

## Anticipation Guide: Cultural Diversity in the Workforce (Key)

Prior to the start of this lesson, place a check mark by each statement you THINK is true. At the conclusion of the lesson reread each statement and place a check mark by each statement you KNOW is true. Provide information that PROVES other statements are not true. You may use the back of this sheet if additional space is needed.

Knowledge before the lesson	Statements	Knowledge after lesson
	1. Culture is the behaviors, beliefs, opinions and feelings of a particular social, ethnic or age group.	✓
	2. Cultural diversity refers to people from Europe.	Cultural diversity refers to differences among people because of their racial or ethnic backgrounds, language, dress and traditions.
	3. Travelers represent a diverse group.	✓
	4. Travel and tourism industry employees are all the same.	Employees in the travel and tourism industry come from many different countries and vary in abilities, interests, languages, education and religions.
	5. To be successful on the job, teamwork is essential.	✓
	6. Discrimination is an unfair feeling of dislike for a person or group because of race, sex, religion or gender	Prejudice is an unfair feeling of dislike for a person or group because of race, sex, religion or gender.
	7. EEOC stands for Equal Office of Customs	Equal Employment Opportunity Commission
	8. It is illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.	✓