# What Would You Do? Notes (Key)

List actions needed for each section.

<table>
<thead>
<tr>
<th>Professional Manner</th>
<th>Personal Life</th>
<th>Do not Steal or Waste Resources</th>
<th>Ethics in Hospitality</th>
</tr>
</thead>
</table>
| • Professional behavior includes being:  
  • on time  
  • polite  
  • respectful  
  • dependable | • Separate work life from private life  
• Avoid discussing personal problems  
• Keep personal telephone calls to a minimum | • 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 | • Truth-in-Menu Laws  
• Sexual Harassment  
• Discrimination  
• Technology Issues |
What Would You Do? Notes *(Key)*

List actions needed for each section.

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>• Employee handbook ensures safe and efficient running of the company</td>
<td>• Civil Rights Act – 1964, 1991</td>
<td>• Occupational Safety and Health Act – 1970</td>
</tr>
<tr>
<td>• May include:</td>
<td>• Age Discrimination Employment Act and Older Workers Benefit Protection Act – 1967, 1990</td>
<td>• Assures safe and healthful working conditions for all workers</td>
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<tr>
<td>• Attendance</td>
<td>• Immigration Reform and Control Act – 1986</td>
<td>• Employers must display OSHA Poster</td>
</tr>
<tr>
<td>• Appropriate dress</td>
<td>• Americans with Disabilities Act - 1990</td>
<td></td>
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<tr>
<td>• Employee conduct</td>
<td></td>
<td></td>
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<tr>
<td>• Personal phone calls</td>
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</tr>
</tbody>
</table>

What Would You Do? Ethics in Travel and Tourism Management
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