What Would You Do?
Ethics in Travel and Tourism Management
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Professional Ethics and Legal Responsibilities

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

**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

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

**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?
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

- 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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