

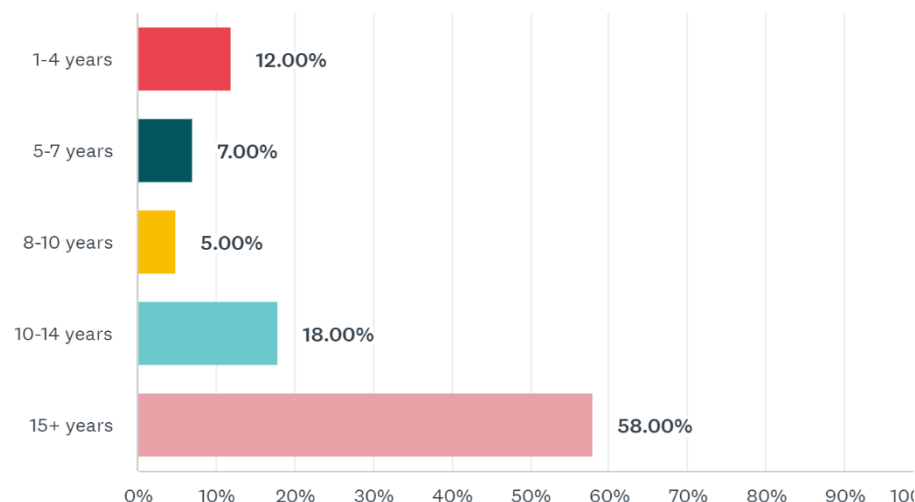
# Women in hospitality insights

September 2023

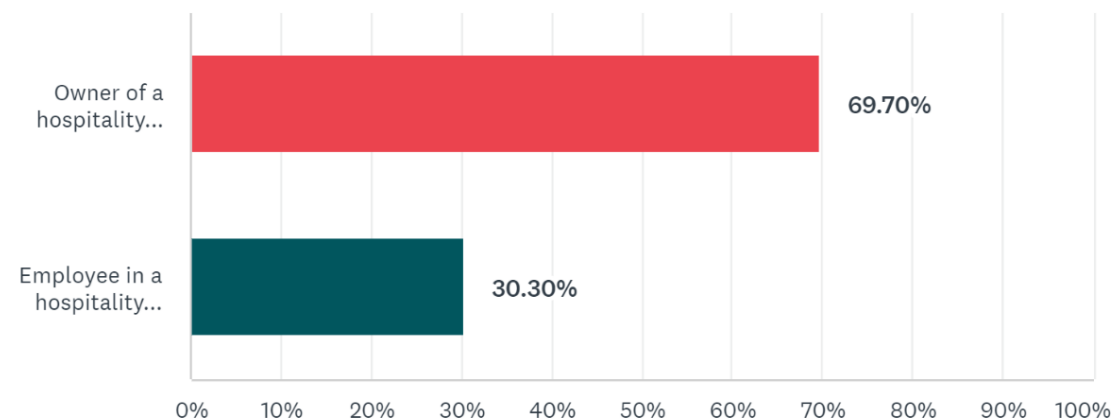
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# Women in hospitality insights survey

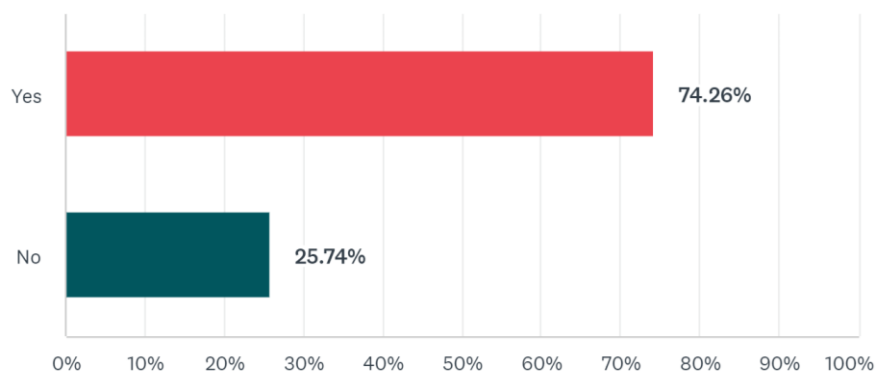
**Q.1. How many years have you been in hospitality?**



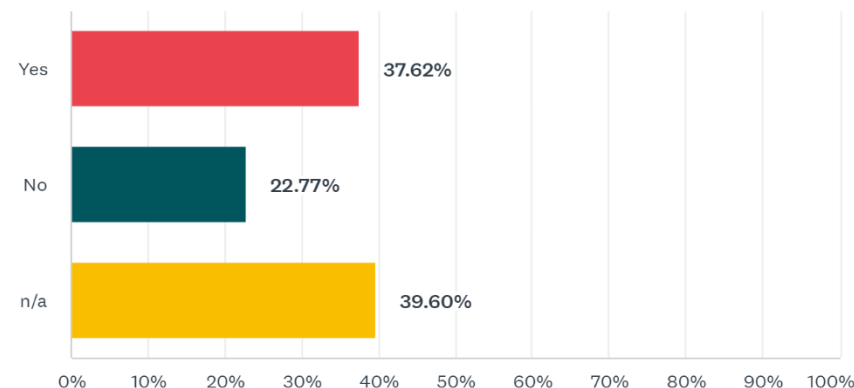
**Q.2. Are you an employer or an employee?**



**Q.3. Do you feel that your current work hours offer you sufficient flexibility?**



**Q.4. Does your job offer you sufficient balance to manage your work and parenting responsibilities?**

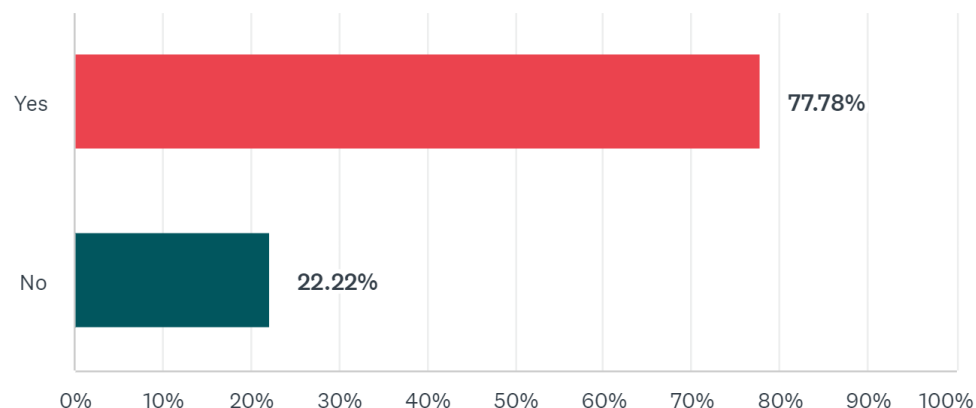


**Comparison:** Owner = Yes: 68.12% / No: 31.88% | Employee = Yes: 86.67% / No: 13.33%

**Comparison:** Owner = Yes: 34.78% / No: 29.09% | Employee = Yes: 43.33% / No: 13.33%

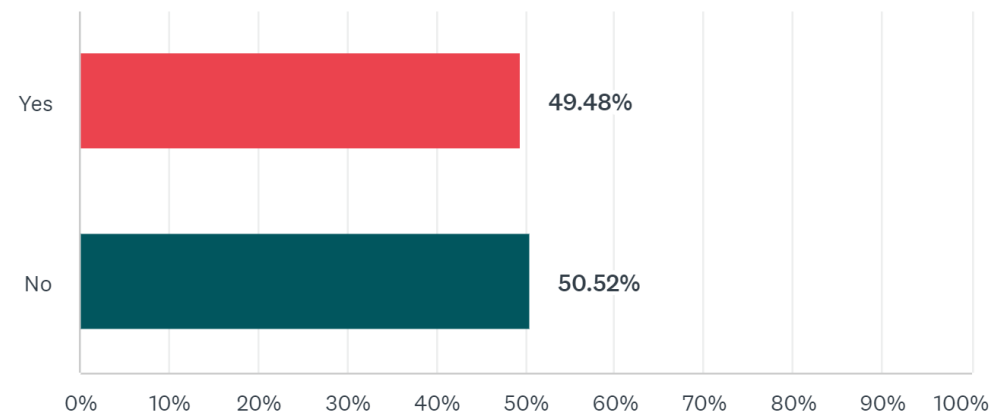
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**Q.5. Do you believe the industry offers equal opportunities for career advancement for women?**



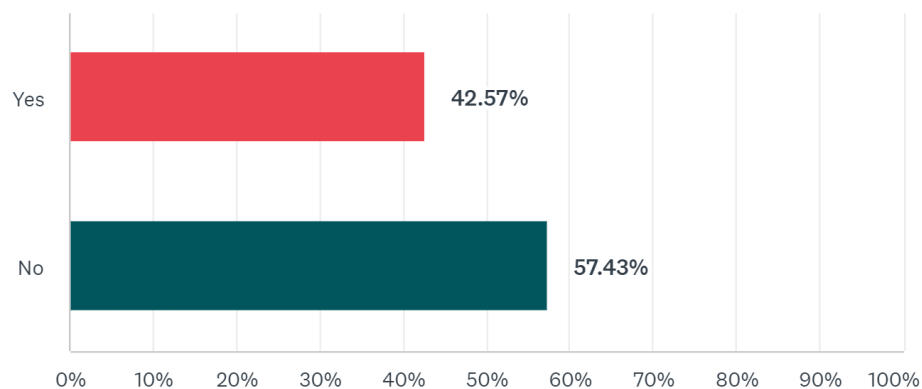
**Comparison:** Owner = Yes: 85.07% / No: 14.93% | Employee = Yes: 60.00% / No: 40.00%

**Q.6. Do you believe there are enough women in leadership positions in the industry?**



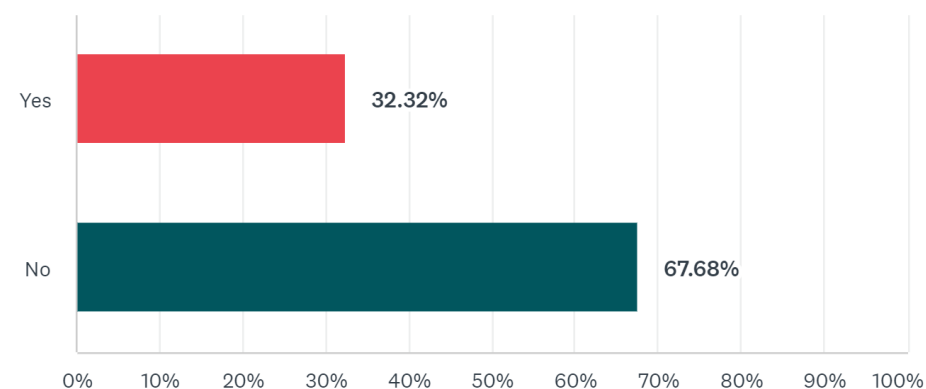
**Comparison:** Owner = Yes: 56.06% / No: 43.94% | Employee = Yes: 34.48% / No: 65.52%

**Q.7. Do you feel there is a place for dedicated support for women working in the industry?**



**Comparison:** Owner = Yes: 44.93% / No: 55.07% | Employee = Yes: 36.67% / No: 63.33%

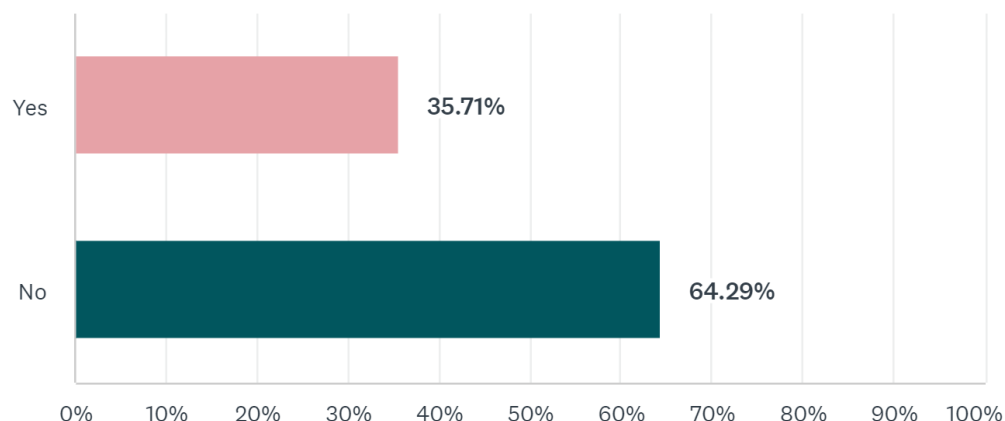
**Q.8. Do you feel there is sufficient mentoring of women by women in the industry?**



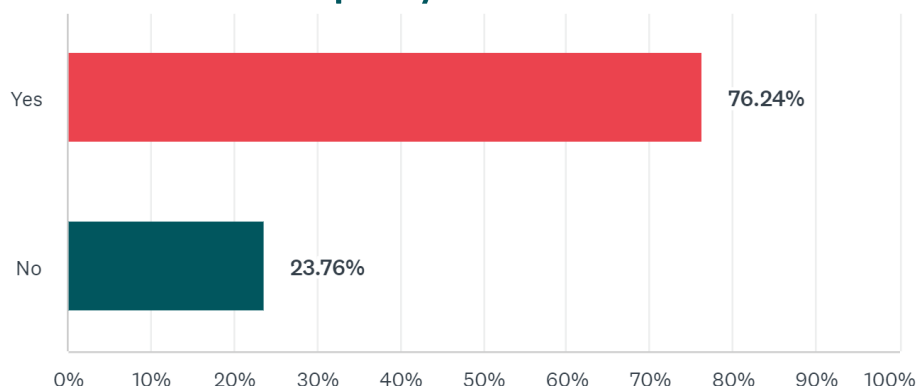
**Comparison:** Owner = Yes: 38.24% / No: 61.76% | Employee = Yes: 13.79% / No: 86.21%

# Women in hospitality insights survey

## Q.9. As a hospitality owner, or as an employer, have you experienced any barriers because of your gender?



## Q.10. Does your workplace have a sexual harassment policy?



**Comparison:** Owner = Yes: 69.57% / No: 30.43% | Employee = Yes: 90.00% / No: 10.00%

### SELECTED COMMENTS REGARDING BARRIERS

I personally haven't experienced any barriers because I am a woman. however I have mainly worked for owners who are female so have had the opposite experience. have been celebrated and encourage to take space and to grow and develop. however many female friends in the industry I know have experienced Barriers because of their gender. lower pay and not being considered for leadership role or not taken seriously.

Stereotyping - communities set in their ways and not open to new idea's - nosy gossipy people

It is more difficult to be respected by some employees, suppliers, managers, customers, etc... Being told "good girl" is very common. I don't count anymore how many time I have been mansplained about how to run my business, head-chef or manager waving his under my nose when an argument arise. General attitude that would never have happened in a man to man situation.

Some other business owners give the impression. this is a hobby and not a serious money-making business even though I run a separate business as well as a cafe under the same roof.

Maybe not barriers but constant micro-aggressions - I have an older male manager and the default is to always assume he is in charge. Job ads are addressed to sir, taking my dad to a tasting and being ignored over him, assuming the male waiter is in charge...

Often in a management role in hospitality I am not taken seriously by men who are in management roles in hospitality. I always seen to be the young inferior one.

Some cultures do not respect women in a management or company control position.

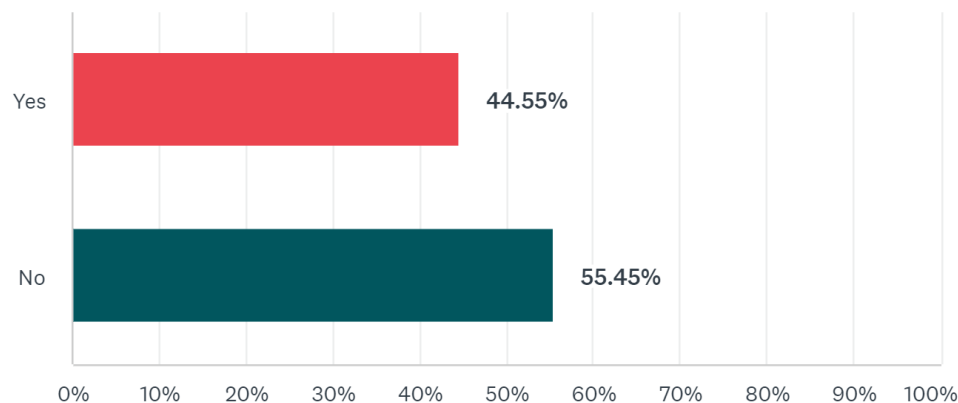
I hesitated what to tick here because they haven't really been barriers rather people (both guests, suppliers and service people) often ask for me the "boss" when they need something expecting the boss to be someone else mostly a male rather than a 5 foot 3 inch female. When I tell them I am the owner they often start using what I think is derogatory language like "Oh so you are the boss lady"!

In my opinion for a long time (when I first entered the industry), hospitality has been perceived as a divided industry - strong, angry male chefs and then 'waify', dumb waitress women. Now, particularly in the spotlighted venues, there is some change that has happened - but I think there would be plenty of the old habits coming through in the smaller, less known venues.

Again, in my opinion, like many industries, there is still the underlying sexual 'riff' between men and women - but nowadays there are men and women that understand that that was then...and things are changing. Women are speaking up and men are standing up.

## Women in hospitality insights survey

### Q.11. Have you ever experienced sexual harassment whilst working in hospitality?



**Comparison:** Owner = Yes: 37.68% / No: 62.32% | Employee = Yes: 60.00% / No: 40.00%

### Q.12. Have you experienced any of the below:

	Owner	Employee
Sending suggestive letters, notes, messages, or emails.	21.00%	9.09%
Using suggestive language.	50.00%	72.73%
Sharing or displaying sexually explicit or suggestive images.	18.42%	22.73%
Telling vulgar jokes or sexual anecdotes.	81.58%	100.00%
Making inappropriate hand or body sexual gestures.	50.00%	77.27%
Staring in a sexually suggestive or offensive manner, or whistling.	47.37%	59.09%
Making sexual comments about appearance, clothing, or body parts.	56.26%	68.18%
Inappropriate touching, including pinching, patting, rubbing, or purposefully brushing up against another person.	60.63%	63.64%
Asking sexual questions, such as queries about someone's sexual history or their sexual orientation.	31.58%	36.36%
Making offensive comments about someone's sexual orientation or gender identity.	42.11%	31.82%
Unwanted comments or teasing about a person's sexual activities.	31.58%	54.55%
Persistent and unwelcome social invitations, or telephone calls or emails, from workmates at work or at home.	18.42%	18.18%

## SELECTED FINAL COMMENTS

I have witnessed or been victim to most of the above in my time... I've been in the industry for years and would say about 15 years it was really bad. I am Married and have one child and are currently pregnant with a second. I have fought hard to make a change in these areas in the businesses I run. pet names are probably the worst that I come across of what anyone would dare try on me now or comments on my pregnant changing body

Hospitality is a woman based society with most owners and workers primarily being women (at least in the case of cafes). I am shocked that you are even giving this topic air! This is not the 70's and we should not be whinging and whining as women about our lot in life as though we are waiting for permission to be successful and happy. We have the same rights and access to education as men...stop encouraging women think they are victims...we are not.

Should not matter what sex you are everyone deserves respect and treated like your mom or dad or your child...

My young female staff have experienced a lot more than I marked above, as recent as last week a new male owner of one of my restaurants I sold, wolf whistled at her as she walked into work! She is too afraid to say anything to him.

All was when I was a young waitress in the 90's/early 2000's. Since being an owner/manager for the last 15 years, no, but I'm in a position of power

In my position as a manager I haven't experienced any of the above behaviours, and I must be very lucky not to have experienced them in my 30+ years in the industry, but I do know that there are others who have not been so fortunate.

Currently I am a sole operator, so most questions do not apply. As a teenager in hospitality I experienced some of the above, but I didn't think much of it and shook my shoulders. On occasion I would go to my male supervisor and told him to go on the floor and I would do the bar as I was getting annoyed with the men in the party touching me. He obliged and we made the swap. I always treated it as water off a ducks back. In all fairness I believe media is making too much fuss about it all

None of the above have happened whilst I have been working for my current employer. These are all previous employment problems during my time in Hospitality. Currently I feel very safe and heard in my current workplace.

When we first opened and I had to deal with many people I could tell that they were very surprised that I was going to be the owner/operator because I was female and gave me the impression that it wasn't going to work. For me there is a feeling out there that men are better and women have to prove themselves. Hope this makes sense, if not I am happy to explain more.

In my opinion for a long time (when I first entered the industry), hospitality has been perceived as a divided industry - strong, angry male chefs and then 'waify', dumb waitress women. Now, particularly in the spotlighted venues, there is some change that has happened - but I think there would be plenty of the old habits coming through in the smaller, less known venues.

I'm lucky to work for a female employer who values me and my family. I have great flexibility and feel extremely valued. I know this isn't always the case and I feel women need more support here.

Ridiculous. Don't work in Hospitality if you can not take a joke. Hospitality is about entertainment and having fun. Enjoy your job or do something else.

Deep seated views/ behaviour from others in the industry/ contractors or guests that there must still be a man in charge. Ageism and sexism/ judgement on hormones regarding being a manager/ directing and having a strong opinion.

Again, in my opinion, like many industries, there is still the underlying sexual 'riff' between men and women - but nowadays there are men and women that understand that that was then...and things are changing. Women are speaking up and men are standing up.