tourism Research*, 22: 1–13.
- Rafaeli, A. and Sutton, R. (1989) 'The expression of emotion in organizational life', *Research in Organizational Behavior*, 11: 1–42.
- Raz, A.E. (1999) *Riding the Black Ship: Japan and Tokyo Disneyland*, Cambridge, MA: Harvard University Press.
- Reid, T. and Peek, L. (2001) 'Potter playtime is a Muggle's game at £350 a time', *The Times*, November 6: 11.
- Reiter, E. (1996) *Making Fast Food: From the Frying Pan into the Fryer*, second edition, Montreal & Kingston: McGill-Queen's University Press.
- Ritzer, G. (1993) *The McDonaldization of Society*, Thousand Oaks, CA: Pine Forge.
- Ritzer, G. (1998) *The McDonaldization Thesis*, London: Sage.
- Ritzer, G. (1999) *Enchanting a Disenchanted World: Revolutionizing the Means of Consumption*, Thousand Oaks, CA: Pine Forge.
- Ritzer, G. (2004) *The Globalization of Nothing*, Thousand Oaks, CA: Pine Forge.
- Ritzer, G. and Liska, A. (1997) '“McDisneyization” and “post-tourism”: complementary perspectives on contemporary tourism', in C. Rojek and J. Urry (eds), *Touring Cultures: Transformations of Travel and Theory*, London: Routledge.
- Ritzer, G. and Stillman, T. (2001a) 'The modern Las Vegas casino-hotel: the paradigmatic new means of consumption', *M@n@gement*, 4: 83–99.
- Ritzer, G. and Stillman, T. (2001b) 'The postmodern ballpark as a leisure setting: enchantment and simulated de-McDonaldization', *Leisure Sciences*, 23: 99–113.
- Robbins, T. (2002) 'Tourists to invade Kabul on “axis of evil” holidays', *Sunday Times*, July 28.
- Robertson, R. (1992) *Globalization: Social Theory and Global Culture*, London: Sage.
- Robertson, R. (2001) 'Globalization theory 2000+: major problematics', in G. Ritzer and B. Smart (eds), *Handbook of Social Theory*, London: Sage.
- Robinson, M.B. (2003) 'The Mouse who would rule the world! How American criminal justice reflects the themes of Disneyization', *Journal of Criminal Justice and Popular Culture*, 10: 69–86.
- Roche, M. (2000) *Mega-events and Modernity: Olympics and Expos in the Growth of Global Culture*, London: Routledge.
- Rosenthal, P., Hill, S. and Peccei, R. (1997) 'Checking out service: evaluating excellence, HRM and TQM in retailing', *Work, Employment and Society*, 11: 481–503.
- Ross, A. (1999) *The Celebration Chronicles: Life, Liberty, and the Pursuit of Property Value in Disney's New Town*, New York: Ballantine.
- Royle, T. (2000) *Working for McDonald's in Europe: The Unequal Struggle*, London: Routledge.
- Rugoff, R. (1999) 'Shopping mall with social ambitions', *Financial Times* (Weekend section), March 6: VII.
- Rushe, D. (2003) 'Is the world fed up with McDonald's?' *Sunday Times* (Business section), April 6: 3.8.
- Russell, R. and Tyler, M. (2002) 'Thank heaven for little girls: “Girl Heaven” and the commercial context of feminine childhood', *Sociology*, 36: 619–37.
- Sandicki, O. and Holt, D.B. (1998) 'Malling society: mall consumption practices and the future of public space', in J.F. Sherry, Jr. (ed.), *ServiceScapes: The Concept of Place in Contemporary Markets*, Lincolnwood, IL: NTC Business Books.

- Sayers, F.C. (1965) 'Walt Disney accused', *Horn Book*, December: 602-11.
- Schickel, R. (1986) *The Disney Version: The Life, Times, Art, and Commerce of Walt Disney*, revised edition, London: Pavilion.
- Schlossberg, H. (1996) *Sports Marketing*, Cambridge, MA: Blackwell.
- Schlosser, E. (2001) *Fast Food Nation: The Dark Side of the All-American Meal*, Boston: Houghton Mifflin.
- Schmitt, B. and Simonson, A. (1997) *Marketing Aesthetics: The Strategic Management of Brands, Identity, and Image*, New York: Free Press.
- Schueller, J. (2000) 'Customer service through leadership: the Disney way', *Training and Development*, 54 (October): 26-31.
- Sharma, U. and Black, P. (2001) 'Look good, feel better: beauty therapy as emotional labour', *Sociology*, 35: 913-31.
- Shearing, C.D. and Stenning, P.C. (1984) 'From the panopticon to Disney World: the development of discipline', in A.N. Doob and E.L. Greenspan (eds), *Perspectives in Criminal Law*, Aurora, Ontario: Criminal Law Books.
- Sherman, J. (2001) 'Pharaoh's riches for Golden Mile', *The Times*, July 18.
- Sherry, J.F. Jr. (1998) 'The soul of the company store: Nike Town Chicago and the emplaced brandscape', in J.F. Sherry, Jr. (ed.), *ServiceScapes: The Concept of Place in Contemporary Markets*, Lincolnwood, IL: NTC Business Books.
- Sherry, J.F. Jr., Kozinets, R.V., Storm, D., Duhachek, A., Nuttavuthisit, K. and DeBerry-Spence, B. (2001) 'Being in the Zone: staging retail theater at ESPN Zone Chicago', *Journal of Contemporary Ethnography*, 30: 465-510.
- Sherwin, A. (2001) 'Tourism rivals fight for Middle Earth', *The Times*, December 11.
- Sherwin, T. (2002) 'Monsters Inc makes sure Fairy Liquid cleans up', *The Times*, February 16: 11.
- Shields, R. (1989) 'Social spatialization and the built environment: the West Edmonton mall', *Environment and Planning D: Society and Space*, 7: 147-64.
- Shoval, N. (2000) 'Commodification and theming of the sacred: changing patterns of tourist consumption in the "Holy Land"', in M. Gottdiener (ed.), *New Forms of Consumption: Consumers, Culture, and Commodification*, Lanham, Maryland: Rowman & Littlefield.
- Simensky, L. (1998) 'Selling Bugs Bunny: Warner Bros. and character merchandising in the nineties', in K.S. Sandler (ed.), *Reading the Rabbit: Explorations in Warner Bros. Animation*, New Brunswick, NJ: Rutgers University Press.
- Skapinker, M. and Rawsthorn, A. (1993) 'An older, wiser Mickey Mouse', *Financial Times*, April 10: 18.
- Sklair, L. (2002) *Globalization: Capitalism and its Alternatives*, Oxford: Oxford University Press.
- Solomon, M.R. (1998) 'Dressing for the part: the role of costume in the staging of the servicescape', in J.F. Sherry, Jr. (ed.), *ServiceScapes: The Concept of Place in Contemporary Markets*, Lincolnwood, IL: NTC Business Books.
- Sorkin, M. (1992) 'Introduction: variations on a theme park', in M. Sorkin (ed.), *Variations on a Theme Park: The New American City and the End of Public Space*, New York: Noonday.
- Sparks, C. (1998) *From the Hundred Aker Wood to The Magic Kingdom*, Inaugural Lecture, School of Communication, Design and Media, University of Westminster, 14 October 1998 www.wmin.ac.uk/events/sparks.htm
- Spellmeyer, A.W. (1993) 'Mall of America: confounding the skeptics', *Urban Land*, 52: 43-6, 81-3.
- Squire, S.J. (1993) 'The cultural values of literary tourism', *Annals of Tourism Research*, 20: 103-20.
- Steiner, M. (1998) 'Frontierland as Tomorrowland: Walt Disney and the architectural packaging of the mythic west', *Montana - The Magazine of Western History*, 48: 2-17.
- Steiner, R. (2002) 'Teletubbies' tubby profits tumble', *Sunday Times* (Business section), February 24: 3.2.
- Steinhauer, J. (1998) 'It's a mall ... It's an airport ... It's both: The latest trend in terminals', *New York Times*: D1.
- Sterne, J. (1997) 'Sounds like the Mall of America: programmed music and the architectonics of commercial space', *Ethnomusicology*, 41: 22-50.

- Studd, H. (2002) 'Toy sellers are not so wild about Harry', *The Times*, January 28: 9.
- Sturdy, A. (2001) 'The global diffusion of customer service: a critique of cultural and institutional perspectives', *Asia Pacific Business Review*, 7: 75–89.
- Sutton, R.I. and Rafaeli, A. (1988) 'Untangling the relationship between displayed emotions and organizational sales: the case of convenience stores', *Academy of Management Journal*, 31: 461–87.
- Swanton, O. (1996) 'Pocahontas, eat your heart out', *Guardian* (Higher education section), February 25: vi.
- Synnott, M.G. (1995) 'Disney's America: whose patrimony, whose profits, whose past?', *The Public Historian*, 17: 43–59.
- Talwar, J.P. (2002) *Fast Food, Fast Track: Immigrants, Big Business, and the American Dream*, Boulder, CO: Westview.
- Tarpy, C. (1993) 'New zoos – taking down the bars', *National Geographic*, July: 2–37.
- Taylor, C.R. and Wheatley-Lovoy, C. (1998) 'Leadership: lessons from the Magic Kingdom', *Training and Development*, July: 22–5.
- Taylor, S. (1998) 'Emotional labour and the new workplace', in P. Thompson and C. Warhurst (eds), *Workplaces of the Future*, London: Macmillan.
- Taylor, S. and Tyler, M. (2000) 'Emotional labour and sexual difference in the airline industry', *Work, Employment and Society*, 14: 77–95.
- Thomas, B. (1976) *Walt Disney: An American Original*, New York: Simon and Schuster.
- Thompson, P. and Findlay, P. (1999) 'Changing the people: social engineering in the contemporary workplace', in L. Ray and A. Sayer (eds), *Culture and Economy after the Cultural Turn*, London: Sage.
- Tolich, M.B. (1993) 'Alienating and liberating emotions at work: supermarket clerks' performance of customer service', *Journal of Contemporary Ethnography*, 22: 361–81.
- Tomkins, R. (1998) 'Fair game for a gentle savaging', *Financial Times*, April 25: 9.
- Tracy, J.F. (1999) 'Whistle while you work: The Disney Company and the global division of labor', *Journal of Communication Inquiry*, 23: 374–89.
- Tucker, H. (2002) 'Welcome to Flintstones-Land: contesting place and identity in Goreme, Central Turkey', in S. Coleman and M. Crang (eds), *Tourism: Between Place and Performance*, New York: Berghahn Books.
- Tumbusch, T. (1989) *Tomart's Illustrated Disneyana Catalog and Price Guide*, Radnor, PA: Wallace-Homestead.
- Turner, S. (2001) 'In bed with McDonald's', *The Times* (Travel section), March 24.
- Twitchell, J.B. (1999) *Lead Us Into Temptation: The Triumph of American Materialism*, New York: Columbia University Press.
- Urry, J. (1990) *The Tourist Gaze*, London: Sage.
- Urry, J. (2002) *The Tourist Gaze*, second edition, London: Sage.
- Uttal, B. (1983) 'The corporate culture vultures', *Fortune*, October 17: 66–72.
- Van Maanen, J. (1991) 'The smile factory: work at Disneyland', in P.J. Frost, L.F. Moore, M.L. Louis, C.C. Lundberg, and J. Martin (eds), *Reframing Organizational Culture*, Newbury Park, CA: Sage.
- Van Maanen, J. and Kunda, G. (1989) '"Real feelings": emotional expression and organizational culture', *Research in Organizational Behavior*, 11: 43–103.
- Voyle, S. (2001) 'Harry Potter tops list of wizard stocking filler ideas', *Financial Times*, November 17: 3.
- Waite, G. (2000) 'Consuming heritage: perceived historical authenticity', *Annals of Tourism Research*, 27: 835–62.
- Walker, S. (1997) 'Hair salons, hot tubs and ... oh yeah, baseball', *Wall Street Journal*, March 27: W1, W6.
- Wallendorf, M., Lindsey-Mullikin, J., and Pimentel, R. (1998) 'Gorilla marketing: customer animation and regional embeddedness of a toy store servicescape', in J.F. Sherry, Jr. (ed.), *ServiceScapes: The Concept of Place in Contemporary Markets*, Lincolnwood, IL: NTC Business Books.

- Walton, R. (1985) 'From control to commitment in the workplace', *Harvard Business Review*, 63: 77–84.
- Walz, G. (1998) 'Charlie Thorson and the temporary Disneyfication of Warner Bros. cartoons', in K.S. Sandler (ed.), *Reading the Rabbit: Explorations in Warner Bros. Animation*, New Brunswick, NJ: Rutgers University Press.
- Waples, J. (1997) 'City reaps riches on the road to Toytown', *Sunday Times* (Business section), May 18: 3.4.
- Waples, J. (2003) 'Dome boss makes running in sporting fun', *Sunday Times*, (Business Section), April 13: 3.11.
- Warren, S. (1994) 'Disneyfication of the Metropolis: popular resistance in Seattle', *Journal of Urban Affairs*, 16: 89–107.
- Warren, S. (1996) 'Popular cultural practices in the "postmodern city"', *Urban Geography*, 17: 545–67.
- Warren, S. (1999) 'Cultural contestation at Disneyland Paris', in D. Crouch (ed.), *Leisure/Tourism Geographies: Practices and Geographical Knowledge*, London: Routledge.
- Wasko, J. (2001) *Understanding Disney: The Manufacture of Fantasy*, Cambridge: Polity.
- Waters, M. (2002) 'McDonaldization and the global culture of consumption', in G. Ritzer (ed.), *McDonaldization: The Reader*, Thousand Oaks, CA: Pine Forge.
- Watson, J.L. (1997a) 'Introduction: transnationalism, localization, and fast foods in East Asia', in J.L. Watson (ed.), *Golden Arches East: McDonald's in East Asia*, Stanford, CA: Stanford University Press.
- Watson, J.L. (1997b) 'McDonald's in Hong Kong: consumerism, dietary change, and the rise of a children's culture', in J.L. Watson (ed.), *Golden Arches East: McDonald's in East Asia*, Stanford, CA: Stanford University Press.
- Watts, S. (1997) *The Magic Kingdom: Walt Disney and the American Way of Life*, Boston: Houghton Mifflin.
- Weatherford, M. (1998) 'Fantasy lands', *Las Vegas Review-Journal*, February 26 (consulted online).
- Weatherford, M. (2000) 'Branding of Las Vegas', *Las Vegas Review-Journal*, August 20 (consulted online).
- Weinstein, R.M. (1992) 'Disneyland and Coney Island: reflections in the evolution of the modern amusement park', *Journal of Popular Culture*, 26: 131–64.
- Wharton, A.S. (1993) 'The affective consequences of service work', *Work and Occupations*, 20: 205–32.
- Wharton, A.S. (1999) 'The psychosocial consequences of emotional labor', *The Annals of the American Academy of Political and Social Science*, 561: 158–76.
- Whittell, G. (1999) 'Earth moves for fans of "Star Wars"', *The Times*, January 16: 14.
- Wickers, D. (1999) 'The mouse boat', *Sunday Times* (Travel section), June 27: 6.
- Wiley, K.W. (1999–2000) 'How do they stay so nice?', *Disney Magazine*, Winter: 54–8, 101.
- Willis, S. (1995a) 'The problem with pleasure', in The Project on Disney, *Inside the Mouse: Work and Play at Disney World*, Durham, NC: Duke University Press.
- Willis, S. (1995b) 'Private use/public state', in The Project on Disney, *Inside the Mouse: Work and Play at Disney World*, Durham, NC: Duke University Press.
- Witz, A., Warhurst, C. and Nickson, D. (2003) 'The labour of aesthetics and the aesthetics of organization', *Organization*, 10: 33–54.
- Wolf, M.J. (1999) *The Entertainment Economy: How Mega-Media Forces are Transforming our Lives*, New York: Times Books.
- Wood, R.E. (2000) 'Caribbean cruise tourism: globalization at sea', *Annals of Tourism Research*, 27: 345–70.
- Wooden, W. (1995) *Renegade Kids, Suburban Outlaws: From Youth Culture to Delinquency*, Belmont: Wadsworth.
- Wouters, C. (1989) 'The sociology of emotions and flight attendants: Hochschild's *Managed Heart*', *Theory, Culture and Society*, 6: 95–123.
- Yan, Y. (1997) 'McDonald's in Beijing: the localization of Americana', in J.L. Watson (ed.), *Golden Arches East: McDonald's in East Asia*, Stanford, CA: Stanford University Press.

- Young, R. (1998) 'Baghdad package tour is a hostage to fortune', *The Times*, February 10.
- Zehnder, L.E. (1975) *Florida's Disney World*, Tallahassee, FL: Peninsular Press Publishing.
- Zemke, R. (1989) *The Service Edge: 101 Companies That Profit from Customer Care*, New York: New American Library.
- Zibart, E. (1997) *The Unofficial Disney Companion*, New York: Macmillan.
- Zukin, S. (1991) *Landscapes of Power: From Detroit to Disney World*, Berkeley, CA: University of California Press.
- Zukin, S. (1995) *The Cultures of Cities*, Cambridge, MA: Blackwell.
- Zukin, S. (1998) 'Urban lifestyles: diversity and standardisation in spaces of consumption', *Urban Studies*, 35: 825-39.

Carlyle, J. 136

Chapman, D. 81

Clark, E. 11

Clark, E.H. 26

Clark, W. 10

Clark, J. 137

Clark, A. 18-19

Clark, J. 167-8

Clark, P. 120-1

Clark, P.L. 108

Clark, M.C. 17

Clark, M.C. 164

Clark, E. 109

Clark, A. L. 15-19, 137

Clark, J. 1-2

Clark, L.P. 11

Clark, G. 143, 154

Clark, G. 138

Clark, C. 171-2

Clark, J.C. 96

Clark, S. 49-7

Clark, N. 25

Clark, C. 141

Clark, M. 58, 62

Clark, S.J. 42-3, 58, 64, 81, 178

Clark, J.C. 94-5, 120

Clark, A. 45, 71, 115

Clark, J. 11

Clark, E. 23

Clark, G. 87

Clark, T. 45

Clark, E. 127

Clark, M.D. 7, 25, 163-8

Clark, E. 114, 145

Clark, J.M. 112

Clark, R.E. 139-40

Clark, D. 84

Clark, G. 144

Clark, E.L. 118

Clark, T. 145

Clark, J. 11

Clark, J. 11

Clark, J. 38, 78, 121

Clark, J. 7-9, 86

Clark, J. 1-2, 43

Clark, J. 47, 58, 103

Clark, M. 17-18, 41, 11, 45, 75

Clark, J. 6

Clark, J. 116

Clark, G. 104-5

Clark, K. 13

Clark, A. 6, 126

Clark, J. 73

Clark, E. 83

Clark, J. 50

Clark, C. 173

Clark, A.P. 104-5, 117-12

Clark, 114, 116, 118-2

Clark, H.B. 35, 37

Clark, A.L. 8

Clark, G.E. 176

Clark, J.R. 22

Clark, J.L. 114

Clark, H. 171

Clark, S. 92

Clark, D. 11

Clark, J. 147, 150

Clark, A. 96

Clark, A. 152

Clark, S. 173

Clark, K. 114-15, 121, 154

Clark, A. 53

Clark, E. 72

Clark, J. 120

Clark, K. 42

Clark, P.K. 28

Clark, K.A. 73

Clark, K. 65

Clark, L.E. 69, 87

Clark, D.A. 71