## Index

Abject appearance, 157–158	older workers' experiences of and
Absenteeism, 33	responses to ageism in
Academia, 60, 156	workplace, 105-107
bodies of women in academia as	practical implications and
barriers to advancement,	recommendations, 107-108
158–160	Agency, religiosity as, 121-123
Academic discipline, 63–65	Ambiguity, 302
Academic leaders, 156	Americans With Disabilities Act
Acceptance, 321	(ADA), 221–222
Acknowledgement/acknowledging,	Anthropomorphism, 336
188–189	Appearance, 1, 8, 19–21, 23, 104–105,
of beauty, 188–189	155–156, 171, 175, 214, 250,
of sex, 188–189	273–274, 287–288, 317, 343
Advocacy Academy, 30-31	ADA, 221–222
Aesthetic labour, 2, 4, 8, 198, 234, 237,	ageing, gender and older body,
250, 302–303, 344	102–103
data, 200	ageism, appearance and workplace,
professional women in	104–105
low/no-hierarchy	appearance codes and aesthetic
organisations, 204–208	labour, 2–4
rebelling against aesthetic labour	appearance-based ageism, 107-108
and lookism pressures,	appearance-based discrimination,
203–204	11
recommendations, 208-209	appearance-based inferences of
senior women managers,	criminality, 290–292
200–204	BFOQ Defence, 220-221
theoretical framework, 198-200	business necessity defence,
Afrocentric hairstyles, 58, 66	219–220
Age, 292, 347, 349	civil rights laws, 215–221
Age Discrimination in Employment	diversity and inclusion and CSR,
Act (ADEA), 219–221	251–253
Age-based discrimination, 102	employer and employee analysis,
Ageing, 102–103	226–227
Ageism, 104–105	ethical tensions, 274–276
ageing, gender and older body,	expectations, 179
102–103	gender and, 6–7
ageism, appearance and workplace,	implications and recommendations,
104–105	227–229

importance of appearance at work,	aesthetic labour, employee
2–6	appearance and lookism,
making impression and attracting	234–237
attractive, 4–6	physical features discrimination and
managing conversations, 276–282	Equal Opportunity Act
manipulation of appearance	1995, 237–239
characteristics, 350-351	procedural and jurisdictional issues
matters, 178–180	with physical features law,
methodology, 253-254	239–243
as national origin discrimination,	Australian Capital Territory (ACT),
219	234
older workers' experiences of and	Autoethnographic approach,
responses to ageism in	161
workplace, 105–107	
perpetuation of trends, 351–354	Beauty, 214
possession of appearance	Behavioural-system theoretical
characteristics, 344–350	orientation, 171
practical implications and	Bias, 57–58, 66
recommendations, 107–108	Binary gender, 139
as race or colour discrimination, 217	Binary-identified transgender people,
as religious discrimination, 217	143–144
as sex discrimination, 218–219	Biological sex, 134
state and municipal civil rights laws,	Black, Asian and Minority Ethnic
222–226	(BAME), 30
theoretical underpinnings, 344	Black, 159–160
Appearance management, 170–172	Black women in Academia, examining
appearance and political marketing,	hair choices of
172	academic discipline, 63–65
appearance management and	level in organisational hierarchy,
female politicians, 172–173	60–62
interpretation, 175–180	limitations and directions for future
literature review, 170–173	research, 68
method, 173–175	method, 65
workwear, 175–176	results, 66
Apple (Company), 2	theoretical framework and relevant
Assigned Male At Birth (AMAB), 135	literature, 58–60
Assimilation, 59	type of university, 62–63
Associate Dean, 162–163	Body art, 332–333, 353
Attorney General, 238	Body Mass Index (BMI), 77
Attractiveness, 185	Body modifications, 170–171
aspects, 185–186	Body weight, 185–186
biases, 187–188	data extraction, 78–93
effects, 186–187	evidence for weight discrimination
as status characteristic, 186-187	against overweight women
at work, 187, 190, 192–193	in customer-facing roles,
Australia 234	94_95

literature search and screening procedure, 76–94	practical implications and recommendations, 335–338
obesity adversely affect women	theory and concepts, 333–335
more than men in customer-	Career Development Institute in
facing roles, 95–96	United Kingdom, 276
practical implications and	Career planning, 302
recommendations, 96–97	findings, 306–312
theory and concepts, 77–94	recommendations, 312–313
Body work, 198–199	theory and concepts, 303–305
Body-art, 301–303, 309–310	Careers, 170, 186–187
Bodywork of women, 160–161	ensembles, 137–138
Bona Fide Occupational Qualification	practitioners, 274–275
Defence (BFOQ Defence),	progression, 135–136
220–221, 236	trajectory, 136
Brand, 215	Carnal capital, 20–21, 24–26, 33
management, 351	Carnal sociology, 24
value, 215	Carnal theorising, 24
Branded-labour, 321–322	Civil Rights Act of 1964, 216
British Muslim women's work and	Civil rights laws, 215–221
career	Climate Surveys, 312
embodied presence at work,	Clothing, 1
123–124	Commission's lack of enforcement
embodied racial identities and	powers, 240–241
ethnic belongning, 118–121	Community supervision guidelines, 294
Muslim women, Islamic attires and	Conformity, 48–49
west, 115–118	facades of, 42–43
religiosity as agency, 121–123	Consistency, 143
Burqa, 114, 121	Conspicuous consumption concept, 29
Business attitudes, 325–326	Consumers, 181
Business necessity defence, 219–220	Cooperation, 191
Business school dean	Corporate social responsibility (CSR),
bodies of women in academia as	11, 251, 253–255
barriers to advancement,	Correct credentials, 2, 6
158–160	CostCo Wholesale, 256
literature review, 157–160	Covering tattoos, 325
reflexive accounts by two women	Creating a Respectful and Open World
business school deans,	for Natural Hair Act
160–164	(CROWN Act), 57–58
stories, 161–162, 164	Credit history information, 293
women's abjected bodies in	Criminal history, 287–288
organisations, 157–158	Curly hair
Business schools, 159–160, 162	conformity, 48–49
200000000000000000000000000000000000000	data analysis, 44
Call back rates, 96	data collection, 43–44
Campaigns, 170, 178	design and procedure, 44–45
Career development, 279–280, 335	facades of conformity, 42–43

labelling theory, 42, 45, 48 limitations and directions for future	Elliott-Larsen Civil Rights Act of 1976, 223
research, 52–54	Embedded agency, 121–122
method, 43–45	Embodied Intersectionality, 115–116
no curly hair bias, 49–50	Embodied presence at work, 123–124
results, 45–51	Embodied racial identities, 118–121
theoretical framework, 42	Embodiment, 289–290
Customer attitudes, 323–324	Employability, 317
Customer service, 77	Employee analysis, 226–227
Customer-facing roles, 76	Employee appearance, 234–237
evidence for weight discrimination	Employee resource groups (ERGs),
against overweight women	256–257
in, 94–95	Employees appearance, 304–305
obesity adversely affect women	Employer, 226–227
more than men in, 95–96	Employment, 287–288, 302, 323
Customers, 318–319	process, 2
Cybervetting, 96–97	selection, 187–190
cyoti vetting, yo y	settings, 76
Demographic analyses, 146	Environmental, Social and
Disablism, 30	Governance (ESG), 252
Discipline-based attire norms, 64–65	Equal employment opportunity (EEO),
Discrimination, 147, 215, 318–319,	252–253
331–332	Equal Employment Opportunity
evidentiary issues associated with	Commission (EEOC),
establishing, 242–243	215–216
in recruitment, 241	Equal Opportunity Act 1995, 234, 237,
District of Columbia (DC), 236–237	239
Diversity, 20, 28, 251, 253, 255, 257,	Ethnic belongning, 118–121
331–332	Ethnicity, 30
Diversity and inclusion (D&I), 354	Eurocentric hairstyles, 65
Doe court, 136	Evidence, 41, 63–64
Doing gender differently, 160	Evidentiary issues associated with
Doing gender well, 160	establishing discrimination,
Dress codes, 136–139	242–243
disaggregating sex, gender identity,	Exalted masculinity, 103
gender expression and	Explicitly gender-differentiated dress
sexual orientation, 133–136	codes, 139–141
gender expansiveness and explicitly	ExxonMobil, 255
gender-differentiated dress	
codes, 139–141	Facades of conformity theory, 48–49
gender expansiveness and gender-	Face Research Lab, 23
neutral dress codes,	Facial Action Coding System (FACS),
141–144	27
practical impacts, 144-146	Facial attractiveness, 185–186
theory and concepts, 133–144	Facial symmetry, 185–186

Female politicians, appearance	Grounded theory approach, 44
management and, 172–173	** 1 ** 20 24 24 25 20
Female sexuality, 138	Habitus, 20–21, 24–25, 28
Financial service organisations, 28	Hair bias, 68
Financial Times Stock Exchange	in recruitment, 41
(FTSE), 163	Hair care, 106
Firms, 215	Hair manipulation, 45
Five-point Likert scale, 45	Hair straightening, 41 Halo Code, 57–58
Front-line employees, 333 Funeral Home, The, 132–133	Halo Collective, 30–31
Tunctai Home, The, 132–133	Hegemonic masculinity, 156
Gender, 5, 102–103, 114, 118, 157, 176,	Hijab, 114
188–189, 345, 347	Historically Black College or
and appearance, 6–7	University (HBCU), 60, 62
expansive people, 132	Hospitality, 302
expansiveness, 135, 139, 141, 144	Hotels, 307–308
gender-based discrimination,	Human Resource (HR), 302
199–200	professionals, 145
gender-differentiated policies, 137	1
gender/sex, 291	Identity, 118, 350
invalidation, 143–144	identity-management strategies, 144
non-binary individuals, 134-135	Image, 170
non-binary workers, 145	Impression and attracting attractive,
salience, 144	4–6
violation, 143–144	Impression management, 62
Gender expression, 134	In vivo coding, 44
disaggregating, 133–136	Inclusion, 251, 253, 255, 257, 294–295
Gender identity, 133	Independent variables (IVs), 94–95
disaggregating, 133–136	Information processing theory, 333
'Gender Jihad', 116	Inscription, 292
'Gender neutral' colours, 159–160	Integration, 60
Gender-neutral dress codes, 141–144	Interactional power, 190–192 Internalisation, 289
Gender-neutral policies, 137	Internalisation 789
Gendered dress codes, 138	
	Interpretation, 175–180
Gendered environment in academia,	Interpretation, 175–180 gendered expectations in political
158	Interpretation, 175–180 gendered expectations in political workplace, 177–178
158 Gendered expectations in political	Interpretation, 175–180 gendered expectations in political workplace, 177–178 long job interview, 176–177
158 Gendered expectations in political workplace, 177–178	Interpretation, 175–180 gendered expectations in political workplace, 177–178 long job interview, 176–177 from national to local, 178–180
158 Gendered expectations in political workplace, 177–178 Gendered presentability, 201–202	Interpretation, 175–180 gendered expectations in political workplace, 177–178 long job interview, 176–177 from national to local, 178–180 workwear, 175–176
158 Gendered expectations in political workplace, 177–178 Gendered presentability, 201–202 Genetic stigmata, 42	Interpretation, 175–180 gendered expectations in political workplace, 177–178 long job interview, 176–177 from national to local, 178–180 workwear, 175–176 Intersectional approach, 118
158 Gendered expectations in political workplace, 177–178 Gendered presentability, 201–202 Genetic stigmata, 42 Global Reporting Initiative (GRI), 252	Interpretation, 175–180 gendered expectations in political workplace, 177–178 long job interview, 176–177 from national to local, 178–180 workwear, 175–176 Intersectional approach, 118 appearance, 21–23
158 Gendered expectations in political workplace, 177–178 Gendered presentability, 201–202 Genetic stigmata, 42 Global Reporting Initiative (GRI), 252 Golden ratio, 22	Interpretation, 175–180 gendered expectations in political workplace, 177–178 long job interview, 176–177 from national to local, 178–180 workwear, 175–176 Intersectional approach, 118 appearance, 21–23 carnal capital and symbolic
158 Gendered expectations in political workplace, 177–178 Gendered presentability, 201–202 Genetic stigmata, 42 Global Reporting Initiative (GRI), 252	Interpretation, 175–180 gendered expectations in political workplace, 177–178 long job interview, 176–177 from national to local, 178–180 workwear, 175–176 Intersectional approach, 118 appearance, 21–23
158 Gendered expectations in political workplace, 177–178 Gendered presentability, 201–202 Genetic stigmata, 42 Global Reporting Initiative (GRI), 252 Golden ratio, 22 Governor Burns, 179	Interpretation, 175–180 gendered expectations in political workplace, 177–178 long job interview, 176–177 from national to local, 178–180 workwear, 175–176 Intersectional approach, 118 appearance, 21–23 carnal capital and symbolic violence, 24–26
Gendered expectations in political workplace, 177–178 Gendered presentability, 201–202 Genetic stigmata, 42 Global Reporting Initiative (GRI), 252 Golden ratio, 22 Governor Burns, 179 Greater Manchester study, The,	Interpretation, 175–180 gendered expectations in political workplace, 177–178 long job interview, 176–177 from national to local, 178–180 workwear, 175–176 Intersectional approach, 118 appearance, 21–23 carnal capital and symbolic violence, 24–26 intersectionality, carnal capital and

theory of, 26 Islamic attires and west, 115–118 Involuntary change, 30 Islamic feminism, 115 National Women's Political Caucus, Islamic feminists, 116–117 177 Islamic framings, 118 Negative customer perceptions, 301-302 J.P. Morgan Chase, 294–295 Negative stereotypes, 345 Neoliberal context, 157 Knowledge work, 198 Niqaab, 114 No curly hair bias, 49–50 Non-directive approach, 281-282 Labelling, 45–48 theory, 42, 54 Non-directivity, 281-282 Labour, 157 Non-Islamic feminist, 118 Labour market integration Non-probability sampling technique, process, 124-125 shaping of, 115-118 Laws, 140, 215-216 Obesity, 185–186 Leadership, 192-193 affect women in customer-facing roles, 95–96 LGBTQ people, 136 Long job interview process, 176–178 Occupational licences, restrictions on, Lookism, 3-5, 8, 10-11, 21-22, 105, 293-294 107, 198, 222–223, 234, 237 Occupational sorting, 146 Older adults, 101–102, 105–106 Older body, 102-103 Male politician's uniform, Older workers, 106 175–176 Masculine tattoos, 321 experiences of and responses to ageism in workplace, Masculinity, 346 'Me too' campaign, 2 105-107 Men in customer-facing roles, obesity Organisational deviance, 303–304 affect, 95–96 Organisational standards, 345 Organisations, 333-334 Minority groups, 345 women's abjected bodies in, Mixed methods approach, 322 Mixed-Method Appraisal Tool 157-158 Othering process, 120 (MMAT), 94 Outward appearance, 214 MONVA, 50-51 Overweight women in customer-facing Multi-ethnic British society, roles, evidence for weight 114 Multinational chain corporations discrimination against, (MNCs), 310-311 94-95 Multinational luxury hotels, normative control and zero-tolerance Passing, 140–141 to body-art in, 310-312 Perceived work discrimination, 96 Municipal civil rights laws, Perceptions, 320 222-226 Perpetuation of trends, 351-354 Phenomenological epistemology, 24 Muslim feminism, 115 Physical appearance, 20 Muslim women, 114, 119, 345

Physical attractiveness, 185	Queer theory, 134
Physical body, 157	
Physical features	Race, 290
discrimination, 237–239	Racial segregation, 121
legal definition, 241–242	Radisson Hotel Group (RHG), 305
Physicality of leadership, 157	Reasonable factors other than age test
Physiology, 26–27	(RFOA test), 219–220
Piercings, 301–303	Recognition process, 181
Policies, 117–118	Reflexive accounts by two women
Political Action Committees (PAC),	business school deans,
173	160–164
Political brands, 180	Reflexivity, 164
Political marketing	Relative obscurity of physical features
appearance and, 172	discrimination jurisdiction,
process, 170	239–240
theory, 180	Religiosity as agency, 121-123
Political workplace, gendered	Research, 60–61
expectations in, 177–178	Research Questions (RQ), 76
Politics of respectability, 62–63	Respectable business femininity
Positive distinctiveness strategies,	process, 157–158
59–60	Respondent demographics, 324–325
Possessions, 349–350	Résumé gap, 293
Power, 186, 346	Rule of the game, 20–21, 24–25
Practical disincentives for pursuing	Rules of symmetry, 22
physical features	3,
discrimination claim, 243	Search string, 77
Practices, 118	Selection, 186–187
Predominantly White Institution	Self identity, 19–20
(PWI), 60	Self-categorisation theory, 333
Prejudice, 345	Self-descriptive photo essays, 191–192
Prescription, 144–146	Self-system theoretical orientation, 171
Primary school teacher,	Senior women managers, 200–204
337–338	Sens pratique, 24–25
Professionals, 214-216, 273-274	Sex, disaggregating, 133–136
activities, 135	Sexism
habitus, 25	ageing, gender and older body,
image construction, 59	102–103
programs, 64–65	ageism, appearance and workplace,
settings, 58	104–105
women in low/no-hierarchy	older workers' experiences of and
organisations, 204–208	responses to ageism in
Proscription, 144–146	workplace, 105–107
Psychological theories, 275	practical implications and
,	recommendations, 107–108
Qualification in Career Development,	Sexual harassment, 6–7
276	Sexual orientation, 135–136
	,

disaggregating, 133–136	University, type of, 62–63
Social identity group membership, 59	Upper market hotels, playful twist of
Social identity-based impression	aesthetic labour in,
management (SIM), 59	306–309
framework, 66–68	Urbana in Illinois, 236–237
strategies, 61–62	,
Social integration process, 125	Vans, 335–336
Social interactions, 191–192	Verbal communication, 1
Social media, 190	Victorian Civil and Administrative
*	
Social othering process, 121	Tribunal (VCAT),
Social recategorisation strategy of	239
assimilation, 59	Victorian Equal Opportunity
Socially responsible investment (SRI),	Commission (EOC), 234
252	Virtue ethic' approach, 337
Sociological approaches, 275	Visibility, 287–288
South Asian women, 123–124	appearance-based inferences of
Starbucks, 304	criminality, 290–292
State level civil rights laws, 223	embodiment, 289–290
Status beliefs, 186	structural barriers, 293–294
Status characteristic, 186–187	Visible tattoos, 304, 317–318, 353
Status competition, 191	findings, 323–326
Stigma, 42, 288, 301–302, 318–319,	literature review, 318–322
334–335	
	methodology, 322–323
Stigmatisation of curly hair, 42	Visual disturbance,
Symbolic violence concept, 24–26, 33	301–302
	Volvo, 336–337
Tattoos, 301–303, 311, 318–319,	
332–333	Weight discrimination against
associations, 319–320	overweight women in
factors affecting customer	customer-facing roles,
perceptions, 320–321	evidence for, 94–95
shifting attitudes, 321–322	Western society, 102
Tengai, 27–28	Wilson v. Southwest Airlines Company
Toothless tigers, 240	(1981), 220–221
Traditional workplaces, 28	Woman Dean of university business
Transgender, 132, 135–136	school, 161
persons, 139	Women, 41–42, 53, 155–156, 169–170
Transnational dynamics, 123–124	172–173
Transnational dynamics, 125–124	
HGE 1E 1 40 4 3	abjected bodies in organisations,
U.S. Equal Employment Opportunity	157–158
Commission, 144	bodies, 156
UK Equalities Act (2010), 139–140	bodies of women in academia as
Unconscious bias training (UBT), 256	barriers to advancement,
Uniforms, 171	158–160
United Nation's Global Compact, 252	career paths, 199
United States Supreme Court, 132	leaders, 157

in management, 6
reflexive accounts by two women
business school deans,
160–164
Women academics, 158–159
leaders, 156
Women Deans, 156, 164–165
of business, 156
of university business schools,
155–156
Work
embodied presence at, 123–124
negotiating work choices and

decisions, 121-123

Working relationship, 280
Workplaces, 104–105, 141–142,
187–188, 317
approach, 8–11
employment, 343
fragmentation, 301–302
importance of appearance at work,
2–6
inspiration, 7–8
older workers' experiences of and
responses to ageism in,
105–107

Younger generations, 2