

**SERVING THE NEW ECONOMY:
CRITICAL PERSPECTIVES ON HOSPITALITY AND TOURISM WORK**

**A CRWS Workshop
October 13-14, 2006
Ramada Hotel and Suites Downtown, 300 Jarvis St., Toronto, Ontario, Canada
Preliminary Program**

Friday, October 13, 2006

<i>TIME</i>	<i>ACTIVITY</i>
<i>12-12:30pm</i>	<i>Registration</i>
<i>12:30-1:30pm</i>	<i>Lunch - Opening Remarks and Key Note Speaker (tba)</i>
<i>1:30-3:30pm</i>	<p><i>Panel 1 – Restructuring Hospitality and Tourism Work: Cross Sectoral Perspectives</i></p> <p>Jill Jones and Susan Chandler, University of Nevada, Reno <i>Surveillance and Regulation in Casino’s: Control of Women’s Bodies in Hospitality/Tourism Work</i></p> <p>Ross A. Klein, Memorial University of Newfoundland <i>Paradise Lost at Sea: Cruise Ship Workers as Commodity</i></p> <p>Simon Milne, NZTRI - Auckland University of Technology <i>Employee and Employer Perspectives on Work and Productivity in New Zealand’s Accommodation and Restaurant Sectors</i></p> <p>Vivian Shalla, University of Guelph <i>Changing Gait in the Service Economy: The Degradation of Airline-Industry Front Line Work</i></p>
<i>3:30-3:45pm</i>	<i>Refreshment Break</i>
<i>3:45-5:15pm</i>	<i>Break-Out Discussion Group - Researching Hospitality Work: Issues and Methods</i>

Saturday, October 14, 2006

<i>TIME</i>	<i>ACTIVITY</i>
8:30-9:00am	<i>Continental Breakfast.</i>
9:00-10:30am	<p><i>Panel 2 – Marginalization and Hospitality Workers</i></p> <p>Anna Pollert, WLRI - London Metropolitan University <i>Problems of Hotel and Catering Workers Routes Redress in Britain</i></p> <p>Paul Watt, Buckinghamshire Chilterns University College <i>‘For me doing the housekeeping, you don’t do this job for the whole of your entire life’: Work-life Histories, Mobility Prospects and Intersecting Divisions of Labour at a Downtown Toronto Hotel</i></p> <p>Tessa Wright, WLRI - London Metropolitan University <i>The Problems and Experiences of Ethnic Minority and Migrant Workers in the Hotels and Restaurants in England</i></p>
10:30-10:45am	<i>Refreshment Break</i>
10:45-12:15pm	<p><i>Panel 3 – Hospitality Workers’s Capital</i></p> <p>Yvonne Guerrier, Roehampton University <i>Hospitality work and social capital</i></p> <p>Rachel Sherman , Yale University <i>Class Relations in Luxury Hotels</i></p> <p>Daniel Levinson Wilk, New York Historical Society <i>Behind the Scenes at the Waldorf and the Algonquin</i></p>
12:15-1:15pm	<i>Lunch</i>
1:15-3:15pm	<p><i>Panel 4 - Labour and the Regulation of Hospitality Work</i></p> <p>Yara Evans, Jane Wills, Kavita Datta, Joanna Herbert, Cathy McIlwayne, and Jon May, Queen Mary University of London <i>Migrant Division of Labour in London’s Hospitality Sector</i></p> <p>Judy Haiven, St Mary’s University <i>Tips – a look at regulation and policy implications</i></p> <p>Steven Tufts, Trent University, Mark Thomas and Norene Pupo, York University <i>Labour Market Adjustment in the Hospitality Sector</i></p> <p>Dan Zuberi, University of British Columbia <i>Organizing for Better Working Conditions and Wages: The UNITE-HERE! Hotel Workers Rising Campaign</i></p>
3:15-4:00pm	<i>Closing Remarks</i>