

Title: Issues of Diversity and Inclusion in Hospitality and Tourism: A Discussion amongst Scholars

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Session Type: Workshop

Abstract:

The current landscape of hospitality and tourism within the United States is problematic toward populations of difference. With the recent U.S. presidential election already causing hate crimes promoting xenophobia, misogyny, and homophobia, what will the travel and tourism environment look like globally for the next four years? For this workshop, we would like to offer a safe space for dialogue and discussion of issues of diversity and inclusion in hospitality and tourism. We hope to break down stereotypes and implicit biases ingrained through systemic racism, patriarchy, and heteronormative views passed down and shared through cultures and institutions. In this workshop, we will use Critical Race Theory (Taylor, Gillborn, & Ladson-Billings, 2011), whiteness studies (Zuberi & Bonilla-Silva, 2008), and queer theory (Sullivan, 2003) as the backbone from which to discuss the timely and important issues of diversity and inclusion.

Goals and Activities to Engage Participants

Goal: Understand Our Implicit Biases

Activities:

- Implicit Bias test: <https://implicit.harvard.edu/implicit/takeatest.html>
 - Have participants take the Harvard Implicit Bias Test online. In doing so, participants will understand their implicit biases that they may not have been aware of. We will discuss how this may affect our daily interactions.
- Graffiti Wall:
 - List stereotypes/slurs associated with races, ethnicities, sexuality, and religions to understand biases.
 - Write different races, ethnicities, sexual identities, and religions on large Post-It notes and place them on the wall. Have participants write down stereotypes associated with each word. We will discuss, through historical facts and narratives, the reasoning behind these stereotypes.
 - How are implicit biases affecting travel experiences?
 - How can we, as educators, combat implicit biases?
 - How can we unpack what privilege means?
 - What are we doing in/outside our classrooms to help to understand implicit biases?

Goal: List incidences of hate crimes or racial/sexual discrimination related to hospitality/tourism

Activity:

- Research/discuss hate crimes, racial/sexual discrimination, rallies affecting travel and perceptions of place
- Examples of Airbnb discrimination of people of color
- Ku Klux Klan Rallies set for February in North Carolina, USA
- HB2 Law in North Carolina, USA, discriminating against LGTBQ community

Exit Slip

- Now that we know how to talk about racism, homophobia, xenophobia, and misogyny, what are you personally going to do to fight oppression in your daily life?

References:

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McIntosh, P. (2002). White privilege: Unpacking the invisible knapsack. In P. Rothenberg (ed.), *White privilege: Essential readings from the other side of racism* (pp. 97–102). New York: Worth Publishing.

Sullivan, N. (2003). *A critical introduction to queer theory*. New York: NYU Press.

Taylor, E., Gillborn, D., & Ladson-Billings, G. (Eds.). (2009). *Foundations of critical race theory in education*. New York: Routledge.

Zuberi, T., & Bonilla-Silva, E. (2008). *White logic, white methods: Racism and methodology*. Roman & Littlefield Publishers.