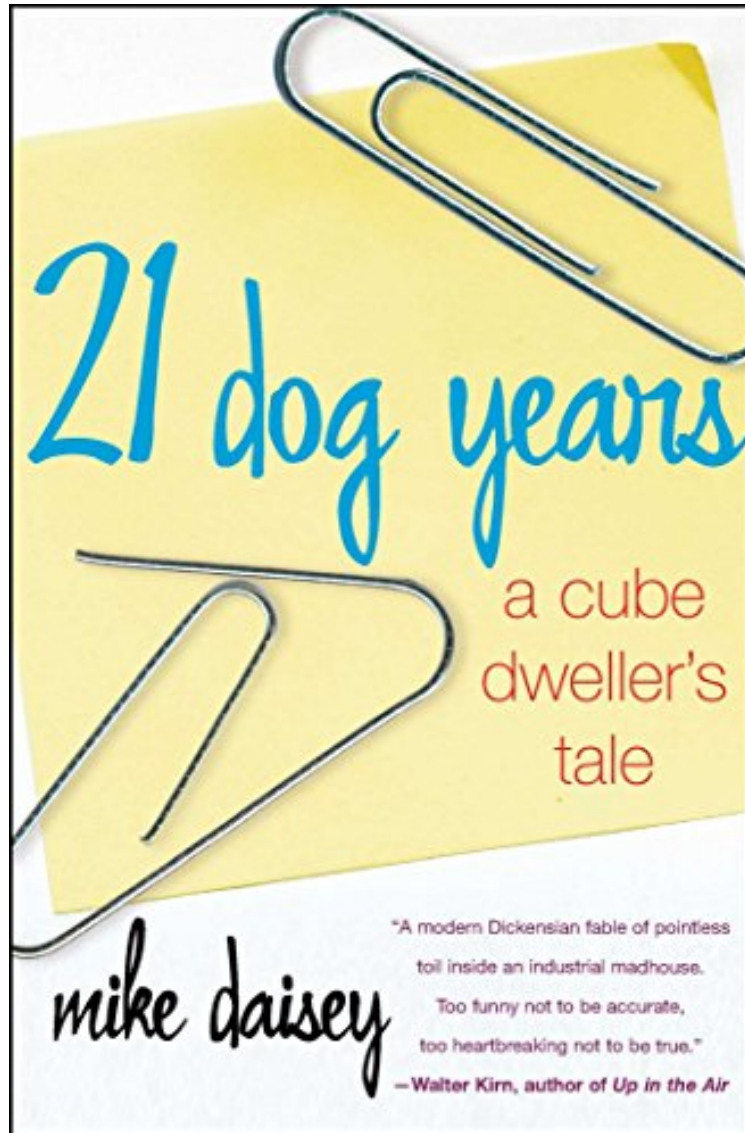


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## 21 Dog Years: Doing Time @ Amazon.com

Mike Daisey

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**Mike Daisey : 21 Dog Years: Doing Time @ Amazon.com** before purchasing it in order to gage whether or not it would be worth my time, and all praised 21 Dog Years: Doing Time @ Amazon.com:

0 of 0 people found the following review helpful. very funnyBy Customerthis book is hysterically funny if you have ever worked in any type of call center or similar business setting, or even if you havent17 of 23 people found the following review helpful. Woof! Woof! (Translation: Hysterical! Brilliant!)By Nancy LevineThis was the funniest and most wickedly accurate account I've read about someone getting sucked inside the dot-com bubble. Daisey's writing is nimble, ruthlessly honest, and thoroughly engaging. From his early lust for office supplies to his infatuation with Jeff

Bezoz, Daisey manages to keep it blisteringly real and white-hot funny. Unlike the essay collections of David Sedaris, David Rakoff and the rest of the This American Life crowd, Daisey's writing and storytelling kept me riveted for the entirety of the book, sustaining dramatic tension while delivering the laughs. I've noticed that the majority of the stingy star-givers are from Seattle and/or Washington. Could these possibly be from ians still high on the Kool-aid? Stop drinking that stuff, man, it's obviously killing your sense of humor.<sup>3</sup> of 16 people found the following review helpful. A WITLESS WASTE OF TIME...By lawyeraaul bought this book, thinking that it would offer some insight into .com in terms of what it was like to work there during its halcyon days. Touted as a funny memoir, among other things, I was to discover that it was none of what was promised. In fact, the book was painfully difficult to read, as it was very poorly written, decidedly not funny, and offered little insight into what it really was like to work at . It was totally sophomoric in terms of what it did say. The author should be thankful that he was not fired by , as that is what he richly deserved to have happen based upon his own account of what he was like as an employee. He was a total slacker who treated customers with the contempt that he felt that they deserved. He was totally wasteful of the company's resources. He proudly stole supplies in bulk from the company. When toys were given to him for review purposes, he not only did not bother to review them, he then refused to return the toys to . He may think that all this is hilarious. Unfortunately, I do not. Reading this drivel felt like it took twenty-one dog years. Moreover, this book was so poorly written, I am surprised that a reputable publisher went ahead with the expense of actually publishing it. I guess that the name carries a great deal of weight for which the author should be eternally grateful. I doubt that had he written a book titled, "21 Dog Years: Doing time @ Sears.Com", substituting Sears for , that he would have found a publisher. Don't waste your time with this drivel. If you want to read a well-written, interesting book about working at , read "ia: Five Years at the Epicenter of the Dot. Com Juggernaut" by James Marcus.

Boy meets dot-com, boy falls for dot-com, boy flees dot-com in horror. So goes one of the most perversely hilarious love stories you will ever read, one that blends tech culture, hero worship, cat litter, Albanian economics, venture capitalism, and free bagels into a surreal cocktail of delusion. In 1998, when Amazon.com went to temp agencies to recruit people, they gave them a simple directive: send us your freaks. Mike Daisey -- slacker, onetime aesthetics major, dilettante -- seemed perfect for the job. His ascension from lowly temp to customer service representative to business development hustler over the course of twenty-one dog years is the stuff of both dreams and nightmares. With lunatic precision, Daisey describes the lightless cube farms in which book orders were scrawled on Post-its while technicians struggled to bring computers back online; the fourteen-hour days fueled by caffeine, fanaticism, and illicit day-trading from office desks made from doors; his strange compulsion to send free books to Norwegians; and the fevered insistence of BizDev higher-ups that the perfect business partner was Pets.com -- the now-extinct company that spent all its assets on a sock puppet. In these pages, you'll meet Warren, the cowboy of customer service, capable of verbally hog-tying even the most abusive customer; Amazon employee #5, a reclusive computer gamer worth a cool \$300 million, who spends at least six hours a day locked in his office killing goblins; and Jean-Michele, Mike's girlfriend and sparring partner, who tries to keep him grounded, even as dot-com mania seduces them both. At strategic intervals, the narrative is punctuated by hysterically honest letters to CEO Jeff Bezos -- missives that seem ripped from the collective unconscious of dot-com disciples the world over. 21 Dog Years is an epic story of greed, self-deception, and heartbreak, a wickedly funny anthem to an era of bounteous stock options and boundless insanity.

From Publishers Weekly In 1998, Daisey gave up his life of frequenting cafes, temping and participating in small-time theater to join an up-and-coming bookseller called .com. Here, he offers a kind of workplace coming-of-age memoir the young hero comes to terms with his ambition, synthesizes it with his liberal arts education and finally spits it out. All the dot-com punching bags are here: the lampooning of new economy jargon, the girlfriend worrying about her boyfriend's sudden obsession with the company picnic, and jokes about Pets.com. What saves the book from being an exercise in shooting fish in a barrel is Daisey's sharp eye: he renders even banal corporate moments with energy and wit. (On a clueless colleague: "No one does tai chi at ten am in front of their coworkers around a coffee kettle unless they want to be hated.") Class-conscious to the point of obsession he has ambivalent thoughts about his "startlingly sharp, attractive" managers and dreams of "social hacking" his way into becoming a Net executive Daisey flirts with a broader social critique of bourgeois values. Still, his incessant flippancy blocks real insight. At the end, when an imaginary e-mail to CEO Jeff Bezos turns unexpectedly vicious, readers may wonder how a man so aware of and so glib about his employer's flaws comes to play the role of the exploited proletarian. Still, Daisey's talent for the punch line, along with his facility for sketch comedy, makes the book an enjoyable, if unedifying, experience, like an afternoon playing foosball. Copyright 2002 Cahners Business Information, Inc. From Library Journal.com may have made many mistakes since it opened its e-doors for business, but the one it made in hiring Daisey to do "customer service" in 1998 continues to haunt the company in a big way. Daisey is a writer, playwright, and actor who has mined his employment experience at .com to produce, first, a one-man show and now a memoir recounting his life as an ian. His vignettes and anecdotes, while at times sophomoric, are quite funny, especially his explanation of how his book got its canine title: "Conventional wisdom held that Time was equivalent to dog years, which meant that one actual

human year equaled seven ian ones." Daisey started his dot-com job in 1998, responding to telephone orders as a "phone monkey." His description of the "freaks" he worked with, the "gothic" work environment itself, and the crazy incoming calls make for hilarious reading. Additionally, Daisey's amusing reflections on founder Jeff Bezos portray someone who seems remarkably disengaged, even when his company's stocks are falling. After getting promoted to an equally unsatisfying regular office job, Daisey finally quit, cashing in his stock options. This is an eye-opening testament as to how truly dysfunctional a dot-com can get. Recommended for all nonfiction collections in public libraries. Richard Drezen, Washington Post/New York City Bureau Copyright 2002 Reed Business Information, Inc. From Booklist Daisey, aesthetics major and self-proclaimed slacker, realizing he needed a real job, decided to give a try after receiving a call from the company's recruiter. Almost instantly, this left-leaning, antiestablishment, Seattle-coffeehouse frequenter got caught up in 's unique workplace culture and the intoxicating dot-com frenzy. Finding himself defending his enthusiasm and parroting company PR, Daisey slowly began to realize this was not the job that would make him happy and slid into a sort of passive rebellion that grew increasingly bizarre until he finally resigned. Although the book contains ample criticism (some subtle, some direct) of 's management practices, PR efforts, and general policy, Daisey incriminates himself as well, offering surprisingly honest details about his own quirks and self-destructive behavior. Daisey's story of life within is an interesting look from an insider's perspective at the preeminent dot-com that took on an almost mythical quality during the high-tech craze of several years ago. Coming from the mind of a confessed bad employee, filtered through hindsight, the account is humorous and highly entertaining as well. Gavin Quinn Copyright copy; American Library Association. All rights reserved