

## **Are You on the Menu: Sexual Harassment Experiences of Front-of-House Restaurant Workers**

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Still managing in the wake of the COVID pandemic and the "Great Resignation" restaurants and the hospitality industry have seen particularly high rates of turnover and increased difficulty maintaining sufficient staffing numbers. This industry sees the highest rates of sexual harassment claims at work in the U.S.. The reliance on tipping facilitates this form of harassment, leaving organizations responsible for protecting their workers from mistreatment. Experiences of sexual harassment relate to decreased job satisfaction and increased intentions to turnover. This study aims to establish the relationship between sexual harassment experiences at work, existence and enforcement of a sexual harassment policy to protect staff from uncivil customer interactions, managerial and organizational support, and job satisfaction. Specifically we hypothesize that a) increased perceived management support will relate to decreased instances of sexual harassment, b) existence of a protective policy against customers in instances of sexual harassment will relate to decreased instances of sexual harassment, c) lack of such a policy will relate to increased instances of sexual harassment, and d) if existence of a policy is related to increased/decreased instances of sexual harassment, the enforcement of the policy will moderate the relationship such that the relationship is strongest when it is enforced. We plan to recruit N=300 participants and collect data via online survey. Social media (snowball sampling) and recruitment flyers (convenience sampling) around UTC's campus will be used to recruit participants. Past studies indicate a small to medium effect size of organizational support on experiences of harassment. A nominal by continuous interaction will be used to analyze the data. We aim to provide some broad recommendations for organizations to improve protection of their staff from experiences of customer incivility.