

2 Changing Nature of Culinary and Food Service Operations

Aim

Explore the historical nature of kitchen and food service work within the context of craft work and the development of the service economy.

Objectives

1. Explore the Industrialisation of work, the craft worker and the relevance to identity in professional kitchen work.
2. Identify restaurant development and the influence of chef grand masters on the culinary and food service industry.
3. Identify the emergence of the changing landscape in food service and the development of open kitchens as theatre in the servicescape.
4. Explore bureaucracy in relation to emotional and aesthetic labouring and the impact that this has had on working practices.
5. Discuss aspects of female chefs, gender, race equality and modern slavery within culinary and service operations.

2.1 The industrialisation of work and craft workers

Over the last two hundred years the craft worker has been subjected to fundamental economic transformations; a shift from an agricultural economy to the manufacturing economy in the mid-1800s and more recently to the service economy in the 1970s. The latter extended into the experience economy towards the end of the 20th century. Others refer to this economic extension of the service logic as the aesthetic economy.

It has also been referred to as:

- The dream society
- The entertainment economy
- The attention economy.

The craftsman as a factor of production

Industrial work during the Victorian (1837-1901) and Edwardian (1901-1914) periods was dirty and dangerous. Such manufacturing and extractive industrial employment was based on the division of labour, the specialism of skills to ensure higher levels of productivity. The Victorian identification of automa-