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## The "I" in D.E.I. (Part II)

### Why is it important to be a more inclusive leader?

In our last newsletter, we began to explore the "I" in D.E.I. We defined Inclusion and shared the need for more Inclusive Leaders. Now, let's explore how to become a more inclusive leader.

An inclusive approach to leadership requires being intentional by creating a supportive, welcoming environment for both diverse staff and guests. Consider implementing the following:

1. Teamwork and employee participation, permitting the representation of diverse groups and employee perspectives.
2. Fostering respectful communication and cooperation between all employees.
3. Developing an awareness of potential bias and how that might hinder our ability to be inclusive and collaborative.
4. Engaging in intentional actions that drive diversity, equity, inclusion, and belonging.
5. Work/life balance through flexible work schedules to accommodate employees' varying needs.
6. Employer and employee contributions to diverse communities that promote a greater understanding and respect for diversity.

According to the Boston Consulting Group, in both restaurants and hospitality as a whole — reports indicate that **diverse management teams bring in an average of 19% more revenue**, so that success includes everyone, reaching all the way from front-of-house to the bottom line.

**Why Diversity and Inclusion  
are vital in the hospitality  
industry with Michelle**

[Russen....\(click to read the conversation\)](#)



## Diversity Committee Updates

Back in July, we sent out the second edition of our new newsletter to 2,350 unique recipients, of which, 880 were opened, which resulted in a **37.5%** open rate!

This month, CFHLA featured a luncheon presentation on "**The Power of an Inclusive Mindset**" by Sylvia Gonner, CAE of The Culture Wiz, as well as several updates from CFHLA Diversity Committee Co-Chair Tekoa Pouerie.



*(Left) Sylvia Gonner, CAE of The Culture Wiz and (Right) Diversity Committee Co-Chair Tekoa Pouerie address the attendees at the November 3rd Membership Luncheon*

These updates included the Diversity Committee's three main areas of focus:

- **the creation of a listening circles tool kit, that can be utilized for our Lodging and Allied Members**
- **establishing more outreach opportunities and new partnerships with our local high school students**
- **and launching a new hospitality leadership mentoring program**

Through the new leadership mentoring program, we've created unique opportunities for our mid-level managers to be mentored and help develop them into the future hospitality

leaders of tomorrow.

Click on the video below to hear some of their success stories.



## Industry Spotlight



**Adam Abraibesh**

Adam Abraibesh is the Director of Human Resources of the Hyatt Regency Orlando Airport.

Adam took the initiative to create a more inclusive work environment and the onboarding process across Hyatt. Adam reached out to his corporate team, requesting that M.E.N.A (Middle East North Africa) be added to the race/nationality section of new-hire paperwork. The suggestion was well received and was then implemented company-wide. This also led to

the creation of a M.E.N.A at Hyatt internal group. Thank you Adam, for taking the time to share your story with the CFHLA Diversity Committee this summer and **check out the video below!**



### Diversity Committee in Action:



As CFHLA continues to grow the newly formed High School Outreach program, members of the staff and committee had the opportunity to meet with the instructors from the **Wekiva High**

**School's Culinary Magnet Program** and **Oak Ridge High School's Hospitality Magnet Program**. We are excited to continue to grow these new partnership opportunities and help support our future workforce.

Also, thank you to **Sheraton Vistana Villages** for generously donating dress pants and uniforms to the students at the Oak Ridge High School Hospitality Magnet Program!



## Get Involved

**We need your voice!**

**Consider attending one of our upcoming CFHLA Diversity Committee meetings:**

Monday, November 14, 2022 – 1:00 pm at the CFHLA Office

For additional information regarding the CFHLA Diversity Committee and subcommittees, [CLICK HERE](#), or please contact **Melanie Anesh**, at [melanie.anesh@cfhla.org](mailto:melanie.anesh@cfhla.org).

### A Message from our President/CEO

“On Behalf of the CFHLA Board of Directors, I wholeheartedly endorse the outstanding presentation abilities of our Allied Member Tekoa Puerie, relating to the difficult topics of America's cultural bias and social injustices. Ms. Puerie has consistently challenged myself and our members to rethink the topic and to take appropriate individual and organizational actions.”

Robert Agrusa  
President | CEO Central Florida Hotel & Lodging Association

## Thank you to our Newsletter Sponsor, Tekoa Puerie!

Want to learn more about bias? Need support navigating this conversation?

Please contact **Tekoa Puerie** at [www.tekoapuerie.com](http://www.tekoapuerie.com) or (407) 602-8189.

Tekoa Puerie is a subject matter expert on explicit and implicit bias who has trained over 10,000 individuals throughout the U.S. and abroad. Most



recently, Tekoa has both consulted and provided training for the CFHLA Board of Directors and is actively involved within the association.

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