

Quick Reference of a Multicultural Mosaic

By Patrick Yearout, Director of Training, Ivar's Restaurants
President-Elect, Council of Hotel and Restaurant Trainers (CHART)

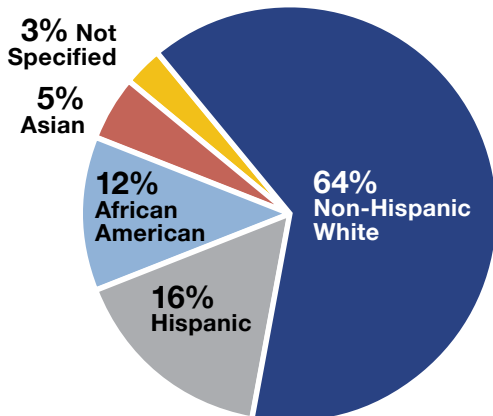
5

The unprecedented number of generations currently in our workforce.

5 sets with different workplace expectations, values, and customer approaches:

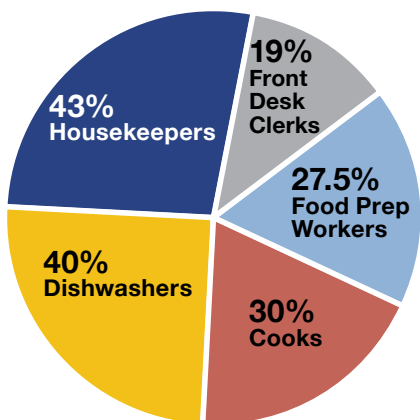
Traditionalists Born 1925–1945	Baby Boomers Born 1946–1964	Generation X Born 1965–1980	Generation Y or Millennials Born 1981–1996	Generation Z Now joining the workforce
1925	1946	1965	1981	1997

United States Labor Force
(Bureau of Labor Statistics, 2012)



36% of the US workforce made up of people of color as of June 2012. That number increases when you focus specifically on hospitality.

Persons of Color in Hospitality Industry



BY THE NUMBERS

22–53% Range of lost productivity caused by workplace conflict according to the University of North Carolina Business School.

25–40% Range of workforce attrition due to poor diversity management (according to the EEOC).

84% Percentage of companies reporting that their diversity programs are at least “somewhat” effective, citing benefits such as a better public image, lower employee turnover, and improved profitability (according to the Society of Human Resource Management).

12.3% Unemployment rate of people with disabilities in the U.S. (4th quarter of 2013). Though much higher than the overall unemployment rate, it is shrinking due to more disabled persons finding jobs and technological advances that help them overcome their disabilities.

15 Multiplier of sales that companies reporting the highest levels of racial diversity brought in on average versus those companies with the lowest levels of racial diversity (according to the American Sociological Association).

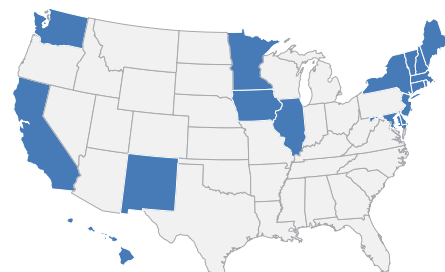
\$60,000–\$250,000 Amount that the average EEO complaint costs.

40,800,000

The estimated number of foreign-born people living in the U.S.

Attention franchised companies!

149% increase in the number of foreign-born small business owners in the U.S. from 1990 to 2010.



17 The number of states in which same-sex marriage is now legal. Diversity training will make the difference between treating all guests and employees with respect versus negative media coverage and costly lawsuits that will certainly result if not properly addressed.



www.chart.org