



Dear friends,

Florida Atlantic University (FAU) has been approved by their Institutional Review Board to do research on COVID-19 and its impacts on our industry *and* our employees, and we need your important feedback.

As we all know, our industry has faced numerous challenges since the beginning of the COVID-19 pandemic. From closures and minimum wage increases to staffing issues that threaten our ability to operate. We are proud to share with you a study that is being conducted by a team of researchers in the Hospitality and Tourism Management Program at Florida Atlantic University. Titled, "COVID-19 Hospitality and Tourism Industry Sentiment Survey," the purpose of the study is to understand the opinions and perceptions of the individuals currently working in our industry and those who have recently left.

Your participation in the survey will contribute to the in-depth and accurate understanding of what a hospitality or tourism organization could do to improve employee satisfaction. ***The eligible survey participants should be those who were employed by the hospitality or tourism industry for at least a portion of 2020.***

We estimate that it will take about 15 minutes of your time to complete the questionnaire. You are free to contact the investigators at [hospitality@fau.edu](mailto:hospitality@fau.edu) and/or (561) 297-3666 to discuss the survey.

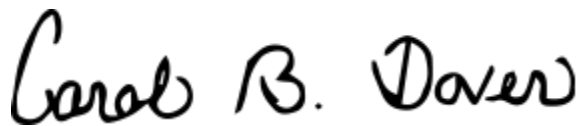
**The survey is voluntary, and your information will be kept anonymous.**

You can exit the survey at any time. Your data will be stored in a Florida Atlantic University (FAU) server using a secure, encrypted website. Only the researchers working with the study will see your data. All data provided will be kept confidential, unless required by law. We will make every attempt to keep your data secure to the extent permitted by the technology. Stored data will be deleted from the server and any computers used in this study five years after the study is completed.

The survey is linked below. We strongly encourage you to take it *and* share with all your associates/employees, your friends and colleagues in the business, and those you know who have left our industry either to return to school, find a new industry, or are still unemployed.

The findings will be shared with our leadership team at the Florida Restaurant and Lodging Association (FRLA) and chapter members upon completion. Your input will help us find solutions to our staffing needs as we recover from the COVID-19 pandemic and rebuild our industry.

Thank you,

A handwritten signature in black ink that reads "Carol B. Dover". The signature is written in a cursive, flowing style.

President and CEO, FRLA

[TAKE THE SURVEY](#)