

RELIGIOUS ACCOMMODATION

THE CLASH BETWEEN FAITH AND WORKPLACE NEEDS

Ted Rogers Leadership Centre

You are the hotel supervisor at Lux Hotel & Spa Toronto. You are responsible for coordinating and supervising front desk staff.

Recently many of your Muslim front office staff have begun asking for Friday afternoons off to attend prayers. Approximately 30% of your front office staff are Muslim. This has started to cause a major issue for guest service as check-ins are heavy on Friday afternoon. You've also noticed more and more staff are now beginning to ask for this time off and non-Muslim staff are starting to get very upset as many of them would also like to take some time off on Friday but can no longer do so because of the staff shortage.

How do you manage this? Note: under the law an employer is required to accommodate a sincerely held belief, such as a religious belief.

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The Twist

You have been made aware that there is now an on-going feud between Muslim employees and others. This is creating a poisonous work environment marked by ill-will, a lack of teamwork, animosity towards management, and a rise in guest service complaints. What steps do you need to take to resolve this issue?

Keywords: employee relations, organizational development, diversity