



**CULINARY
WORKERS UNION**
LOCAL 226
UNITEHERE!

OCTOBER 2023

**ONE JOB
SHOULD BE
ENOUGH**

THE HUMAN COST OF HIGH HOTEL PROFITS:

**A SURVEY OF LAS VEGAS
GUEST ROOM ATTENDANTS**





2023 CONTRACT NEGOTIATIONS -

Culinary and Bartenders Unions are negotiating a new 5-year contract with the following casino resorts on the Las Vegas Strip where contracts at 18 properties are expired:

***MGM Resorts International:** Aria, Bellagio, Excalibur, Luxor, Mandalay Bay (including Delano), MGM Grand, New York-New York, and Park MGM (including NoMad).

***Caesars Entertainment Corporation:** Caesars Forum, Caesars Palace (including Nobu), Flamingo, Harrah's, Horseshoe, Paris, Planet Hollywood, The Cromwell, and The Linq.

***Wynn Resorts** (including Encore).

Culinary and Bartenders Unions are also negotiating a new 5-year contract with the following 24 casino-resort companies that are still under a contract extension:

***Las Vegas Strip:** Circus Circus, Four Seasons, Hilton Grand Vacations, Mirage, Rio, Sahara Las Vegas, Strat, Treasure Island, Tropicana, Trump Hotel Las Vegas, Virgin Hotels, Waldorf Astoria, and Westgate.

***Downtown Las Vegas:** Binion's, Circa, Downtown Grand, El Cortez, Four Queens, Fremont, Golden Gate, Golden Nugget, Main Street, The D Casino, and Plaza.

2023 CONTRACT PROPOSALS -

In the 2023 negotiations, the Culinary and Bartenders Unions have proposed new 5-year contract language to provide greater measure of security for workers including:

***Winning the largest wage increases ever negotiated** in the history of the Culinary Union.

*Reducing workload and steep housekeeping room quotas, **mandating daily room cleaning**, and establishing the right for guest room attendants to securely work in set areas.

*Providing the **best on-the-job safety protections** for all classifications, including safety committees, expanding the use of safety buttons to more workers, penalties if safety buttons don't work, enforcing mandatory room checks for employee and public safety, and tracking sexual harassment, assault, and criminal behavior by customers.

***Strengthening existing technology protections** to guarantee advanced notification when new technology is introduced which would impact jobs, require training for new jobs created by technology, health care and severance pay for workers who are laid off because of new technology, the right to privacy from tracking technology introduced by companies, consent in third-party data sharing workers have generated through their work, right to bargain over technology that tracks location of employees or messaging between workers, and putting the human back into HR.

***Extending recall rights** so that workers have more job security and have the right to return to their jobs in the event of another pandemic or economic crisis.

*Making clear that the no-strike clause does not prevent the Culinary Union from taking action, including **strikes, against non-union restaurants on the casino property**, and gives casino workers the right to respect picket lines.



2023 STRIKE VOTE -

Members of the **Culinary and Bartenders Unions** have voted by **95% to authorize a Citywide Strike** after tens of thousands of hospitality workers packed the Thomas and Mack Center on campus at the University of Nevada - Las Vegas on September 26, 2023 to cast their votes.

The Culinary Union is now authorized to call for a strike at any date or time at 18 casino resorts on the Las Vegas Strip between the largest employers MGM Resorts, Caesars Entertainment Corporation, and Wynn/Encore Resorts.



Terms and conditions of an expired collective bargaining agreement largely remain in effect, including wages, benefits, and job security protections, but the no-strike provisions are no longer in effect which will set the stage for workers to go on strike after a successful strike authorization, and if the Culinary and Bartender Unions and employers do not come to an agreement before a strike deadline.

Culinary Union represents 60,000 hospitality workers in Nevada. 53,000 are based in Las Vegas and are in active negotiations with casino/hotel employers for a new 5-year contract. **40,000 workers employed at MGM Resorts, Caesars Entertainment, and Wynn/Encore Resorts are working under an expired contract and are at risk of a major labor dispute.**

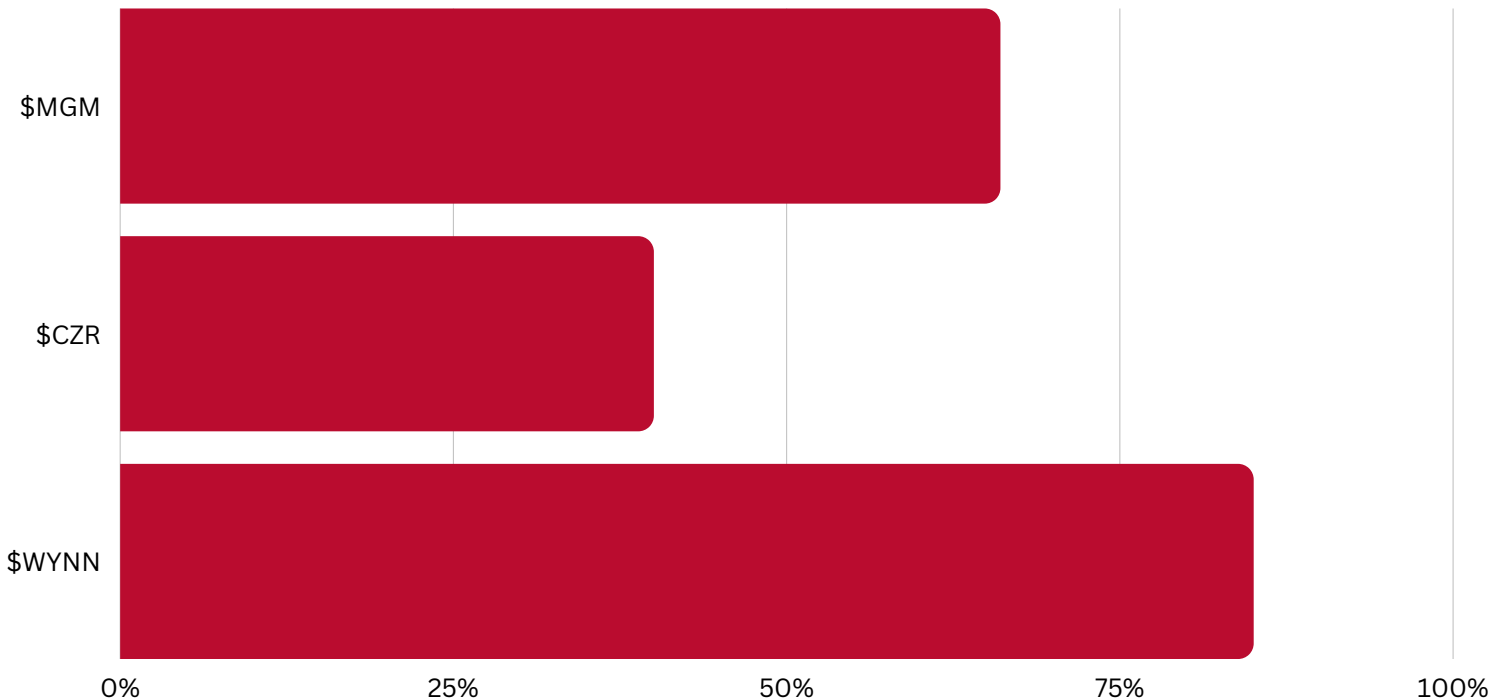


LAS VEGAS CASINO RESORTS ARE MAKING RECORD PROFITS -

Resort hotels on the Las Vegas Strip have seen robust growth since they re-opened after the COVID-19 pandemic shut-down in March 2020.

The major resort operators MGM Resorts International, Caesars Entertainment Corporation, and Wynn Resorts have seen their operating profits in Las Vegas reach record levels:

■ EBITDAR Growth, 1H2023 vs. 1H2019 (Source: Company filings with SEC)

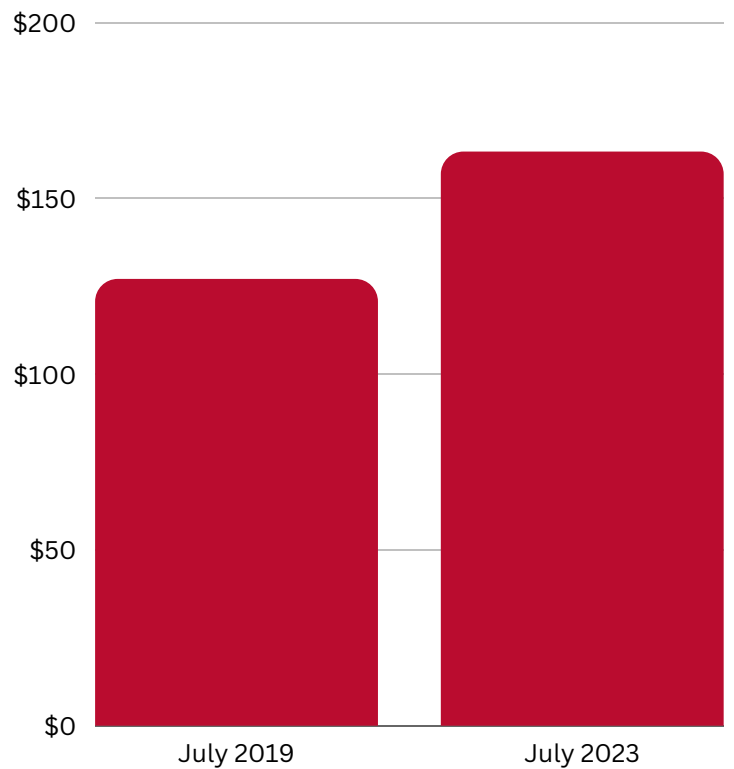


ROOM RATES IN LAS VEGAS HAVE INCREASED SUBSTANTIALLY -

Resort hotels on the Las Vegas Strip have seen robust growth since they re-opened after the COVID-19 pandemic shut-down in March 2020.

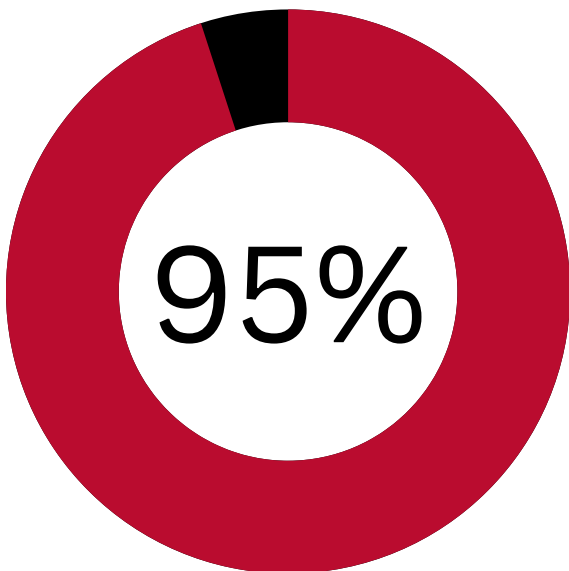
The major resort operators MGM Resorts International, Caesars Entertainment Corporation, and Wynn Resorts have seen their operating profits in Las Vegas reach record levels.

In Las Vegas, room rates have increased 29% from 2019 to 2023.



Source: LVCVA Southern Nevada Tourism Indicators.

WEEKEND ROOM RATES ARE 95% HIGHER -



According to a Wall Street analysis, in the first week of October, 2023, midweek room rates are 69% higher and **weekend room rates are 95% higher** compared to the same period in 2019.

Source: J.P. Morgan, North America Equity Research, "Gaming: LV Strip Room Rate Survey: Week of 10/1-10/7, 4Q23TD, 4Q23E Rates +19%, +19%, -1% Vs. 2022; Vs. 2019, +80%, +80%, +69%", 9/11/2023.

HIGHER REVENUES + LOWER STAFFING LEVELS = RECORD PROFIT MARGINS FOR LAS VEGAS CASINO RESORTS -

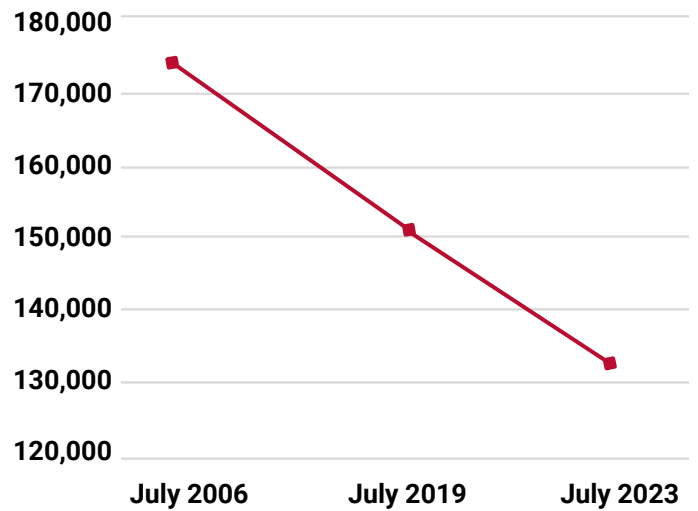
The number of jobs in the Las Vegas resort industry has decreased 11% from July 2019 to July 2023 – from 150,900 to 134,100 -- in spite of these record-breaking financial results.

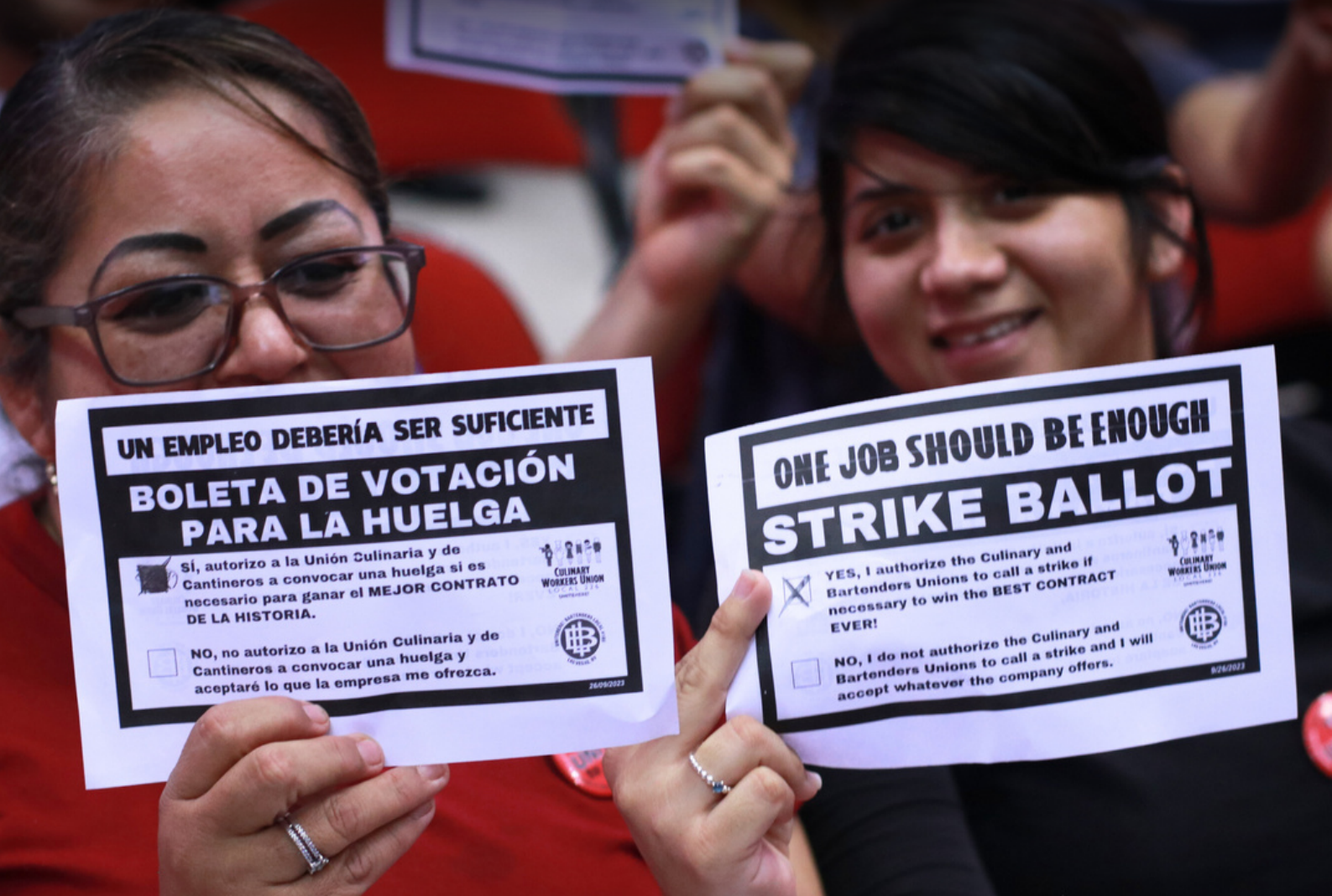
For the gaming resorts on the Las Vegas Strip, hotel revenue per hotel worker increased 20.8% from FY2019 to FY2022.

Higher revenues and lower staffing levels have contributed to record-high profit margins for Las Vegas casino resorts.

Source: BLS, CES Industry employment, in Las Vegas Casinos Hotels. Financial statements of gaming licensees with gaming revenue of \$1 million and over in Nevada Gaming Abstracts, FY 2019 and FY2022.

CASINO HOTEL EMPLOYMENT IN LAS VEGAS





LAS VEGAS GUEST ROOM ATTENDANTS ARE THE REASON RESORT HOTELS HAVE RECORD PROFITS, THEY ARE ALSO BEING LEFT BEHIND -

In March 2023, the Culinary Union held meetings with shop stewards in housekeeping departments across Las Vegas Strip casino resorts.

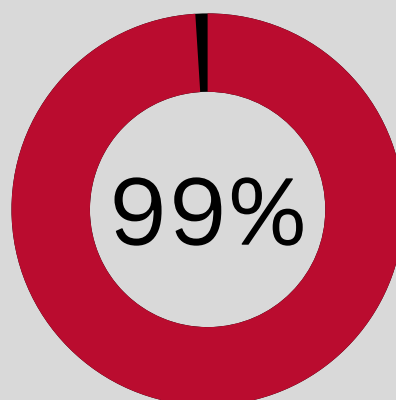
Culinary Union members expressed a wide range of concerns about their working conditions, including workload and general disorganization by management.

SURVEY: From April 2023 - August 2023, the Culinary Union conducted a **comprehensive survey of 1,846 guest room attendants** working in Las Vegas Strip properties operated by MGM Resorts International, Caesars Entertainment Corporation, and Wynn Resorts.

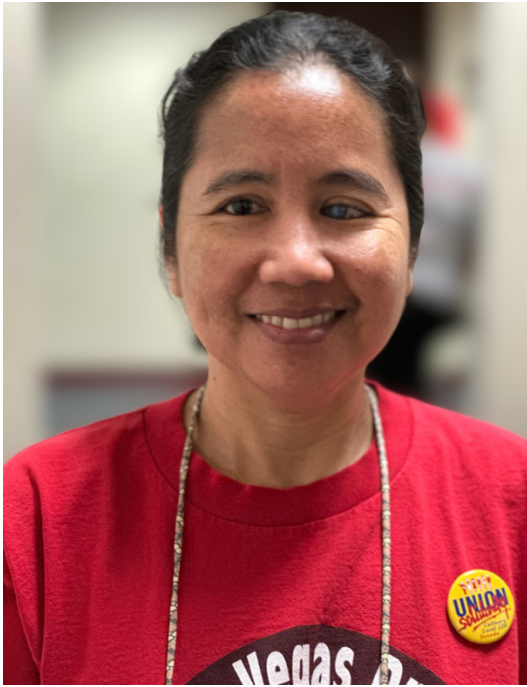
EXCESSIVE WORKLOAD:

Guest room attendants have been asked to do work traditionally done by housepersons, such as stripping heavy bed linens and removing trash.

66% (of those surveyed) said they have been asked to do houseperson's work.



Among respondents in any hotel, **99% of guest room attendants said check-out rooms take longer to clean.**



ELENA NEWMAN GUEST ROOM ATTENDANT

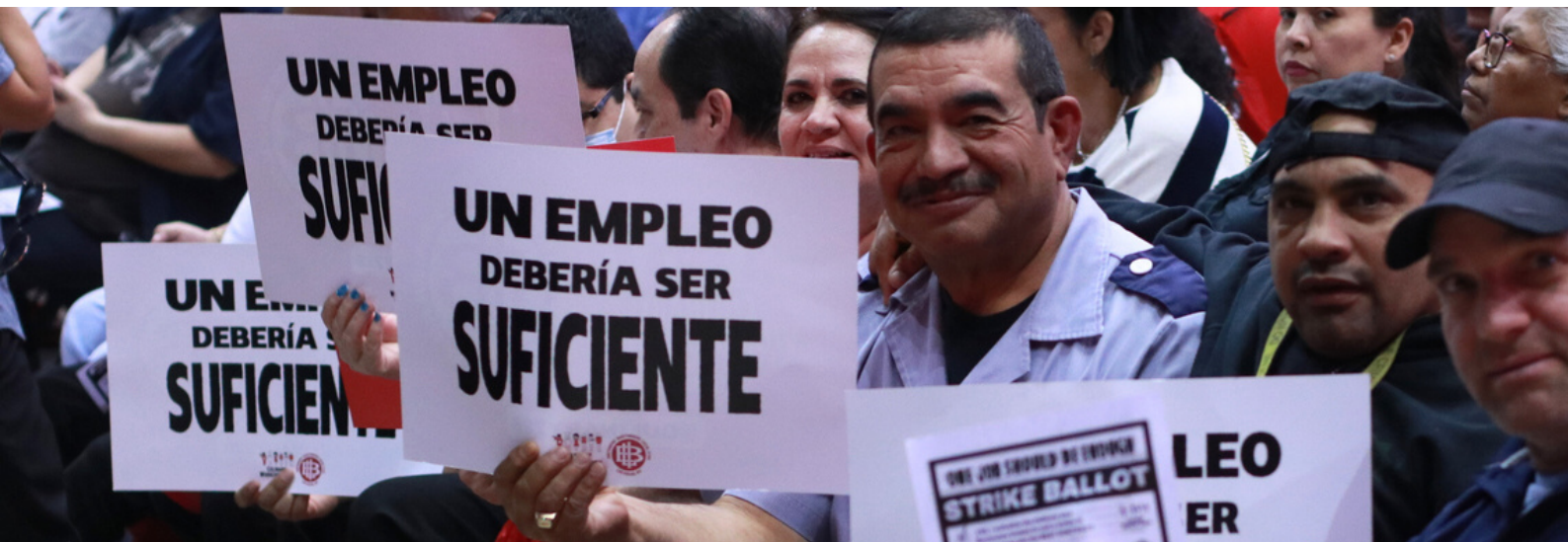
"I want to clean guest rooms every day.

When rooms are not cleaned daily, there is excessive work. There is soap scum built up in the bathroom, lots of trash in the room, and it takes a lot longer to clean and vacuum the rooms.

It gives me a lot of stress because I get behind on my work. When we aren't able to complete our workload we can get disciplined.

When you get stressed it feels like your body aches which can create sickness.

Guest room attendants deserve a fair workload."



RAWANDA ROGERS GUEST ROOM ATTENDANT

I work overnights from 6pm to 2am and I'm alone on the hotel room floors every shift.

Recently, while I was working, a man forced his way into a room I was cleaning. I called security, but it took over 30 minutes before a security guard responded to me.

I work on average 4 to 5 different hotel room floors and I almost never see security while on the floors of these huge casino towers.

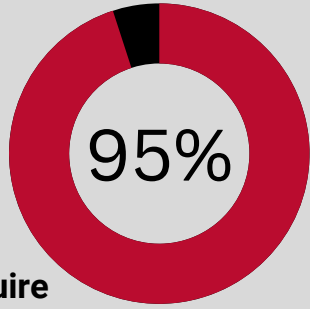
If things don't change, I believe I will lose a lot of co-workers who won't want to work in this position anymore because of the high risk of injury or assault.

That means that for those of us still working, our workload will increase because there will be a shortage of guest room attendants, which will lead to more unsafe and challenging working conditions.



CHALLENGING WORKING CONDITIONS -

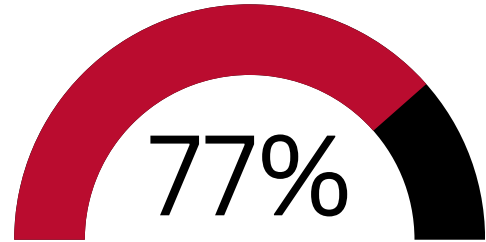
95% of guest room attendants have traveled to a guest room, outside of their set work area, only to find out that the room didn't require service.



Wasted trips with a heavy cart are labor-intensive and take time away from much-needed rest or lunch breaks.

79% reported the employer did not provide a credit-reduction in their daily room quota due to excessive and wasted travel.

COMPANY CLAIM: While lobbying to remove a previously existing daily room cleaning requirement under state law, an MGM representative testified that "43 percent of overnight guests in the last 12 months placed 'do not disturb' signs on their doors, declining daily housekeeping."



FACT: 77% of guest room attendants surveyed reported that they have had to decline in-person requests from guests to clean their rooms because they could not clean rooms, which were not initially assigned to them by hotel/casino management.



MARIA LUISA MARTINEZ, GUEST ROOM ATTENDANT

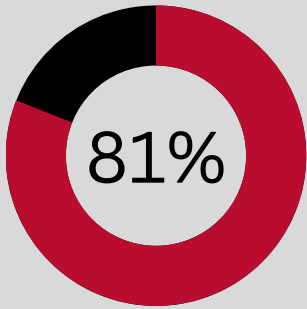
"After the pandemic, my job as a guest room attendant has changed a lot. Now, the company rarely has me clean occupied rooms daily.

Instead, they usually assign me clean checkout rooms, which require more deep cleaning since a guest is checking out after their stay.

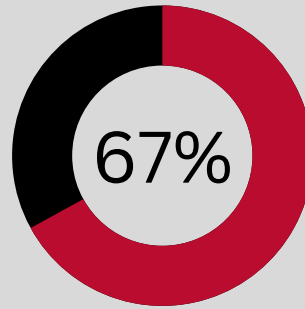
I am constantly being sent to different hotel room floors just so I have enough checkout rooms to clean every shift. All that moving from floor to floor is hard on my body and I'm so tired everyday.

Housekeeping is very difficult job and only doing checkouts makes it even harder. Some ladies cry at the end of their shifts because of how much pain they are in.

Guest room attendants in Nevada need help because our workloads are too much for anybody."



81% felt hotel did not do enough to make sure employee elevators were functional at all times.



67% reported that management did not provide adequate cleaning supplies and equipment.

XOCHITL MENDEZ, GUEST ROOM ATTENDANT



Once, a guest attacked me. He opened the door and was very angry because his room had not received any service in days, and he grabbed some magazines and threw them at me, hitting my body. He also yelled at me and insulted me like it was my fault.

I'm scared to go to work every day, knowing I might be attacked again. Daily room cleaning is a safety issue.

Every day we hear stories of other coworkers being attacked and we fear that one day, it won't be just a story of a guest yelling at workers, but workers losing their lives because of angry customers.

Our jobs are getting more dangerous every day. I've been in this industry for 22 years, and it has changed.

We need daily room cleaning."



HUMAN COST OF INCREASED WORKLOAD: PAIN & INJURY -



88% of guest room attendants reported having pain or discomfort while working.



57% have been seen by a doctor for work-related pain or injury.



15% of guest room attendants have had surgery related to injury or pain from work.

ELIZABETH RENTERIA GUEST ROOM ATTENDANT

"As a working mom, daily room cleaning is important so that I can have the strength to go home to my family, make dinner, and be with my kids.

After my shift most days, my entire body is in pain and I have to take pain medication daily.

There was a situation where a guest was aggressive with me because he wanted me to clean the room, but I wasn't assigned to it. When I reported it to the company, they ended up having me clean the room anyway. It would be less stressful to have automatic daily room cleaning.

On the days where I only clean checkout rooms, my back and arms hurt. Because I'm going as fast as I can, I am worried that I'll slip and fall or get hurt trying to keep up with the workload."



HUMAN COST OF INCREASED WORKLOAD: FAMILY SACRIFICES



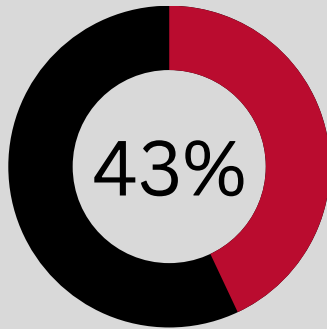
GABRIELA AUSTED GUEST ROOM ATTENDANT

"When rooms are not getting daily service, all the work piles up and it becomes more difficult.

When we aren't cleaning rooms daily we don't have a good mix of stayovers and checkouts. Check out rooms require heavy duty cleaning. That's a lot of work.

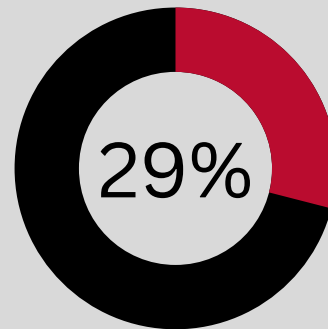
We aren't able to complete all the rooms assigned every day and our bodies are in constant pain from the heavy workload that we have.

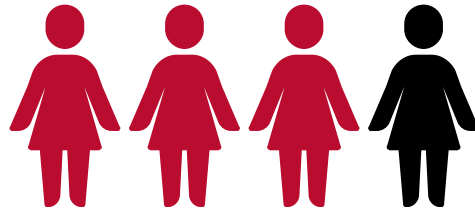
When I get off from work, I don't have the strength to spend time with my family. I have grandchildren and I can't even enjoy them because I'm always exhausted."



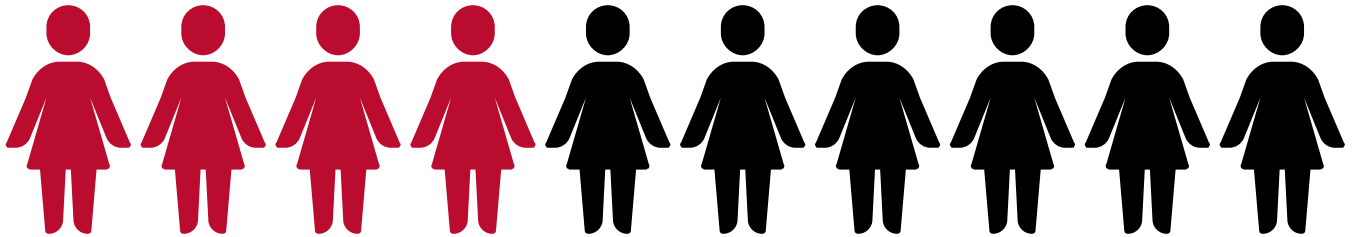
43% of guest room attendants surveyed reported having to miss family time or events due to mandatory overtime.

29% of all guest room attendants surveyed reported having to miss work due to childcare issues.





3 out of 4 guest room attendants regularly take pain medication.



4 out of 10 guest room attendants have had to undergo physical therapy due to work-related pain or injury.

September 28, 2023

By: Chabeli Carrazana (Economy Reporter)

THE **19th***

**THEY LOST THE MOST JOBS IN THE PANDEMIC.
NOW LATINAS ARE BACK AT WORK IN HISTORIC NUMBERS**

It's a remarkable recovery for Latinas after the worst period of unemployment ever experienced by any group of women, but does it mean they're prospering?

"Since the pandemic, [Maria] Bedolla's workload at the casino has grown as hotels have changed their policies so that rooms are no longer cleaned every day. Before, she'd clean 15 rooms in a day on the same floor.

Now, she has to schlep across the entire casino to meet her 15-room quota, often encountering rooms that are filthy after days without housekeeping service. It has amplified the physical labor of her job.

The back pain starts earlier. She may take two extra strength Tylenol with her lunch now. And when she gets home every night, she'll take a shower and swallow two or three Advil to alleviate the pain, sometimes wishing her teenagers won't ask her to make dinner.

Going on strike, she said, is her last hope in an effort to cling to a job she's held for two decades, one that has sustained six children.

"We can't continue like this," said Bedolla, 52. "We want our jobs, we want our benefits, but we also want to have a job where we don't have to leave every day taking pills."



FULL NEWS ARTICLE:

<https://19thnews.org/2023/09/latinas-jobs-outlook-workforce-historic-numbers>



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