What Would You Do?

Ethics in Hotel Management
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Employment in the hotel industry requires training in:

- Professional ethics
- Legal responsibilities
Professional Manner
Private Life
Do Not Steal or Waste Resources
Guidelines for Ethical Behavior

PROFESSIONAL ETHICS
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

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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
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
• 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?
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Textbooks:

Website:
• Ethics Resource Center
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