Professional Ethics and Legal Responsibilities

• Employment in the hotel industry requires training in:
  – Professional ethics
  – Legal responsibilities
A good work ethic is an attitude that combines hard work, good performance, and dependable results.
Professionals do not use profanity on the job and avoid gossip.

Can you think of any other descriptions for professional behavior?
Do not let what happens at home affect your work life.
Embezzlement occurs when a trusted employee takes either money or goods entrusted to them. They can be arrested, fined, and/or sent to prison.

Wasting resources can cost money and lead to environmental problems.
Truth-in-menu laws have been developed to protect consumers from unethical restaurant owners. The menus should be accurate. The Federal Drug Administration requires that any health claims meet the new FDS standards.

Sexual harassment is considered to be any unwelcome behavior of a sexual nature that creates an intimidating, hostile, or offensive work environment. Any act of sexual harassment should be reported to the manager and they are required to investigate.

Discrimination is showing prejudice in the treatment of a person because of his or her race, religion, age, national origin, or gender.

Technology issues have posed situations where employees have access to new types of technology such as credit cards abuse, security cameras, and company computer systems. All should be used appropriately.
These ethical guidelines have been generally accepted by businesses.
Ask yourself these questions before taking action that might be unethical.

- 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?
An employee handbook explains all company policies and procedures concerning employees. Human Resources is charged with making sure each employee receives a copy and understands the contents.
Equal Opportunity Laws

- Immigration Reform and Control Act – 1986
- Americans with Disabilities Act - 1990

Civil Rights Act – 1964, 1991
- Bans employment discrimination based on
  - race, color, religion, sex, national origin

- Bans discrimination against workers age 40 and over

Immigration Reform and Control Act – 1986
- Bans employment of noncitizens who are not authorized to work in the U.S.

Americans with Disabilities Act – 1990
- Bans discrimination against individuals with disabilities in matters of employment, government services, public accommodations, commercial facilities, and transportation.
Worker’s Rights Laws

- Fair Labor Standards Act – 1938
  - Minimum wage
  - Overtime pay
  - Restrictions on employment of children
  - Record keeping
- Equal Pay Act – 1963
  - Men and women must be paid equal for similar work
- Family and Medical Leave Act – 1993
  - Protected leave for family and medical reasons
Safety Laws

- Occupational Safety and Health Act – 1970
  - Assures safe and healthful working conditions for all workers
  - Employers must display OSHA Poster

The OSH Act also established the Occupational Safety and Health Administration that makes sure the laws and regulations of the OSH Act are carried out.
Questions?
References and Resources

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.