

The Phenomenon our group is providing insight into is the effects of the COVID-19 pandemic on workers in the service industry. We will discuss the number of jobs lost/created and look into the workers' treatment in the service industry. We are focusing on the personal experiences of some of the members of our group and others who are working during COVID 19. Some of our group members work in the service industry and have to work during this difficult time. The essay will provide first-hand insight and shed light on the issues that essential workers are currently facing.

I firmly believe these topics are pertinent to include in an archive of the year 2020. COVID 19 has caused a surge in unemployment and job loss for many. Those who work for the food industry and delivery companies are often underpaid and underappreciated for their services. Without the diligence of those who work in the food industry and those who transport our food and other goods, we would face a global crisis that will lead to more deaths.

I believe that this phenomenon is important enough to include in an archive of the year 2020. This year has been too hectic with COVID-19. Many people have lost their jobs and businesses. I feel as though one of the groups of people who have struggled the most during the pandemic would be the people who have worked in the food industry. Foodservice workers most likely either lost their jobs due to businesses closing in the pandemic or had to learn and adjust to the new safety protocols. Foodservice workers are already dealing with the fact that they are getting underpaid and most likely live on tips. 2020 definitely would be a real struggle for these workers.

2(Dominique Jackson)-I believe this phenomenon is important enough to include in the archive of the year 2020 because of its considerable impact on the entire year. 2020

has been the year of survival. The goal is to try to keep yourself safe and others. Nonessential businesses are closed, but industries like food, medical, and delivery are still up and running. I work in the delivery field, and having to deliver in customers' homes during a pandemic has been very risky. This essay will help someone who hasn't experienced hands-on work during the pandemic.

I believe that this phenomenon is important enough to include in an archive of the year 2020 because COVID-19 has been put into perspective. More so than usual, the social standing of workers in the service industry. We can see how society views the lives of workers in the service industry as expendable. There are an eagerness and expectation among people to live the same lives as they did pre-COVID-19. People are tired of the effect of COVID on their lives and want to dine-in at restaurants without masks, shop in stores, go to salons, have packages delivered, etc., all in the same manner as before. These angry and exhausted attitudes are profoundly exacerbating the already hostile treatment service industry workers receive, so we can see how people value the services provided to them over the safety and well-being of the people who offer the services. There are frequent reports from those working in the service industry during this time of customers' refusal to wear masks, verbal abuse, extreme disrespect, lack of tips, etc. This is extremely important because it sheds light on some of the values of society and attitudes towards work in the U.S. today.

I believe that this phenomenon is important because it touches on a very important topic to society- treatment of workers. Without workers, there won't be any services for the general public to consume. With COVID 19, the need for workers in areas like grocery stores and delivery services has increased. There is also a significant

change in how these workers are treated. We spoke to some essential workers and they mentioned how customers are more demanding of them during a time like this. Some feel like this is because they are stressed and take the stress out on people they don't know. This is detrimental to the mental health of the essential workers because they feel pressure and stress from customers. This change is due to COVID and has changed the service industry forever, not highlighting it would be a mistake.

New York City is generally a vast place. We get many tourists and have many attractions in the big city. The food industry here in New York City is already very huge and busy because of the many different people coming and going. The expectations for dining in New York City are very high. People in the restaurant business in New York City have to deal with various people daily. Since people are coming to New York City from all different kinds of states and countries, restaurant workers are dealing with other cultures, attitudes, and beliefs; therefore, they do not know what to expect from each customer. Due to the different views, some people may not believe in tipping at a restaurant, which makes or breaks the amount of money workers make a day. Brooklyn, NY, mainly, is a diverse borough. We have different types of food businesses from different cultures in Brooklyn. This can make it extremely hard for food service workers because they now have certain expectations to reach when it comes to impressing their customers and making sure they are doing their job efficiently. We also can say that location matters when it comes to the food business. Owners can tend to shy away from

opening their restaurant in a neighborhood that may not be the best financially, affecting their business.

The lens I used to conduct my analysis was intersectionality. I chose this lens because, during COVID 19, many disadvantaged workers who work in the food and delivery service have lost their jobs. In particular, illegal immigrants have lost jobs due to the shutdown as this was the only source of income for many of them, which has led to homelessness, loss of wages, etc. Dependent on social status, some business owners and their workers were protected and received government funds. Unfortunately, some people who are not here legally could not apply for unemployment or other government assistance. Many restaurants were able to do renovations while they were closed and pay their employees. While other small businesses were forced to close, leaving many employees jobless.

Delivery service can be hazardous now in the face of COVID. Many companies may frown upon hiring women. They may be reluctant to hire women because they may feel as if they can be targets. The likelihood of them getting delivery jobs are slim to none. It's rare to see a woman uber or delivery driver Postmates, Grub Hub, etc. Women are passed up for most of these jobs in general. I would hope that this pandemic would help close the gender gap, and we come to appreciate those in the food and delivery professions without bias.

Expanding on the idea of intersectionality, this pandemic has brought about changes never before seen. People of color who are illegal immigrants have been greatly effected in the sense that the service industry has closed a lot of its businesses and in turn, workers are left jobless. Those who do not have proper documentation are

unable to apply for unemployment benefits to support themselves and their family. I believe that intersectionality is the best lens to look at this phenomenon through.