What Would You Do?

Ethics in Restaurant Management
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Regulations and Work Ethics

• Employment in foodservice requires training in:
  • Laws and regulations
  • Workplace ethics

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Regulations

USDA
FDA
Environmental
OSHA
State and Local
• Food Grading
  • Involves applying specific quality standards to products
  • Grade is based on quality at time of packaging
• Food Inspections
  • A test of a businesses’ practices against standards
  • Conducted by the Food Safety and Inspection Service (FSIS)
FDA

• Labels
  • Requires nutrition labels on food packages
  • Shows percent of daily dietary value in food

• Menus
  • Regulates health claims made by restaurants
  • Must meet standards listed in the Nutrition Labeling and Education Act

• Food code
  • Give guidelines for handling food safely
  • Updated every two years
Environmental Protection Agency (EPA)
- Decides how solid waste is managed
- Solid waste includes:
  - Packaging material
  - Containers
  - Recyclables
National Environmental Policy Act (NEPA)
- Protects the environment from damage caused by building development
OSHA

- Occupational Safety and Health Administration
  - Sets standards and inspects workplaces for safety
  - Oversee record keeping of job-related illness or injury
State and Local

- Health regulations that affect foodservice are written by the state
- Local health departments enforce state regulations
- County health department enforces regulations in rural areas and small cities
Work Ethics
Influences
Work Ethics Qualities
Code of Ethic
Decisions to Keep in Mind
Influences

- Cultural backgrounds
- Religious beliefs
- Personal codes of conduct
- Individual experiences
# Work Ethic Qualities

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsibility</td>
<td>Your ability to be aware of what a particular situation demands of you</td>
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<tr>
<td>Flexibility</td>
<td>The ability to adapt willingly to changing circumstances</td>
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<tr>
<td>Honesty</td>
<td>You are truthful in your words and actions</td>
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<tr>
<td>Reliability</td>
<td>Other people can count you to do what you say you will do</td>
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<tr>
<td>Teamwork</td>
<td>Effectively communicate, resolve conflicts, and develop negotiation skills</td>
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<tr>
<td>Commitment</td>
<td>The dedication you show to doing something</td>
</tr>
<tr>
<td>Quality</td>
<td>You always do work you are proud of</td>
</tr>
<tr>
<td>Excellence</td>
<td>You strive to do your best at all times, no matter what you are doing</td>
</tr>
</tbody>
</table>
Code of Ethics

- Employee treatment
- Working conditions
- Behavior of employees
- Wages
- Benefits
- Acceptance of gifts
Decisions to Keep in Mind

- Is it legal?
- Will it hurt anyone?
- Does it positively represent the company?
- Does it make anyone uncomfortable?
- Does it convey respect for others?
- Have I involved others by asking their viewpoint?

- Is it fair?
- Does it uphold the values of the organization?
- Can I tell my decisions to employer, family, and others?
- How would others regard details if public?
- Am I confident my decision will be valid for years?
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.