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The Micro Trigger that I have experienced repeatedly as the receiver is Micro Trigger 11 - singling me out to ask for ID. During my travels for work I found myself staying two to three times a month in a small quaint hotel on the east coast area that offered corporate discounts and transportation to my corporate office. This facility was

often booked to capacity with my company's employees many of them repeat customers such as myself; few of them people of color.

When I would make my normal monthly or weekly visits to this facility invariably my room key would cease to work at some point during my stay. When returning to the hotel via hotel transportation after a very long day in the office, I would take the elevator to my room and find that my key was not working. I am positive it was the magnetic strip.

The MicroTrigger would be that when I would go to the front desk they would ask for identification before reprogramming the key. I initially understood the need for this and appreciated the security that it provided, until about the fifth time in five consecutive weeks. That's when it became personal.

On this occasion I took the opportunity to ask the front desk manager, "Why are you asking me for identification? Clearly when I call for transportation you know that I am a registered guest, you pick me up at my company, five minutes later I am back in the lobby telling you my that my key is not working. At what point do you recognize me as a frequent guest, considering that each time during my stay my key has to be reprogrammed? Additionally in five weeks time I have only seen one other person of color in your hotel."

I advised the manager that his actions and that of his staff are clearly inconsistent and as an African American female they are sending a message that I don't belong in this exclusive hotel.

The manager apologized profusely and did his best to assure me that was not the intention. The 'aha' has been that on a subsequent visit I have been personally addressed my name and witnessed a more consistent adherence to this policy.

Do you have a story to tell? Send it to JSmith@ivygroupllc.com