9 Using an intersectionality lens to navigate issues in hospitality employment

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Abstract

A lens of intersectionality is invaluable in enabling us to better understand disadvantage and marginalisation in hospitality work. Intersectionality addresses the multiple dimensions of worker disadvantage (gender, ethnicity, age, disability, migrant status) and highlights h ow they coalesce to create the challenging employment conditions that exist in the industry. In this chapter, we draw on six different country studies which produced detailed data providing unique insights into the working conditions of hospitality workers across Australia, Greece, Ireland, Norway, New Zealand and Scotland. This provides opportunity to examine how gender and its intersections with other indicators of disadvantage play out in hospitality workplaces. The chapter addresses the implications of this unified and significant body of work, with a focus on marginalised and privileged groups.

Introduction

This chapter presents an intersectionality sensitive discussion on dimensions of the working environment of hospitality workers during a specific period circa 2020 to 2022. Six different country studies produced detailed data which gave unique insights into the working conditions of hospitality workers across a variety of countries, Australia, Greece, Ireland, Norway, New Zealand and Scotland. The presentation of diverse data sets with questions on abuse as a core element of survey design gave an exceptional opportunity to examine how gender and its intersections play out in hospitality workplaces. The chapter will discuss the implications of this unified and significant body of work, with a focus on marginalised and privileged groups. Our intersectionality sensitive analysis is capable of providing strong inferential relationships as the basis for future research directions. Thus, the examination of various aspects of abuse, verbal/psychological, physical abuse, bullying, racial and sexual harassment made a logical focus for the chapter. This chapter will first explain the concept of intersectionality,