

This thesis is based on a research conducted in a luxury restaurant in Prague. It focuses on service work performed by workers in the restaurant, and examines how service work contributes to the production of luxury hospitality. The thesis broadens anthropological and sociological understanding of work. Being focused on service work, it responds to the increasing importance of services in modern economy. Data gathered through participant observation and interviews are analyzed using Pierre Bourdieu's concept of the economy of symbolic goods. The analysis reveals elements of gift exchange that define luxury service. Drawing upon Rachel Sherman's concept of entitlement, it deciphers inequalities between service producers and service consumers, which are produced in the performance of hospitality. The study also focuses on workers' strategies of authority and power that they use in order to make sense of their work and to cope with their subordinated roles.