What Would You Do?
ETHICS IN HOSPITALITY SERVICES
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Professional Ethics and Legal Responsibilities

- Employment in the hotel industry requires training in:
  - Professional ethics
  - Legal responsibilities
Professional Ethics

PROFESSIONAL MANNER
PRIVATE LIFE
DO NOT STEAL OR WASTE RESOURCES
GUIDELINES FOR ETHICAL BEHAVIOR
Professional Manner

- Professional behavior includes being:
  - on time
  - polite
  - respectful
  - dependable
Personal Life

- Separate work life from private life
- Avoid discussing personal problems
- Keep personal telephone calls to a minimum
Do Not Steal or Waste Resources

• Stealing is
  • illegal
  • unethical
• Do not take items such as:
  • cash
  • property
  • office supplies
  • food
  • toiletries

• Wasting resources costs the company money
• Recycle items such as:
  • paper products
  • grease
  • oil
Ethics in Hospitality

- Truth-in-Menu Laws
- Sexual Harassment
- Discrimination
- Technology Issues
Guidelines for Ethical Behavior

**Honesty**
Tell the truth, even if you may have done something incorrectly

**Integrity**
Do not let peer pressure change your mind about what you know is right

**Trustworthiness**
Be reliable
Be the type of person who can be trusted with valuables

**Loyalty**
Keep confidential information confidential
Do not say bad things about your employer

**Fairness**
Treat everyone equally
Apply the same rules to everyone

**Concern and Respect for Others**
Care about fellow employees

**Commitment to Excellence**
Always do your best

**Accountability**
Be responsible for your actions

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Making Ethical Decisions

• Is it legal?
• Does it hurt anyone?
• Is it fair?
• Am I being honest?
• Can I live with myself?
• Would I publicize my decision?
• What if everyone did it?
Legal Responsibilities

POLICIES AND PROCEDURES
EQUAL OPPORTUNITY LAWS
WORKER’S RIGHTS
SAFETY LAWS
Policies and Procedures

- Employee handbook ensures safe and efficient running of the company
- May include:
  - Attendance
  - Appropriate dress
  - Employee conduct
  - Personal phone calls
Equal Opportunity Laws

• Civil Rights Act – 1964, 1991
• Age Discrimination Employment Act and Older Workers Benefit Protection Act – 1967, 1990
• Immigration Reform and Control Act – 1986
• Americans with Disabilities Act - 1990
Worker’s Rights Laws

• Fair Labor Standards Act – 1938
• Equal Pay Act – 1963
• Family and Medical Leave Act – 1993
Safety Laws

• Occupational Safety and Health Act – 1970

• Assures safe and healthful working conditions for all workers

• Employers must display OSHA Poster
Questions?
References and Resources

Images:
• Microsoft Office Clip Art: Used with permission from Microsoft.

Textbooks:

Website:
• Ethics Resource Center

ERC is a nonprofit, nonpartisan research organization, dedicated to independent research that advances high ethical standards and practices in public and private institutions.

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