On behalf of the Ministry of Tourism of the Dominican Republic (MITUR) we would like to extend our greetings and express our enthusiasm for being part of Centre Stage together with the national tourism administrations of Costa Rica, Mexico and Jordan, in addition to all the entities of the private sector and civil society organizations that are part of this project.

In our country, tourism represents 15% of the gross domestic product and provides more than 800,000 jobs directly and indirectly. The COVID-19 pandemic has generated a crisis with an unprecedented loss of employment that in the Dominican Republic we have confronted by addressing the impact not only to businesses but mostly to people. Thanks to the efforts of the sector, tourism has started to show significant signs of recovery with levels of growth prior to the pandemic during 2021.

According to figures from MITUR, in December around 300,000 jobs were assured as a result of the ‘Recovery Plan for Responsible Tourism in the Dominican Republic’. In addition, initiatives such as Centre Stage encourage to also consider the necessary advances in terms of equality, thus guaranteeing a balanced recovery for women and men working in the sector.

As a result, in the Dominican Republic we look to the future with hope and expect that this 2022 will be the year of the recovery of a more responsible and fair tourism, both within and beyond our borders.

Jacqueline Mora
Technical Vice Minister of the Ministry of Tourism of the Dominican Republic.

SDG 1, 4, 8, 5, 9, 16 y 17
Success story: Batool Masadeh, graduated from AAUC in Jordan

My name is Batool Masadeh, I first entered the hospitality industry in 2012 when I started studying at Ammon Applied University College, in Jordan. After studying for a couple of years I got a job as a waitress at the InterContinental Hotel. I integrated all the skills and knowledge from my courses to become a Guest Relations Officer in just 7 months. In less than a year, I was the interim supervisor for the Executive Lounge Meeting, serving travellers from all over the world.

When I graduated, I officially became the supervisor and after a year I was given the opportunity to get a new position at Rotana Corporation as an assistant manager.

In just six years, I got promoted numerous times within the hospitality industry, which is considered one of the most challenging industries in Jordan. The real success for me was being able to grow professionally and stand out in what was once a male-dominated industry in Jordan, where it used to be considered inappropriate for women to work, let alone be managers.

During COVID-19, the front desk manager trained me to become more involved in front desk operations through problem solving, leadership, and being more active in managing quarantined guests and implementing new standards related to COVID-19.

In my case, education played a big role in breaking the so-called 'glass ceiling' in the hospitality industry. I hope that stories like mine inspire other young women to choose to grow within this industry.

Find out more about AAUC and its work for equality in Jordan tourism at this [link].
Center Stage at FITUR 2022

The Centre Stage team met in-person some of the participating businesses of the project at the International Tourism Fair (FITUR) that took place in Madrid between January 19 and 23. During these meetings, impressions and doubts were exchanged about the project, as well as the situation of the different entities in relation to the COVID-19 recovery.

We thank Travel Excellence, Dakkak Tours and Hodelpa Hotels for their commitment to the project, and look forward to have the opportunity to meet the rest of the participants very soon.

The Training of Trainers continues to promote equality in tourism

During January, participants from the public and private sectors have received training to become trainers of equality in tourism in Costa Rica and Mexico.

The training provided specific tools to the participants, who have committed to train 20 more people in their organizations and other entities before November 2022.

UNWTO will provide all participants who completed the training with a certificate and the necessary materials to deliver the course ‘women empowerment in tourism’ along the year.

Next month, this exercise will be replicated in Jordan and the Dominican Republic during the week of February 14.
Tourism & women's rights

Do you know what are the international rights applicable to women working in Tourism?

The UNWTO reports ‘Global Report on Women in Tourism’ and ‘Regional Report on Women in Tourism in the Middle East’ list the different applicable conventions.

In particular, it is important to know the following international legal instruments:

- Discrimination (Employment and Occupation) Convention, 1958 (No. 111);
- Equal Remuneration Convention, 1951 (No. 100);
- Workers with Family Responsibilities Convention, 1981 (No. 156);
- Maternity Convention Convention, 2000 (No. 183);
- Violence and Harassment Convention, 2019 (No. 190);
- Declaration on the Elimination of Violence against Women and
- Beijing Declaration (1995)

The ratification of these legal instruments and the inclusion of these obligations in the national legal frameworks are essential to advance towards equality in tourism.

PARTICIPANTS' PROGRESS

The Centre Stage’s website now includes the progress section

Now the website shows the progress of all the participants, including the public and private sectors and associations. Throughout the year, the advances made by all the participants will be updated through the monthly 5-minute questionnaire.
We encourage you to continue submitting your advances each month to reflect your progress. This month, the entities that have obtained the highest score are the Ministry of Tourism of the Dominican Republic (public sector), Ecole Travel (private sector) and Ammon Applied University (associations).

Congratulations!

Upcoming events

- **Train the Trainers (online)**
  - Dominican Republic (Spanish) /Jordan (Arabic): 14 – 18 February

- **Rapid Gender Assessment – Capacity building for the public sector (online)**
  - February 2022 (Date TBC)

- **On-site workshop in Jordan**
  - March 2022 (Date TBC)

- **Launch of Gender Mainstreaming Guidelines for the private and public sectors**
  - February 1st 2022

Centre Stage on social media:

The #CentreStage project continues in 2022 to ensure women have a chance to shape their future in tourism.

Through a training for trainers, each participant will be equipped to train 20+ people at their workplace.

Follow UNWTO on Twitter, Facebook, Instagram and LinkedIn

#buildbackbettertourism

#womenempowerment

#genderequality
The World Tourism Organization (UNWTO), a United Nations specialized agency, is the leading international organization with the decisive and central role in promoting the development of responsible, sustainable and universally accessible tourism. It serves as a global forum for tourism policy issues and a practical source of tourism know-how. Its membership includes 159 countries, 6 territories, 2 permanent observers and over 500 Affiliate Members.

Follow us on Facebook, Twitter, Instagram, YouTube, LinkedIn and Flickr.

C/ Poeta Joan Maragall 42
Madrid, 28020
Spain

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