

Topics

Hotels, catering & tourism

VIOLENCE AND STRESS IN WORKPLACES

Phenomena related to violence and stress at work are not specific to any individual sector. They are, however, especially common in customer-receiving services sectors, like in hotels and restaurants. Unexpected situations at the customer interface, including violence and harassment, as well as sector specific issues, such as irregular working hours. Workers or employers in restaurants and hotels are not always well prepared to cope with these kinds of situations, and studies point towards improving the capacity to cope with uncertainty as a key component of reducing stress and violence. The ILO works together with its constituents to improve knowledge on stress-producing elements and ways to reduce them.

Links for further information:

Additional information related to workplace violence and stress in the Hotels; catering; tourism sector:

- Code of Practice on workplace violence in services sectors and measures to combat this phenomenon. Meeting of Experts to Develop a Code of Practice on Violence and Stress at Work in Services: A Threat to Productivity and Decent Work, Geneva, 8-15 October 2003.
- Violence at work in hotels, catering and tourism (pdf, 549k), Sectoral Activities Working Paper, WP.211, Geneva, 2003.
- Hotels; Catering; Tourism – Violence and stress at work. Issues Brief.