

TO REGOS

FINAL REGIONAL MEETING FOR THE CONSOLIDATION OF THE HOTEL
AND RESTAURANT TECHNICIAN OCCUPATIONAL STANDARD.
INPUT ON SOCIAL SUSTAINABILITY AND GENDER EQUALITY

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SOCIAL SUSTAINABILITY

- "Sustainable development is development that meets the needs of the present generation without compromising the ability of future generations to meet their own needs." (Brundtland Commission, 1987)

SOCIAL SUSTAINABILITY

- Social Sustainability in relation to Economy, Politics, Environment
- SDG's:
 - - Goal 1. End poverty in all its forms everywhere
 - - Goal 3. Ensure healthy lives and promote well-being for all at all ages
 - - Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
 - -Goal 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

SOCIAL SUSTAINABILITY

- Demographic change - shifts in size and patterns of population over time, including the distribution of wealth and poverty (e.g. China and Russia)
- Human rights
- - Relationships (formal and informal)
- Social equality and equity

SOCIAL SUSTAINABILITY

- In relation to REGOS:
- Increasing employability of young people (creating the role)
- Social Equity
- Help the disadvantaged - societal supportive mechanisms to poor, minorities etc
- Equal treatment to all persons regardless of age, colour, national origin, citizenship status, physical or mental disability, race, religion, gender, sex, sexual orientation, gender identity and/or expression, marital status,
- Gender empowerment at work (also in gender part)
- Poverty – how to donate food, sheets, towels etc

SOCIAL SUSTAINABILITY

- **First finding in Description of occupation**
- The hotel-restaurant technician plans, organizes, coordinates, supervises and manages the work of the staff at the reception, in the restaurant and in the hotel housekeeping, and participates in the implementation of tasks in hospitality facilities of different types and sizes providing accommodation, food and beverages **in a socially sustainable manner**

1. ANALYSIS, PLANNING AND ORGANIZATION OF WORK

- 1.1.2 Analyses organizational unit reports on types and scope of implemented, ongoing, and forthcoming services.

In relation to the type of guests (underrepresented groups and gender indicators)

2. PREPARATION OF THE WORKPLACE

- 2.1.1 Checks the employees dress code, personal and work sanitary code

While being respectful of different types of identity, cultural, religious and human rights

3. OPERATIONAL TASKS

- 3.1.6 Forwards information to other organizational units on bookings made and other services sold

Forwards **relevant** information in accordance to the GDPR and/or national regulations on data protection

3. OPERATIONAL TASKS

- 3.2.1 Organizes guest reception activities in accordance with appropriate procedures and the type of guest requests

paying attention to guests with disability, health related demands, senior travelers, representatives of underrepresented groups etc.

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3. OPERATIONAL TASKS

- 3.3.2 Informs guests and makes recommendations on city traffic regime, excursions, transfers , etc.

accessibility (transport for people with disability, access to cultural institutions, events etc.)

3. OPERATIONAL TASKS

- 3.3.3 Informs guests and makes recommendations on cultural, entertainment and sports activities in and around the city

Use more inclusive language by listing different types of settlements or by using generic term “in hotel surrounding and further”

3. OPERATIONAL TASKS

- 3.4.3 Coordinates the work of organizational units in cooperation with persons in charge of those units

Respectful of their identity in terms of age, colour, national origin, citizenship status, physical or mental disability, race, religion, gender, sex, sexual orientation, gender identity and/or expression, marital status etc.

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3. OPERATIONAL TASKS

- 3.5.6 Determines guests' satisfaction degree with services provided in direct communication

Adjusted for each individual guest (reflective of his/her gender, race, type of disability etc.)

3. OPERATIONAL TASKS

- 3.8.2 Implements surveys or otherwise collects information from guests on the quality of services provided

In relation to different types of guests and their requests

5. COMMERCIAL TASKS

- 5.1.1 Follows supply and demand trends in the market to determine the needs of potential guests

And develops offers aimed at increasing the diversity of guests

5. COMMERCIAL TASKS

- 5.1.2 Develops/participates in the development of standard and innovative offers

Targeting diverse types of guests

5. COMMERCIAL TASKS

- 5.1.5 Promotes offers and services (direct promotion - fairs, conferences, etc., digital and social media promotion, sales visits, media appearances ...)

Adjusted to different target groups (in terms of age, colour, national origin, citizenship status, physical or mental disability, race, religion, gender, sex, sexual orientation, gender identity and/or expression, marital status etc.)

6. COMMUNICATION AND COOPERATION WITH OTHERS

- 6.1.9 Establishes communication with shelters and other social institutions for donating food and materials (towels, sheets, equipment etc.)
- New suggestion

6. COMMUNICATION AND COOPERATION WITH OTHERS

- 6.2.2 Establishes/controls the implementation of internal communication standards

Sensitive to gender, type of disability, race, national and cultural differences.

7. QUALITY ASSURANCE

- 7.1.6 Organizes/implements internal trainings and informs employees in a timely manner on the application of new technologies in the hotel and restaurant sector

And social norms and values

7. QUALITY ASSURANCE

- 8.2.6 Sorts /controls sorting of food and materials for donations to shelters and other social institutions
- New suggestion

SOCIAL SUSTAINABILITY/DISABILITY

- **Accessibility (ADA):**
- Physical, meaning enabling mobility
- Communicative, which means enabling people with sensory impairments and verbalisation and speech impediments, but also those with learning difficulties to communicate
- Intellectual, which entails making information accessible to people with learning difficulties, e.g. with easy-reading formats
- Social, which involves overcoming prejudices, stereotypes and other attitudes that hinder inclusion
- Economic, which is concerned with providing people access to measures for improving inclusion regardless of their own resources, such as personal assistance, aids, sign language interpreting
- Institutional, which is about eliminating segregational facilities in all areas of life, such as in schools, training centres and service providers.

SOCIAL SUSTAINABILITY/DISABILITY

- Under UN, *persons with disabilities include persons who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.*
- Both everyday objects and equipment (physical factors) and the attitude of other people (social factors) in the environment of the impaired person can have a disabling effect. Physical barriers are often disabling due to the lack of so-called universal design or design for all, which does not just take into account the needs of numerically larger or more influential sections of the population.

SOCIAL SUSTAINABILITY/DISABILITY

Medical Model

- Disability as a consequence of a health condition, disease or caused by a trauma
- Disrupt the functioning of a person in a physiological or cognitive way

Social Model

- A person's activities are limited not by the impairment or condition but by environment
- Barriers are consequences of a lack of social organization

SOCIAL SUSTAINABILITY/DISABILITY

- **Terminology is important in relation to tourism:**
- Widely accepted term: **DISABILITY** (hendikep in Serbian) – Also adopted by the ADA. The term **IMPAREMENT** is also acceptable.
- **NO:** “special needs” “invalidity” “normal” “handicapped,” “differently-abled,” “cripple,” “crippled,” “victim,” “retarded,” “stricken,” “poor,” “unfortunate,”
- **NO:** Just because someone has a disability, it doesn’t mean he/she is “courageous,” “brave,” “special,” or “superhuman.”
- **YES:** When talking about places with accommodations for people with disabilities, use the term “**accessible**”

SOCIAL SUSTAINABILITY/DISABILITY

- **In relation to REGOS Connection**
- **Providing relevant hotel information** (website, TripAdvisor, etc.)
- **Check in practices:**
 - How to talk to a person depending on the type of disability?
 - To have appropriate technical aids that can be handy
 - Develop check in questionnaires that appropriately measure disability
 - Removing a carpet and offering information makes all the difference
- **Language/communication**
- **Tracking numbers and monitoring feedback**
- **How to arrange rooms and prepare food to accommodate different types of disability**

3. OPERATIONAL TASKS

- 3.1.1 Participates in defining the services offer with persons in charge of the organizational units of the hospitality facility for providing accommodation, food and beverage

including online information on services for different types of disability, health requirements and religion

3. OPERATIONAL TASKS

- 3.1.2 Participates in defining sales forms and promotional tools

Finetuned for different types of guests' requests (guests with disability, health related demands, senior travelers, representatives of underrepresented groups etc.

3. OPERATIONAL TASKS

- 3.2.2 Performs/controls the registration of guests (check-in) in accordance with etiquette and appropriate procedures

And request types (guests with disability, health related demands, senior travelers, representatives of underrepresented groups etc.)

3. OPERATIONAL TASKS

- 3.2.3 Assists guests with self-check-in

With regards to IC and assistive technologies usage

6. COMMUNICATION AND COOPERATION WITH OTHERS

- 6.1.2 Applies contemporary information and communication technology in communication

And assistive technologies

6. COMMUNICATION AND COOPERATION WITH OTHERS

- 6.1.3 When needed provides support to guests in the application of IC technologies

And assistive technologies

7. QUALITY ASSURANCE

- 7.1.2 Applies/controls the implementation of internal procedures, norms and prescribed standards (HACCP, Kosher, HALAL, ISO, etc .)

Food health requirements (allergies, intolerances etc.)

- Included in HACCP? (uncertain)

7. QUALITY ASSURANCE

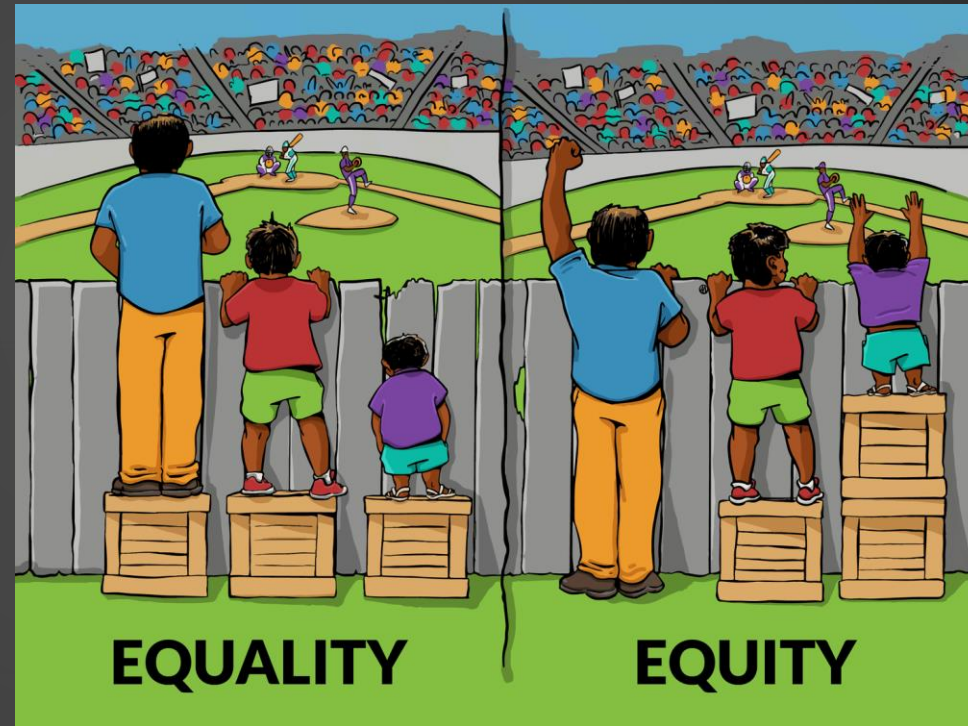
- 7.1.9 Makes room/service adjustments in accordance to different request types (allergies and other health requirements, religious demands etc.)
- New suggestion

GENDER

- ADA programmes and projects:
- do not discriminate against women or girls and do not reinforce gender-based discrimination and inequalities;
- are based on the principle of equal opportunity and fair treatment;
- are gender-responsive and incorporate a gender analysis;
- integrate women's/girls' and men's/boys' voices and opinions equally into planning, implementation and evaluation;
- identify potential gender-related risks and aim to avoid, minimize and mitigate these risks;
- collect sex-disaggregated data and formulate gender-sensitive indicators for results frameworks;
- fully integrate gender in evaluations and report on gender-related impacts.

GENDER

- Equality – Sameness
- Equity – Fairness



GENDER

- Gender Roles are rooted in socio-cultural contexts, which determine what is expected, allowed and valued of a woman/man or a girl/boy in these specific contexts. **Neither women nor men constitute homogeneous groups.**
- socioeconomic groups, rural and urban, ethnicity, age, sexual orientation and other social dimension factors
- an important task in gender equality work is to consider how all of these categories interact with and influence each other. What is what?

GENDER

- **In relation TO REGOS**
- **Language**
- **Gender perspective: reduction of inequalities and discrimination**
- **National/regional norms in relation to other national/regional norms and international norms (e.g. on family)**

GENDER

- **General text finding**
- **Occupation:** Hotel-restaurant technician (English)

However, in the title in Serbian version throughout of the document the suggestion is to make allowance for female gender Hotelsko-restoranski tehničar/ka

1. ANALYSIS, PLANNING AND ORGANIZATION OF WORK

- 1.1.3 Specifies and coordinates the necessary resources for the implementation of work tasks and for the implementation of business standards within **their** jurisdiction
- **His/her change in English version add in Serbian version (njegovih/njenih)**

4. ADMINISTRATIVE TASKS

- 4.2.1 Drafts reports on their own and staff work (daily/periodically)

His/her change in English version add in Serbian version (njegovih/njenih)

3. OPERATIONAL TASKS

- 3.3.1 Informs guests and make recommendations on additional hotel services available
- Without bias on gender, race, or religion.

6. COMMUNICATION AND COOPERATION WITH OTHERS

- 6.1.1 Establishes high quality communication (verbal, non-verbal ...) with guests/clients and external associates in accordance with the rules of business communication in their native and foreign languages

His/her change in English version add in Serbian version (njegovih/njenih)

Finetuned to their gender and social background

OTHER FINDINGS

- Mostly legal things... (I also studied busniess law)

5. COMMERCIAL TASKS

- 5.3.1 Participates in the procurement process and proper storage of food, equipment, materials and other necessities for restaurant, kitchen and accommodation facilities

In line with the national legislation

7. QUALITY ASSURANCE

- 7.1.7 Applies the data protection rules and standards

In accordance to national and/or international (GDPR) regulations

GENDER

može »sluškinja«, a ne može »dramaturškinja«?

može »dvorkinja«, a ne može »borkinja«?

može »daktilografkinja«, a ne može

»fotografkinja«?

može »nadničarka«, a ne može »fizičarka«?

može »kaćiperka«, a ne može »inženjerka«?

može »bolničarka«, a ne može »teoretičarka«?

može »maserka«, a ne može »guvernerka«?

može »veštica«, »sirotica«, »besramnica«,

»beskućnica«, a ne može »advokatica«?

može »kamenjarka« a ne može »veterinarka«?

može fakin »nerotkinja«, a ne može

»sutkinja«???

THANK YOU