

# **EXPLORING THE USE OF EMOTIONAL LABOUR IN MANAGING DIVERSE WORKFORCES IN INTERNATIONAL HOTELS AND RESORTS IN MACAU**

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Workforce diversity is an important topic in the business management literature. A better understanding of this area is beneficial to organisations in terms of employee performance, employee innovation, problem-solving, as well as organisational performance and organisational image. In the hospitality industry, it is particularly significant since recruiting employees with diverse backgrounds can provide better service to the most important stakeholder – guests. However, if it is not managed properly, negative consequences may occur. Therefore, the ability to manage workforce diversity is particularly important for managers in hotels and resorts. Past studies identified that managers tend to adopt different emotional labour strategies and employ varied emotions when dealing with employees. Thus, this study seeks to explore the use of emotional labour in managing diverse workforces in international hotels and resorts in Macau.

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