

ABSTRACT

Hospitality industry comprise of high level of stressful and frantic situations on daily basis. Due to that, hospitality employees are mostly tensed and stressed-out, which result in atypical behavioral traits. Out of these atypical behaviors prevailing in hospitality employees' alcohol and substance abuse has the highest standing. Evidently, this addiction is not limited to one set of employees in the hospitality industry. Every party from management to lowest level of employees are affected by this matter. Which is more common among hoteliers. Although this is an extremely critical issue that had been impacting hospitality employees for a longer period of time no effective action or considerable attention given. Hence, hospitality employees are engaged in a constant struggle with alcohol, tobacco and substance abuse worldwide. Accordingly, this study gathered and evaluated relevant data to full fill the main objective – to identify the impact of alcohol tobacco and substance abuse on the lives of hospitality employees in Sri Lanka. Primary data for this study were gathered by holding semi structured interviews among employees in randomly selected five, 3–5-star category hotels in Colombo area. As per the study most hospitality employees are affected and mostly impacted department was food and beverages. In order to have a vivid understating this study was conducted according to mix method and the quantitative analysis was executed with the aid of CAGE screening method while Qualitative analysis was carried out using content analysis method. As the study revealed alcohol, tobacco and substance have an immense yet diverse impact on hospitality employees' health, safety, personal relationships as well as work life and future career development. Hence several suggestions have been presented from this study to effectively control the matter. Which are namely, to use effective and well documented alcohol, tobacco and substance abuse policies, to be mindful of the behavioral changes in employees also to conduct AOD programs and interventions. Hopefully, these recommendations and the overall study expects have positive impact on the future of hospitality industry.

Keywords - Alcohol, Tobacco, Substance abuse, hospitality employees, Addiction