



## Report on

# WORKSHOP ON GENDER SENSITIZATION IN HOSPITALITY INDUSTRY

**Date:** Friday, 1<sup>st</sup> December 2023

**Venue:** The Leela Palace, New Delhi

**Event Type:** Workshop

**Mode of Activity:** Offline

**Target Group:** SOHMCT

**Resource Person:** Ms. Akanksha Joshi (Learning and Development Manager, The Leela Palace)

**Faculty Coordinator:** Ms Arushi Chadha (Asst Professor SOHMCT)

**Organized by:** School of Hotel Management & Catering Technology

**Number of Participants:** 14

### Introduction:

*“Beyond stereotypes: Creating a gender-equal world.”*

On 1<sup>st</sup> December 23, the School of Hotel Management and Catering Technology, K R Mangalam University conducted a workshop on Gender sensitization in Hospitality at The Leela Palace, New Delhi. The event was organized by Ms. Arushi Chadha, Assistant Professor, SOHMCT. The purpose of this workshop was to practically demonstrate to students how Gender Sensitization work in a luxury hotel, for which Ms. Akanksha Joshi, Learning and Development Manager, The Leela Palace was the resource person.

### Objective:

- To discuss the need of gender equality in workplaces
- To discuss about the issues faced by every gender identity due to gender bias.
- To build better understanding between all gender identities and create a cohesive environment.
- To introduce students to initiatives and trends followed in Hotels to promote gender sensitization.

### Content:

The workshop commenced with greetings and pleasantries. Followed by that Ms. Akanksha Joshi her addressal. She started with the basics of Gender sensitization, what is Gender sensitization, its need in today's world, and why its high time that workplaces start embracing



Gender sensitivity effectively. Our biases and prejudices are unknown to us, and this is where Gender sensitization is required. To address our bias and overcome them. She discussed what kind of behaviour promotes gender inequality, asked everybody to introspect their actions, because gender bias leads to a performance loss, absenteeism, and stagnant growth of organization. Gender sensitization means representation and acceptance of a person without being overshadowed by their gender. Gender sensitivity leads to voices being heard, which promotes holistic growth of everyone and the organization

She briefed students about various programs followed in the Leela palace for promoting gender sensitization which includes:

**"Shefs at The Leela"**: This is a unique and innovative concept to celebrate women chefs were launched last year, as a platform to promote equity in the kitchens. It provides an opportunity for talented women chefs who have carved a niche for themselves to share their journey and showcase their talent through curated dinners, panel discussions, and special master classes to inspire young and budding women chefs. This program in Leela promotes female chefs to work in food production as a chef too as the number of women in that department is almost negligible.

**"Leela Ke Phool"**: Under this program Leela reuses flowers used in all over hotel premises then convert it into incense sticks made by ladies in North providing employment to rural women. They even seek permission from guests in banquets to use their event flower after the event completion and they gift those incense sticks to guests as mementos.

They are also hiring Transgender employees with same parameters, to promote gender equality. They had one transgender employee working on a managerial level too. They are still working on launching a few programs on promoting other genders as well. Their aim is to work on all genders by breaking all stereotypes and creating a sustainable environment for them.

The Leela Palace team warmly welcomed the students and conducted a detailed show round of property for students. They have also arranged refreshments, snacks, and Lunch for students. Students were thrilled and motivated to become a part of a luxury hotel brand in the future.

### **Attendees**

Students of School of Hotel Management and Catering Technology, K R Mangalam University.

### **Outcome of the Workshop**



After attending the workshop it is expected that the participants would be able to

- Create the right kind of gender-sensitive environment which will lead to mutual respect regardless of their gender
- Make an effort to decrease or completely eradicate gender pay gap in institutions
- Adhere to a gender sensitive environment that will attract more female candidates, leading to a balanced male-female ratio, and higher morale and retention.
- Realize that gender sensitization helps employees as they feel valued and cared for within the organization.
- Build gender sensitive environment that will help positive and gender-intelligent organizational culture, growth and progress of women leaders, and lower levels of gender conflict and harassment.

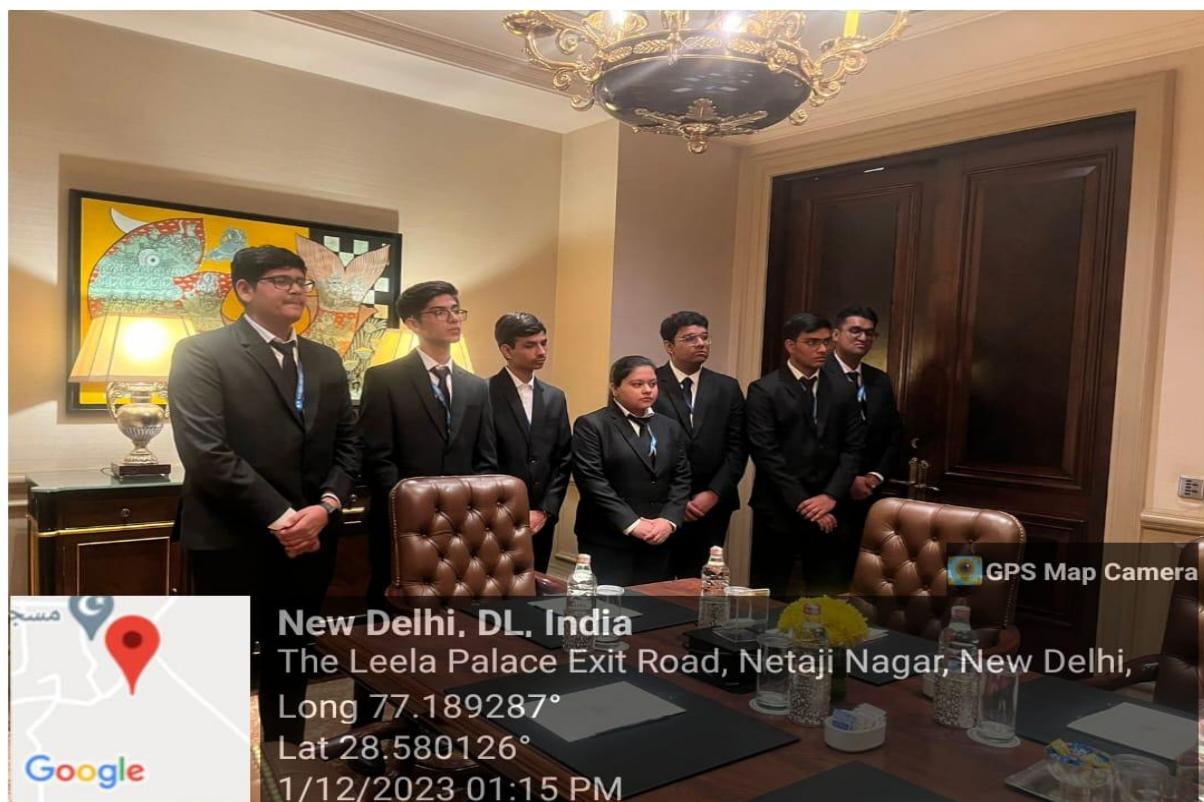
The workshop has fulfilled SDG 5.1 Goal 5 (Gender Equality): It was helpful in spreading the awareness program that specifically address the gender inequalities and issues in hotel industry and provide students insight with how to tackle the same.







Photo 4: Ms. Akanksha explaining the obstacles due to gender in hospitality field.





**New Delhi, DL, India**

The Leela Palace Exit Road, Netaji Nagar, New Delhi,

Long 77.189187°

Lat 28.580126°

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