

CLASSIC

CONTEMPORARY

CROSS-CULTURAL

36 Nickel-and-Dimed: On (Not) Getting by in America

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How easy is it to live on what you earn at a low-wage job like working at Walmart? To find out, Barbara Ehrenreich spent months waitressing, cleaning motel rooms, and working at a discount store. She discovered that such jobs are more work than you might think and do not provide a living wage.

At the beginning of June 1998 I leave behind everything that normally soothes the ego and sustains the body—home, career, companion, reputation, ATM card—for a plunge into the low-wage workforce. There, I become another, occupationally much diminished “Barbara Ehrenreich”—depicted on job-application forms as a divorced homemaker whose sole work experience consists of housekeeping in a few private homes. I am terrified, at the beginning, of being unmasked for what I am: a middle-class journalist setting out to explore the world that welfare mothers are entering, at the rate of approximately \$50,000 a month, as welfare reform kicks in. Happily, though, my fears turn out to be entirely unwarranted: during a month of poverty and toil, my name goes unnoticed and for the most part unuttered. In this parallel universe where my father never got out of the mines and I never got through college, I am “baby,” “honey,” “blondie,” and, most commonly, “girl.”

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My first task is to find a place to live. I figure that if I can earn \$7 an hour—which, from the want ads, seems doable—I can afford to spend \$500 on rent, or maybe, with severe economies, \$600. In the Key West area, where I live, this pretty much confines me to flop-houses and trailer homes. . . . The big problem with this place, though, is the rent, which at \$675 a month is well beyond my reach. All right, Key West is expensive. But so is New York City, or the Bay Area, or Jackson Hole, or Telluride, or Boston, or any other place where tourists and the wealthy compete for living space with the people who clean their toilets and fry their hash browns.¹ Still, it is a shock to realize that “trailer trash” has become, for me, a demographic category to aspire to.

So I decide to make the common trade-off between affordability and convenience, and go for a \$500-a-month efficiency thirty miles up a two-lane highway from the employment opportunities of Key West, meaning forty-five minutes if there’s no road construction and I don’t get caught behind some sun-dazed Canadian tourists. I hate the drive . . . but it’s a sweet little place—a cabin, more or less, set in

the swampy back yard of the converted mobile home. . . . Anthropologically speaking, a bustling trailer park would be preferable.

[But] I am not doing this for the anthropology. My aim is nothing so mistily subjective as to “experience poverty” or find out how it “really feels” to be a long-term low-wage worker. I’ve had enough unchosen encounters with poverty and the world of low-wage work to know it’s not a place you want to visit for touristic purposes. . . .

No, this is a purely objective, scientific sort of mission. The humanitarian rationale for welfare reform—as opposed to the more punitive and stingy impulses that may actually have motivated it—is that work will lift poor women out of poverty while simultaneously inflating their self-esteem and hence their future value in the labor market. Thus, whatever the hassles involved in finding child care, transportation, etc., the transition from welfare to work will end happily, in greater prosperity for all. Now there are many problems with this comforting prediction, such as the fact that the economy will inevitably undergo a downturn, eliminating many jobs. Even without a downturn, the influx of a million former welfare recipients into the low-wage labor market could depress wages by as much as 11.9 percent, according to the Economic Policy Institute (EPI) in Washington, D. C.

But is it really possible to make a living on the kinds of jobs currently available to unskilled people? Mathematically, the answer is no, as can be shown by taking \$6 to \$7 an hour, perhaps subtracting a dollar or two an hour for child care, multiplying by 160 hours a month, and comparing the result to the prevailing rents. According to the National Coalition for the Homeless, for example, in 1998 it took, on average nationwide, an hourly wage of \$8.89 to afford a one-bedroom apartment, and the Preamble Center for Public Policy estimates that the odds against a typical welfare recipient’s landing a job at such a “living wage” are about 97 to 1. If these numbers are right, low-wage work is not a solution to poverty and possibly not even to homelessness.

It may seem excessive to put this proposition to an experimental test. . . . But I am an experimental

scientist by training. In that business, you don’t just sit at a desk and theorize; you plunge into the everyday chaos of nature, where surprises lurk in the most mundane measurements. Maybe, when I got into it, I would discover some hidden economies in the world of the low-wage worker. After all, if 30 percent of the workforce toils for less than \$8 an hour, according to the EPI, they may have found some tricks as yet unknown to me. Maybe—who knows?—I would even be able to detect in myself the bracing psychological effects of getting out of the house, as promised by the welfare wonks at places like the Heritage Foundation. Or, on the other hand, maybe there would be unexpected costs—physical, mental, or financial—to throw off all my calculations. Ideally, I should do this with two small children in tow, that being the welfare average, but mine are grown and no one is willing to lend me theirs for a month-long vacation in penury. So this is not the perfect experiment, just a test of the best possible case: an unencumbered woman, smart and even strong, attempting to live more or less off the land.

On the morning of my first full day of job searching, I take a red pen to the want ads, which are auspiciously numerous. Everyone in Key West’s booming “hospitality industry” seems to be looking for someone like me—trainable, flexible, and with suitably humble expectations as to pay. I know I possess certain traits that might be advantageous—I’m white and, I like to think, well-spoken and poised—but I decide on two rules: One, I cannot use any skills derived from my education or usual work. . . . Two, I have to take the best-paid job that is offered me and of course do my best to hold it; no Marxist rants or sneaking off to read novels in the ladies’ room. In addition, I rule out various occupations for one reason or another: Hotel front-desk clerk, for example, which to my surprise is regarded as unskilled and pays around \$7 an hour, gets eliminated because it involves standing in one spot for eight hours a day. Waitressing is similarly something I’d like to avoid, because I remember it leaving me bone tired when I was eighteen, and

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I'm decades of varicosities and back pain beyond that now. Telemarketing, one of the first refuges of the suddenly indigent, can be dismissed on grounds of personality. This leaves certain supermarket jobs, such as deli clerk, or housekeeping in Key West's thousands of hotel and guest rooms. Housekeeping is especially appealing . . . it's what my mother did before I came along, and it can't be too different from what I've been doing part-time, in my own home, all my life.

So, put on what I take to be a respectful-looking outfit of ironed Bermuda shorts and scooped-neck T-shirt and set out for a tour of the local hotels and supermarkets. Best Western, Econo Lodge, and HoJo's all let me fill out application forms, and these are, to my relief, interested in little more than whether I am a legal resident of the United States and have committed any felonies. My next stop is Winn-Dixie, the supermarket, which turns out to have a particularly onerous application process, featuring a fifteen-minute "interview" by computer. . . . I am conducted to a large room decorated with posters illustrating how to look "professional" (it helps to be white and, if female, permed) and warning of the slick promises that union organizers might try to tempt me with. The interview is multiple choice: Do I have anything, such as child-care problems, that might make it hard for me to get to work on time? Do I think safety on the job is the responsibility of management? Then, popping up cunningly out of the blue: How many dollars' worth of stolen goods have I purchased in the last year? Would I turn in a fellow employee if I caught him stealing? Finally, "Are you an honest person?"

Apparently, I ace the interview, because I am told that all I have to do is show up in some doctor's office tomorrow for a urine test. This seems to be a fairly general rule: if you want to stack Cheerio boxes or vacuum hotel rooms in chemically fascist America, you have to be willing to squat down and pee in front of some health worker (who has no doubt had to do the same thing herself). The wages Winn-Dixie is offering—\$6 and a couple of dimes to start with—are not enough, I decide, to compensate for this indignity.²

I lunch at Wendy's, where \$4.99 gets you unlimited refills at the Mexican part of the Superbar. . . . Then it's off for a round of the locally owned inns and guesthouses. At "The Palms," let's call it, a bouncy manager actually takes me around to see the rooms and meet the existing housekeepers, who, I note with satisfaction, look pretty much like me. . . . Mostly, though, no one speaks to me or even looks at me except to proffer an application form. At my last stop, a palatial B & B, I wait twenty minutes to meet "Max," only to be told that there are no jobs now but there should be one soon, since "nobody lasts more than a couple weeks." . . .

Three days go by like this, and, to my chagrin, no one out of the approximately twenty places I've applied calls me for an interview. I had been vain enough to worry about coming across as too educated for the jobs I sought, but no one even seems interested in finding out how overqualified I am. Only later will I realize that the want ads are not a reliable measure of the actual jobs available at any particular time. They are . . . the employers' insurance policy against the relentless turnover of the low-wage workforce. . . . Finding a job is just a matter of being at the right place at the right time and flexible enough to take whatever is being offered that day. This finally happens to me at one of the big discount hotel chains, where I go, as usual, for housekeeping and am sent, instead, to try out as a waitress at the attached "family restaurant." . . . Phillip, the dapper young West Indian who introduces himself as the manager, interviews me . . . the principal questions being what shifts can I work and when can I start.

I mutter something about being woefully out of practice as a waitress, but he's already on to the uniform: I'm to show up tomorrow wearing black slacks and black shoes; he'll provide the rust-colored polo shirt with HEARTHSIDE embroidered on it. . . .

So begins my career at the Hearthside, I shall call it, one small profit center within a global discount hotel chain, where for two weeks I work from 2:00 till 10:00 P.M. for \$2.43 an hour plus tips.³ In some futile bid for gentility, the management has

barred employees from using the front door, so my first day I enter through the kitchen. . . . For the next eight hours, I run after the agile Gail, absorbing bits of instruction along with fragments of personal tragedy.

. . .

From the first day on, I find that of all the things I have left behind, such as home and identity, what I miss the most is competence. Not that I have ever felt utterly competent in the writing business, in which one day's success augurs nothing at all for the next. But in my writing life, I at least have some notion of procedure. . . . As a server, though, I am beset by requests like bees: more iced tea here, ketchup over there, a to-go box for table fourteen, and where are the high chairs, anyway? Of the twenty-seven tables, up to six are usually mine at any time, though on slow afternoons or if Gail is off, I sometimes have the whole place to myself. There is the touch-screen computer-ordering system to master, which is, I suppose, meant to minimize server-cook contact, but in practice requires constant verbal fine-tuning: "That's gravy on the mashed, okay? None on the meatloaf," and so forth—while the cook scowls as if I were inventing these refinements just to torment him. Plus, something I had forgotten in the years since I was eighteen: about a third of a server's job is "side work" that's invisible to customers—sweeping, scrubbing, slicing, refilling, and restocking. If it isn't all done, every little bit of it, you're going to face the 6:00 P.M. dinner rush defenseless and probably go down in flames. I screw up dozens of times at the beginning, sustained in my shame entirely by Gail's support . . . because, to my total surprise and despite the scientific detachment I am doing my best to maintain, I care.

. . . As in most endeavors I have encountered in my life, doing it "better than anyone" is not a reasonable goal. Still, when I wake up at 4:00 A.M. in my own cold sweat, I am not thinking about the writing deadlines I'm neglecting; I'm thinking about the table whose order I screwed up so that one of the boys didn't get his kiddie meal until the rest of the family had moved on to their Key Lime pies. That's the other powerful motivation I hadn't

expected—the customers, or "patients," as I can't help thinking of them on account of the mysterious vulnerability that seems to have left them temporarily unable to feed themselves. After a few days at the Hearthside, I feel the service ethic kick in like a shot of oxytocin, the nurturance hormone. The plurality of my customers are hard-working locals—truck drivers, construction workers, even housekeepers from the attached hotel—and I want them to have the closest to a "fine dining" experience that the grubby circumstances will allow. No "you guys" for me; everyone over twelve is "sir" or "ma'am." I ply them with iced tea and coffee refills; I return, mid-meal, to inquire how everything is; I doll up their salads with chopped raw mushrooms, summer squash slices, or whatever bits of produce I can find that have survived their sojourn in the cold-storage room mold-free.

. . .

At the Hearthside, we utilize whatever bits of autonomy we have to ply our customers with the illicit calories that signal our love. It is our job as servers to assemble the salads and desserts, pouring the dressings and squirting the whipped cream. We also control the number of butter patties our customers get and the amount of sour cream on their baked potatoes. So if you wonder why Americans are so obese, consider the fact that waitresses both express their humanity and earn their tips through the covert distribution of fats.

Ten days into it, this is beginning to look like a livable lifestyle. . . . I finish up at 10:00 or 10:30, depending on how much side work I've been able to get done during the shift, and cruise home to the tapes I snatched up at random when I left my real home. . . . Midnight snack is Wheat Thins and Monterey Jack, accompanied by cheap white wine on ice and whatever AMC has to offer. To bed by 1:30 or 2:00, up at 9:00 or 10:00, read for an hour while my uniform whirls around in the landlord's washing machine, and then it's another eight hours. . . .

I could drift around like this . . . except for two things. One is management. If I have kept this

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subject on the margins thus far it is because I still flinch to think that I spent all those weeks under the surveillance of men (and later women) whose job it was to monitor my behavior for signs of sloth, theft, drug abuse, or worse. Not that managers and especially “assistant managers” in low-wage settings like this are exactly the class enemy. In the restaurant business, they are mostly former cooks or servers, still capable of pinch-hitting in the kitchen or on the floor, just as in hotels they are likely to be former clerks, and paid a salary of only about \$400 a week. But everyone knows they have crossed over to the other side, which is, crudely put, corporate as opposed to human. Cooks want to prepare tasty meals; servers want to serve them graciously; but managers are there for only one reason—to make sure that money is made for some theoretical entity that exists far away in Chicago or New York, if a corporation can be said to have a physical existence at all. . . .

Managers can sit—for hours at a time if they want—but it’s their job to see that no one else ever does, even when there’s nothing to do, and this is why, for servers, slow times can be as exhausting as rushes. You start dragging out each little chore, because if the manager on duty catches you in an idle moment, he will give you something far nastier to do. . . . When, on a particularly dead afternoon, Stu finds me glancing at a *USA Today* a customer has left behind, he assigns me to vacuum the entire floor with the broken vacuum cleaner that has a handle only two feet long, and the only way to do that without incurring orthopedic damage is to proceed from spot to spot on your knees.

On my first Friday at the Hearthside there is a “mandatory meeting for all restaurant employees,” which I attend, eager for insight into our overall marketing strategy and the niche . . . we aim to inhabit. But there is no “we” at this meeting. Phillip, our top manager except for an occasional “consultant” sent out by corporate headquarters, opens it with a sneer: “The break room—it’s disgusting. Butts in the ashtrays, newspapers lying around, crumbs.” This windowless little room, which also houses the time clock for the entire

hotel, is where we stash our bags and civilian clothes and take our half-hour meal breaks. But a break room is not a right, he tells us. It can be taken away. We should also know that the lockers in the break room and whatever is in them can be searched at any time. Then comes gossip; there has been gossip; gossip (which seems to mean employees talking among themselves) must stop. Off-duty employees are henceforth barred from eating at the restaurant, because “other servers gather around them and gossip.” When Phillip has exhausted his agenda of rebukes, Joan complains about the condition of the ladies’ room and I throw in my two bits about the vacuum cleaner. But I don’t see any backup coming from my fellow servers, each of whom has subsided into her own personal funk; Gail, my role model, stares sorrowfully at a point six inches from her nose. The meeting ends when Andy, one of the cooks, gets up, muttering about breaking up his day off for this almighty bullshit.

. . .

The other problem, in addition to the less-than-nurturing management style, is that this job shows no sign of being financially viable. You might imagine, from a comfortable distance, that people who live, year in and year out, on \$6 to \$10 an hour have discovered some survival stratagems unknown to the middle class. But no. It’s not hard to get my co-workers to talk about their living situations, because housing, in almost every case, is the principal source of disruption in their lives, the first thing they fill you in on when they arrive for their shifts. After a week, I have compiled the following survey:

- Gail is sharing a room in a well-known downtown flophouse for which she and a roommate pay about \$250 a week. Her roommate, a male friend, has begun hitting on her, driving her nuts, but the rent would be impossible alone.
- Claude, the Haitian cook, is desperate to get out of the two-room apartment he shares with his girlfriend and two other, unrelated, people. As far as I can determine, the other Haitian men (most of whom only speak Creole) live in similarly crowded situations.

- Annette, a twenty-year-old server who is six months pregnant and has been abandoned by her boyfriend, lives with her mother, a postal clerk.
- Marianne and her boyfriend are paying \$170 a week for a one-person trailer.
- Jack, who is, at \$10 an hour, the wealthiest of us, lives in the trailer he owns, paying only the \$400-a-month lot fee.
- The other white cook, Andy, lives on his dry-docked boat, which, as far as I can tell from his loving descriptions, can't be more than twenty feet long. . . .
- Joan, who had fooled me with her numerous and tasteful outfits (hostesses wear their own clothes), lives in a van she parks behind a shopping center at night and showers in Tina's motel room. The clothes are from thrift shops.⁴

It strikes me . . . that there is gross improvidence in some of these arrangements. When Gail and I are wrapping silverware in napkins—the only task for which we are permitted to sit—she tells me she is thinking of escaping from her roommate by moving into the Days Inn herself. I am astounded: How can she even think of paying between \$40 and \$60 a day? . . . She squints at me in disbelief, “And where am I supposed to get a month's rent and a month's deposit for an apartment?” I'd been feeling pretty smug about my \$500 efficiency, but of course it was made possible only by the \$1,300 I had allotted myself for start-up costs when I began my low-wage life: \$1,000 for the first month's rent and deposit, \$100 for initial groceries and cash in my pocket, \$200 stuffed away for emergencies. In poverty, as in certain propositions in physics, starting conditions are everything.

There are no secret economies that nourish the poor; on the contrary, there are a host of special costs. If you can't put up the two months' rent you need to secure an apartment, you end up paying through the nose for a room by the week. If you have only a room, with a hot plate at best, you can't save by cooking up huge lentil stews that can be frozen for the week ahead. You eat fast food, or the hot dogs and Styrofoam cups of soup that can be microwaved in a convenience store.

If you have no money for health insurance—and the Hearthsides' niggardly plan kicks in only

after three months—you go without routine care or prescription drugs and end up paying the price. Gail, for example, was fine until she ran out of money for estrogen pills. She is supposed to be on the company plan by now, but they claim to have lost her application form and need to begin the paperwork all over again. . . .

My own situation, when I sit down to assess it after two weeks of work, would not be much better if this were my actual life. The seductive thing about waitressing is that you don't have to wait for payday to feel a few bills in your pocket, and my tips usually cover meals and gas, plus something left over to stuff into the kitchen drawer I use as a bank. But as the tourist business slows in the summer heat, I sometimes leave work with only \$20 in tips (the gross is higher, but servers share about 15 percent of their tips with the busboys and bartenders). With wages included, this amounts to about the minimum wage of \$5.15 an hour. Although the sum in the drawer is piling up, at the present rate of accumulation it will be more than a hundred dollars short of my rent when the end of the month comes around. Nor can I see any expenses to cut. . . .

So unless I want to start using my car as a residence, I have to find a second, or alternative, job. I call all the hotels where I filled out housekeeping applications weeks ago. . . . But either someone has exposed my real-life housekeeping habits—which are, shall we say, mellow—or I am at the wrong end of some infallible ethnic equation: most, but by no means all, of the working housekeepers I see on my job searches are African Americans, Spanish-speaking, or immigrants from the Central European post-Communist world, whereas servers are almost invariably white and monolingually English-speaking. When I finally get a positive response, I have been identified once again as server material. Jerry's, which is part of a well-known national family restaurant chain and physically attached here to another budget hotel chain, is ready to use me at once. The prospect is both exciting and terrifying, because, with about the same number of tables and counter seats, Jerry's

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attracts three or four times the volume of customers as the gloomy old Hearthside.

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The breakroom typifies the whole situation: there is none, because there are no breaks at Jerry's. For six to eight hours in a row, you never sit except to pee. . . . My first morning at Jerry's, when the hypoglycemic shakes set in, I complain to one of my fellow servers that I don't understand how she can go so long without food. "Well, I don't understand how you can go so long without a cigarette," she responds in a tone of reproach—because work is what you do for others; smoking is what you do for yourself. I don't know why the antismoking crusaders have never grasped the element of defiant self-nurturance that makes the habit so endearing to its victims—as if, in the American workplace, the only thing people have to call their own is the tumors they are nourishing and the spare moments they devote to feeding them.

... Customers arrive in human waves, sometimes disgorged fifty at a time from their tour buses, peckish and whiny. Instead of two "girls" on the floor at once, there can be as many as six of us running around in our brilliant pink-and-orange Hawaiian shirts. Conversations, either with customers or fellow employees, seldom last more than twenty seconds at a time. On my first day, in fact, I am hurt by my sister servers' coldness. My mentor for the day is an emotionally unaffected twenty-three-year-old, and the others, who gossip a little among themselves about the real reason someone is out sick today and the size of the bail bond someone else has had to pay, ignore me completely. On my second day, I find out why. "Well, it's good to see you again," one of them says in greeting. "Hardly anyone comes back after the first day." I feel powerfully vindicated—a survivor—but it would take a long time, probably months, before I could hope to be accepted into this sorority.

I start out with the beautiful, heroic idea of handling the two jobs at once, and for two days I almost do it: the breakfast/lunch shift at Jerry's, which goes till 2:00, arriving at the Hearthside at 2:10, and attempting to hold out until 10:00. In the

ten minutes between jobs, I pick up a spicy chicken sandwich at the Wendy's drive-through window, gobble it down in the car, and change from khaki slacks to black, from Hawaiian to rust polo. There is a problem, though. When during the 3:00 to 4:00 P.M. dead time I finally sit down to wrap silver, my flesh seems to bond to the seat. I try to refuel with a purloined cup of soup, as I've seen Gail and Joan do dozens of times, but a manager catches me and hisses "No eating!" though there's not a customer around to be offended by the sight of food making contact with a server's lips. So I tell Gail I'm going to quit, and she hugs me and says she might just follow me to Jerry's herself.

But the chances of this are minuscule. She has left the flophouse and her annoying roommate and is back to living in her beat-up old truck. But guess what? she reports to me excitedly later that evening: Phillip has given her permission to park overnight in the hotel parking lot, as long as she keeps out of sight, and the parking lot should be totally safe, since it's patrolled by a hotel security guard! With the Hearthside offering benefits like that, how could anyone think of leaving?

Gail would have triumphed at Jerry's, I'm sure, but for me it's a crash course in exhaustion management. . . .

I start tossing back drugstore-brand ibuprofen pills as if they were vitamin C, four before each shift, because an old mouse-related repetitive-stress injury in my upper back has come back to full-spasm strength, thanks to the tray carrying. In my ordinary life, this level of disability might justify a day of ice packs and stretching. . . .

True, I take occasional breaks from this life, going home now and then to catch up on e-mail and for conjugal visits (though I am careful to "pay" for anything I eat there), seeing *The Truman Show* with friends and letting them buy my ticket. And I still have those what-am-I-doing-here moments at work, when I get so homesick for the printed word that I obsessively reread the six-page menu. But as the days go by, my old life is beginning to look exceedingly strange. The e-mails and phone messages addressed to my former self come from

a distant race of people with exotic concerns and far too much time on their hands. The neighborly market I used to cruise for produce now looks forbiddingly like a Manhattan yuppie emporium. And when I sit down one morning in my real home to pay bills from my past life, I am dazzled at the two- and three-figure sums owed to outfits like Club BodyTech and Amazon.com.

Management at Jerry's is generally calmer and more "professional" than at the Hearthside, with two exceptions. One is Joy, a plump, blowsy woman in her early thirties, who once kindly devoted several minutes to instructing me in the correct one-handed method of carrying trays but whose moods change disconcertingly from shift to shift and even within one. Then there's B.J., a.k.a. B.J.-the-bitch, whose contribution is to stand by the kitchen counter and yell, "Nita, your order's up, move it!" or, "Barbara, didn't you see you've got another table out there? Come on girl!" . . . On my third night, she pulls me aside abruptly and brings her face so close that it looks as if she's planning to butt me with her forehead. But instead of saying, "You're fired," she says, "You're doing fine." The only trouble is I'm spending time chatting with customers: "That's how they're getting you." Furthermore I am letting them "run me," which means harassment by sequential demands: you bring the ketchup and they decide they want extra Thousand Island; you bring that and they announce they now need a side of fries; and so on into distraction. Finally she tells me not to take her wrong. She tries to say things in a nice way, but you get into a mode, you know, because everything has to move so fast.⁵

I mumble thanks for the advice, feeling like I've just been stripped naked by the crazed enforcer of some ancient sumptuary law: No chatting for you, girl. No fancy service ethic allowed for the serfs. . . . What had I been thinking? My job is to move orders from tables to kitchen and then trays from kitchen to tables. Customers are, in fact, the major obstacle to the smooth transformation of information into food and food into money—they

are, in short, the enemy. And the painful thing is that I'm beginning to see it this way myself. There are the traditional asshole types—frat boys who down multiple Buds and then make a fuss because the steaks are so emaciated and the fries so sparse—as well as the variously impaired—due to age, diabetes, or literacy issues—who require patient nutritional counseling. The worst, for some reason, are the Visible Christians—like the ten-person table, all jolly and sanctified after Sunday-night service, who run me mercilessly and then leave me \$1 on a \$92 bill. . . .

I make friends, over time, with the other "girls" who work my shift. . . . We talk about the usual girl things—men, children, and the sinister allure of Jerry's chocolate peanut-butter cream pie—though no one, I notice, ever brings up anything potentially expensive, like shopping or movies. As at the Hearthside, the only recreation ever referred to is partying, which requires little more than some beer, a joint, and a few close friends. Still, no one here is homeless, or cops to it anyway, thanks usually to a working husband or boyfriend. All in all, we form a reliable mutual-support group: If one of us is feeling sick or overwhelmed, another one will "bev" a table or even carry trays for her. If one of us is off sneaking a cigarette or a pee,⁶ the others will do their best to conceal her absence from the enforcers of corporate rationality.

But my saving human connection—my oxytocin receptor, as it were—is George, the nineteen-year-old, fresh-off-the-boat Czech dishwasher. We get to talking when he asks me, tortuously, how much cigarettes cost at Jerry's. I do my best to explain that they cost over a dollar more here than at a regular store and suggest that he just take one from the half-filled packs that are always lying around on the break table. But that would be unthinkable. . . .

My project is to teach George English. "How are you today, George?" I say at the start of each shift. "I am good, and how are you today, Barbara?" I learn that he is not paid by Jerry's but by the "agent" who shipped him over—\$5 an hour, with the agent getting the dollar or so difference between that and what Jerry's pays dishwashers. I learn also

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that he shares an apartment with a crowd of other Czech “dishers,” as he calls them, and that he cannot sleep until one of them goes off for his shift leaving a vacant bed. . . .

I make the decision to move closer to Key West. First, because of the drive. Second and third, also because of the drive: gas is eating up \$4 to \$5 a day, and although Jerry’s is as high-volume as you can get, the tips average only 10 percent, and not just for a newbie like me. Between the base pay of \$2.15 an hour and the obligation to share tips with the busboys and dishwashers, we’re averaging only about \$7.50 an hour. Then there is the \$30 I had to spend on the regulation tan slacks worn by Jerry’s servers—a setback it could take weeks to absorb. . . . Of my fellow servers, everyone who lacks a working husband or boyfriend seems to have a second job. . . . Without the forty-five-minute commute, I can picture myself working two jobs and having the time to shower between them.

So I take the \$500 deposit I have coming from my landlord, the \$400 I have earned toward the next month’s rent, plus the \$200 reserved for emergencies, and use the \$1,100 to pay the rent and deposit on trailer number 46 in the Overseas Trailer Park. . . . Outside, I am within a few yards of a liquor store, a bar that advertises “free beer tomorrow,” a convenience store, and a Burger King—but no supermarket or, alas, Laundromat. By reputation, the Overseas park is a nest of crime and crack, and I am hoping at least for some vibrant, multicultural street life. But desolation rules night and day, except for a thin stream of pedestrian traffic heading for their jobs at the Sheraton or 7-Eleven. There are not exactly people here but what amounts to canned labor, being preserved from the heat between shifts.

In line with my reduced living conditions, a new form of ugliness arises at Jerry’s. First we are confronted—via an announcement on the computers through which we input orders—with the new rule that the hotel bar is henceforth off-limits to restaurant employees. The culprit, I learn through the grapevine, is the ultra-efficient gal who trained

me—another trailer-home dweller and a mother of three. Something had set her off one morning, so she slipped out for a nip and returned to the floor impaired. . . . Then the next day, when I go for straws, for the first time I find the dry-storage room locked. Ted, the portly assistant manager who opens it for me, explains that he caught one of the dishwashers attempting to steal something, and, unfortunately, the miscreant will be with us until a replacement can be found—hence the locked door. I neglect to ask what he had been trying to steal, but Ted tells me who he is—the kid with the buzz cut and the earring. You know, he’s back there right now. I wish I could say I rushed back and confronted George to get his side of the story. I wish I could say I stood up to Ted and insisted that George be given a translator and allowed to defend himself, or announced that I’d find a lawyer who’d handle the case pro bono. The mystery to me is that there’s not much worth stealing in the dry-storage room, at least not in any fenceable quantity. . . . My guess is that he had taken—if he had taken anything at all—some Saltines or a can of cherry-pie mix, and that the motive for taking it was hunger.

So why didn’t I intervene? Certainly not because I was held back by the kind of moral paralysis that can pass as journalistic objectivity. On the contrary, something new—something loathsome and servile—had infected me, along with the kitchen odors that I could still sniff on my bra when I finally undressed at night. In real life I am moderately brave, but plenty of brave people shed their courage in concentration camps, and maybe something similar goes on in the infinitely more congenial milieu of the low-wage American workplace. Maybe, in a month or two more at Jerry’s, I might have regained my crusading spirit. Then again, in a month or two I might have turned into a different person altogether—say, the kind of person who would have turned George in.

But this is not something I am slated to find out. When my month-long plunge into poverty is almost over, I finally land my dream job—housekeeping. I do this by walking into the personnel office of the only place I figure I might have some credibility,

the hotel attached to Jerry's, and confiding urgently that I have to have a second job if I am to pay my rent and, no, it couldn't be front-desk clerk. "All right," the personnel lady fairly spits, "So it's housekeeping," and she marches me back to meet Maria, the housekeeping manager, a tiny, frenetic Hispanic woman who greets me as "babe" and hands me a pamphlet emphasizing the need for a positive attitude. The hours are nine in the morning till whenever, the pay is \$6.10 an hour, and there's one week of vacation a year. I don't have to ask about health insurance once I meet Carlotta, the middle-aged African-American woman who will be training me. Carla, as she tells me to call her, is missing all of her top front teeth.

On that first day of housekeeping and last day of my entire project—although I don't yet know it's the last—Carla is in a foul mood. We have been given nineteen rooms to clean, most of them "checkouts," as opposed to "stay-overs," that require the whole enchilada of bed-stripping, vacuuming, and bathroom-scrubbing. . . . I do the beds while she sloshes around the bathroom. For four hours without a break I strip and remake beds, taking about four and a half minutes per queen-sized bed, which I could get down to three if there were any reason to. We try to avoid vacuuming by picking up the larger specks by hand, but often there is nothing to do but drag the monstrous vacuum cleaner—it weighs about thirty pounds—off our cart and try to wrestle it around the floor. Sometimes Carla hands me the squirt bottle of "BAM" (an acronym for something that begins, ominously, with "butyric"; the rest has been worn off the label) and lets me do the bathrooms. No service ethic challenges me here to new heights of performance. I just concentrate on removing the pubic hairs from the bathtubs, or at least the dark ones that I can see.

I had looked forward to the breaking-and-entering aspect of cleaning the stay-overs, the chance to examine the secret, physical existence of strangers. But the contents of the rooms are always banal and surprisingly neat—zipped up

shaving kits, shoes lined up against the wall (there are no closets), flyers for snorkeling trips, maybe an empty wine bottle or two. It is the TV that keeps us going, from *Jerry* to *Sally* to *Hawaii Five-0* and then on to the soaps. If there's something especially arresting, like "Won't Take No for an Answer" on *Jerry*, we sit down on the edge of a bed and giggle for a moment as if this were a pajama party instead of a terminally dead-end job. The soaps are the best, and Carla turns the volume up full blast so that she won't miss anything from the bathroom or when the vacuum is on. . . .

The tourists' rooms that we clean and, beyond them, the far more expensively appointed interiors in the soaps, begin after a while to merge. We have entered a better world—a world of comfort where every day is a day off, waiting to be filled up with sexual intrigue. We, however, are only gate-crashers in this fantasy, forced to pay for our presence with backaches and perpetual thirst. . . .

When I request permission to leave at about 3:30, another housekeeper warns me that no one has so far succeeded in combining housekeeping at the hotel with serving at Jerry's: "Some kid did it once for five days, and you're no kid." With that helpful information in mind, I rush back to number 46, down four Advils, . . . shower, stooping to fit into the stall, and attempt to compose myself for the oncoming shift. So much for what Marx termed the "reproduction of labor power," meaning the things a worker has to do just so she'll be ready to work again. The only unforeseen obstacle to the smooth transition from job to job is that my tan Jerry's slacks, which had looked reasonably clean by 40-watt bulb last night when I hand washed my Hawaiian shirt, prove by daylight to be mottled with ketchup and ranch-dressing stains. I spend most of my hour-long break between jobs attempting to remove the edible portions with a sponge and then drying the slacks over the hood of my car in the sun.

I can do this two-job thing, is my theory, if I can drink enough caffeine and avoid getting distracted by George's ever more obvious suffering.⁷ The first few days after being caught he seemed not to

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understand the trouble he was in, and our chirpy little conversations had continued. But the last couple of shifts he's been listless and unshaven, and tonight he looks like the ghost we all know him to be, with dark half-moons hanging from his eyes. . . . I resolve to give him all my tips that night and to hell with the experiment in low-wage money management. At eight, Ellen and I grab a snack together standing at the mephitic end of the kitchen counter, but I can only manage two or three mozzarella sticks and lunch had been a mere handful of McNuggets. I am not tired at all, I assure myself, though it may be that there is simply no more "I" left to do the tiredness monitoring. What I would see, if I were more alert to the situation, is that the forces of destruction are already massing against me. . . .

Then it comes, the perfect storm. Four of my tables fill up at once. Four tables is nothing for me now, but only so long as they are obligingly staggered. As I bev table 27, tables 25, 28, and 24 are watching enviously. As I bev 25, 24 glowers because their bevs haven't even been ordered. Twenty-eight is four yuppyish types, meaning everything on the side and agonizing instructions as to the chicken Caesars. Twenty-five is a middle-aged black couple, who complain, with some justice, that the iced tea isn't fresh and the table-top is sticky. But table 24 is the meteorological event of the century: ten British tourists who seem to have made the decision to absorb the American experience entirely by mouth. Here everyone has at least two drinks—iced tea and milk shake, Michelob and water (with lemon slice, please)—and a huge promiscuous orgy of breakfast specials, mozz sticks, chicken strips, quesadillas, burgers with cheese and without, sides of hash browns with cheddar, with onions, with gravy, seasoned fries, plain fries, banana splits. Poor Jesus! Poor me! Because when I arrive with their first tray of food—after three prior trips just to refill bevs—Princess Di refuses to eat her chicken strips with her pancake-and-sausage special, since, as she now reveals, the strips were meant to be an appetizer. Maybe the others would have accepted their meals, but Di, who is deep

into her third Michelob, insists that everything else go back while they work on their "starters." Meanwhile, the yuppies are waving me down for more decaf and the black couple looks ready to summon the NAACP.

Much of what happened next is lost in the fog of war. Jesus starts going under. The little printer on the counter in front of him is spewing out orders faster than he can rip them off, much less produce the meals. Even the invincible Ellen is ashen from stress. I bring table 24 their reheated main courses, which they immediately reject as either too cold or fossilized by the microwave. When I return to the kitchen with their trays . . . Joy confronts me with arms akimbo: "What is this?" She means the food . . . "Uh, scrambled with cheddar," I try, "and that's . . ." "No," she screams in my face. "Is it a traditional, a super-scramble, an eye-opener?" I pretend to study my check for a clue, but entropy has been up to its tricks, not only on the plates but in my head, and I have to admit that the original order is beyond reconstruction. "You don't know an eye-opener from a traditional?" she demands in outrage. All I know, in fact, is that my legs have lost interest in the current venture and have announced their intention to fold. I am saved by a yuppie (mercifully not one of mine) who chooses this moment to charge into the kitchen to bellow that his food is twenty-five minutes late. Joy screams at him to get the hell out of her kitchen, please, and then turns on Jesus in a fury, hurling an empty tray across the room for emphasis.

I leave. I don't walk out, I just leave. I don't finish my side work or pick up my credit-card tips, if any, at the cash register or, of course, ask Joy's permission to go. And the surprising thing is that you can walk out without permission, that the door opens, that the thick tropical night air parts to let me pass, that my car is still parked where I left it. There is no vindication in this exit . . . just an overwhelming, dank sense of failure pressing down on me and the entire parking lot. I had gone into this venture in the spirit of science, . . . but somewhere along the line, in the tunnel vision imposed by long shifts and relentless concentration, it became a test

of myself, and clearly I have failed. Not only had I flamed out as a housekeeper/server, I had even forgotten to give George my tips, and, for reasons perhaps best known to hardworking, generous people like Gail and Ellen, this hurts. . . .

When I moved out of the trailer park, I gave the key to number 46 to Gail and arranged for my deposit to be transferred to her. She told me that Joan is still living in her van and that Stu had been fired from the Hearthiside. I never found out what happened to George.

In one month, I had earned approximately \$1,040 and spent \$517 on food, gas, toiletries, laundry, phone, and utilities. If I had remained in my \$500 efficiency, I would have been able to pay the rent and have \$22 left over (which is \$78 less than the cash I had in my pocket at the start of the month). During this time I bought no clothing except for the required slacks and no prescription drugs or medical care (I did finally buy some vitamin B to compensate for the lack of vegetables in my diet). Perhaps I could have saved a little on food if I had gotten to a supermarket more often, instead of convenience stores, but it should be noted that I lost almost four pounds in four weeks, on a diet weighted heavily toward burgers and fries.

How former welfare recipients and single mothers will (and do) survive in the low-wage workforce, I cannot imagine. Maybe they will figure out how to condense their lives—including child-raising, laundry, romance, and meals—into the couple of hours between full-time jobs. Maybe they will take up residence in their vehicles, if they have one. All I know is that I couldn't hold two jobs and I couldn't make enough money to live on with one. And I had advantages unthinkable to many of the long-term poor—health, stamina, a working car, and no children to care for and support. Certainly nothing in my experience contradicts the conclusion of Kathryn Edin and Laura Lein, in their recent book *Making Ends Meet; How Single Mothers Survive Welfare and Low-Wage Work*, that low-wage work actually involves more hardship and deprivation

than life at the mercy of the welfare state. In the coming months and years, economic conditions for the working poor are bound to worsen, even without the almost inevitable recession. As mentioned earlier, the influx of former welfare recipients into the low-skilled workforce will have a depressing effect on both wages and the number of jobs available. A general economic downturn will only enhance these effects, and the working poor will of course be facing it without the slight, but nonetheless often saving, protection of welfare as a backup.

The thinking behind welfare reform was that even the humblest jobs are morally uplifting and psychologically buoying. In reality they are likely to be fraught with insult and stress. But I did discover one redeeming feature of the most abject low-wage work—the camaraderie of people who are, in almost all cases, far too smart and funny and caring for the work they do and the wages they're paid. The hope, of course, is that someday these people will come to know what they're worth, and take appropriate action.

ENDNOTES

1. According to the Department of Housing and Urban Development, the "fair-market rent" for an efficiency is \$551 here in Monroe County, Florida. A comparable rent in the five boroughs of New York City is \$704; in San Francisco, \$713; and in the heart of Silicon Valley, \$808. The fair-market rent for an area is defined as the amount that would be needed to pay rent plus utilities for "privately owned, decent, safe, and sanitary rental housing of a modest (non-luxury) nature with suitable amenities."

2. According to the *Monthly Labor Review* (November 1996), 28 percent of work sites surveyed in the service industry conduct drug tests (corporate workplaces have much higher rates), and the incidence of testing has risen markedly since the Eighties. The rate of testing is highest in the South (56 percent of work sites polled) with the Midwest in second place (50 percent). . . .

3. According to the Fair Labor Standards Act, employers are not required to pay "tipped employees," such as restaurant servers, more than \$2.13 an hour in direct wages. However, if the sum of tips plus \$2.13 an hour falls below the minimum wage, or \$5.15 an hour, the employer is required to make up the difference. This fact was not mentioned by managers or otherwise publicized at either of the restaurants where I worked.

4. I could find no statistics on the number of employed people living in cars or vans, but according to the National Coalition for the Homeless's 1997 report "Myths and Face

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About Homelessness,” nearly one in five homeless people (in twenty-nine cities across the nation) is employed in a full- or part-time job.

5. In *Workers in a Lean World: Unions in the International Economy* (Verso, 1997), Kim Moody cites studies finding an increase in stress-related workplace injuries and illness between the mid-1980s and the early 1990s. He argues that rising stress levels reflect a new system of “management by stress,” in which workers in a variety of industries are being squeezed to extract maximum productivity, to the detriment of their health.

6. Until April 1998, there was no federally mandated right to bathroom breaks. . . .

7. In 1996, the number of persons holding two or more jobs averaged 7.8 million, or 6.2 percent of the workforce. It was about the same rate for men and for women (6.1 versus 6.2), though the lands of jobs differ by gender. About two thirds of multiple jobholders work one job full-time and the other part-time. Only a heroic minority—4 percent of men

and 2 percent of women—work two full-time jobs simultaneously. (From John F. Stinson, Jr., “New Data on Multiple Jobholding Available From the CPS,” in the *Monthly Labor Review*, March 1997.)

CRITICAL-THINKING QUESTIONS

1. Were you surprised by anything you read in this article? If so, what? Why?
2. Have you ever had a job like the work described here? How did your experiences compare with the author’s?
3. In today’s economy, what would you consider a “living wage” to be? Explain. (The 2009 minimum wage is \$7.25 per hour.)