WHAT WOULD YOU DO?
ETHICAL BEHAVIOR STANDARDS
Practicum in Hospitality Services
Presentation Notes
What Would You Do? Ethical Behavior Standards
Practicum in Hospitality Services
An employee manual is a book given to employees by an employer and contains information about company policies and procedures.
The main goal of the hospitality industry is to provide good quality service to customers so all laws and regulations must be followed.
The Equal Employment Opportunity Commission investigates discrimination based on the following laws.

- **Civil Rights Act** – bans employment discrimination based on race, color, religion, sex or national origin
- **Age Discrimination Act** and **Older Workers Benefit Protection Act** – bans discrimination against workers age 40 and older
- **Immigration Reform and Control Act** – bans employment of noncitizens who are not authorized to work in the United States
- **Americans with Disabilities Act** – bans discrimination against individuals with disabilities

**Worker’s rights**
- **Fair Labor Standards Act** – covers minimum wage, overtime pay, child labor and record keeping
- **Workers’ compensation** – employers must provide medical coverage for illnesses or injury incurred on the job

**Taxes**
- **National, state and local** – collect taxes
- **Payroll deduction** – a process in which the employer subtracts taxes from each employee’s paycheck
- **Social security** – ensures that all workers will receive income after they retire
The Environmental Protection Agency (EPA) decides how solid waste is managed in the United States.

The EPA recommends that businesses reduce solid waste by eliminating packaging where possible. It also recommends that reusable food containers be cleaned and sanitized before reusing.

The National Environmental Policy Act (NEPA) of 1969 protects the environment from damage caused by building development. Whenever a new restaurant or hotel is planned, an environmental impact statement (EIS) must be completed. This describes the impact of the proposed facility and any negative effects it might have on the environment.
The Food and Drug Administration (FDA) is part of the U.S. Department of Health and Human Services. It enforces the Food, Drug and Cosmetic Act of 1938.

This law covers food and the packaging of foods other than fish, poultry, and meat.
The Occupational Safety and Health Administration (OSHA) has two main responsibilities:

- sets standards and inspects workplaces to make sure that employers provide safe and healthful environments
- oversees record keeping of job-related illness and injury
  - an accident report log shows the details of any accident that happens in business
The U.S. Department of Agriculture grades and inspects:
- poultry and poultry products
- eggs and egg products
- meat and meat products

It also controls:
- food grading
- processing plant inspections
- the use of pesticides, preservatives and food additives
Many of the health regulations that affect hospitality operations are written by the state.

Local health departments then enforce state regulations.

The county health department enforces regulations in rural areas and small cities.
CONFIDENTIALITY LAWS

**Agreement**
May include:
- Client Information
- Credit reports
- Medical history
- Trade secrets

**Consequences**
If breached:
- Written warning
- Termination
- Criminal charges
- Loss of reputation

Confidentiality agreements protect the interests of employers and are strongly recommended in a number of occupations that require employees to maintain the confidentiality of sensitive information and data to which they have access.

An agreement may include:
- Client information – may be sensitive
- Credit reports for clients and employee
- Medical histories for employees (may pertain to insurance)
- Trade secrets – family recipes, secret ingredients, custom equipment

The consequences of breaching confidentiality laws may include:
- Written warnings
- Immediate termination
- Criminal charges and lawsuits
- Loss of reputation
A work ethic is a personal commitment to doing your very best as part of the team. Employees who have a good work ethic are often successful in their careers.
Ethics can be influenced by cultural backgrounds, religious beliefs, personal codes of conduct and individual experiences.

These all help guide the decisions people make.
Many employers expect the following qualities from employees:

**Responsible** - employees show up for work on time and work diligently to become familiar with job duties and do them correctly.

**Flexible** - employees can adjust to changes without complaining.

**Honest** - employees admit their mistakes and learn how to prevent from making them again.

A **reliable** employee:
- arrives to work on time
- keeps personal matters separate from business matters
- works a full shift
- carries out a variety of assigned tasks without constant prompting
- takes on extra work when necessary without complaint
- gets enough rest to work effectively
- maintains good personal physical and mental health

**Teamwork** – as a foodservice employee, you will work with a large team

**Commitment** - the quality that supports all your abilities and skills to build a strong work ethic

**Quality in foodservice** - means that you use quality ingredients, prepare and serve them in the most pleasing way and you serve customers to the best of your ability

**Excellence** – employees make the most of opportunities to improve their abilities and learn new skills
Workplace ethics serve as guiding principles that effective leaders use in setting the professional tone and behavior.

Many establishments have created written codes of ethics, which are designed to remove the guesswork about what is acceptable and unacceptable behavior in the workplace.

These codes of ethics may include:
- employee treatment
- wages, benefits
- working conditions
- behavior of employees
- acceptance of gifts from guests/vendors/suppliers
- any other issues that may impact operations
DECISIONS TO KEEP IN MIND

- Is it legal?
- Will it hurt anyone?
- Does it 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?

To determine whether a decision or action is based on sound workplace ethics, managers and employees should ask these questions.
QUESTIONS?
REFERENCES AND RESOURCES

Article:
• Employee Consequences for Breach of Confidentiality
  Confidentiality in employment is important regardless of whether you have signed a written confidentiality agreement.

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.
  http://www.ethics.org/