



Dramas of Dignity

Looking beyond the shiny surface of Potsdamer Platz, a designer micro-city within Berlin's city center, this book goes behind-the-scenes with the cleaners who pick up cigarette butts from sidewalks, scrape chewing gum from marble floors, wipe coffee stains from office desks and scrub public toilets, long before white-collar workers, consumers and tourists enter the complex. It follows Costas's journey to a large yet hidden, four-level deep corporate underworld below Potsdamer Platz. There, Costas discovers how cleaners' attitudes to work are much less straightforward than the public perceptions of cleaning as degrading work would suggest. Cleaners turn to their work for dignity yet find it elusive. The book explores how these cleaners' dramas of dignity unfold in interactions with co-workers, management, clients and the public.

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Jana Costas

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Cleaners in the Corporate Underworld
of Berlin

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