

Contents

<i>List of contributors</i>	<i>page vii</i>
<i>Preface</i>	xi
Part I Orientations	1
1 Work and organisation in real time: an introduction NICK LLEWELLYN AND JON HINDMARSH	3
2 Finding organisation in detail: methodological orientations JON HINDMARSH AND NICK LLEWELLYN	24
Part II Studies	47
3 A kind of governance: rules, time and psychology in organisations JONATHAN POTTER AND ALEXA HEPBURN	49
4 On the reflexivity between setting and practice: the 'recruitment interview' NICK LLEWELLYN	74
5 The situated production of stories DAVID GREATBATCH AND TIMOTHY CLARK	96
6 Orders of bidding: organising participation in auctions of fine art and antiques CHRISTIAN HEATH AND PAUL LUFF	119
7 Some major organisational consequences of some 'minor', organised conduct: evidence from a video analysis of pre- verbal service encounters in a showroom retail store COLIN CLARK AND TREVOR PINCH	140

8	The work of the work order: document practice in face-to-face service encounters ROBERT J. MOORE, JACK WHALEN AND E. CABELL HANKINSON GATHMAN	172
9	The interactional accomplishment of a strategic plan DALVIR SAMRA-FREDERICKS	198
10	Peripherality, participation and communities of practice: examining the patient in dental training JON HINDMARSH	218
	<i>List of references</i>	241
	<i>Index</i>	263