WHAT WOULD YOU DO?

ETHICAL BEHAVIOR STANDARDS

Practicum in Hospitality Services
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REGULATIONS AND WORK ETHICS

• Employment in hospitality services requires training in:
  • Laws and regulations
  • Workplace ethics
REGULATIONS

Federal agencies:
• EEOC
• EPA
• FDA
• OSHA
• USDA

State and Local
EEOC

Equal Employment Opportunity Commission investigates:

Employment laws
- Civil Rights Act
- Age Discrimination Act
- Older Workers Benefit Protection Act
- Immigration Reform and Control Act
- Americans with Disabilities Act

Worker’s rights
- Fair Labor Standards Act
- Workers’ compensation

Taxes
- National, state and local
- Payroll deduction
- Social Security
EPA

• 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
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 handing food safely
  • Updated every two years
OSHA

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

• Food Grading
  • Involves applying specific quality standards to products
  • Grade is based on quality at time of packaging

• Food Inspections
  • A test of a business’s practices against standards
  • Conducted by the Food Safety and Inspection Service (FSIS)
STATE AND LOCAL

• Health regulations that affect hospitality are written by the state
• Local health departments enforce state regulations
• 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
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>Quality</th>
<th>Description</th>
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</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 on 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>
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</tbody>
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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 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?
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/