What Would You Do? Ethics in Culinary Arts
Regulations and Work Ethics

- Employment in foodservice requires training in:
  - Laws and regulations
  - Workplace ethics
The main goal of a food service industry is to provide good quality food and service to customers. All quality standards must be considered such as:
- safety
- nutritional value
- appearance
- consistency
- flavor
- texture
- convenience
- ease of handling
- packaging
- storage
The U.S. Department of Agriculture grades and inspects poultry and poultry products, eggs and egg products, and meat and meat products. It also controls food grading, processing plant inspections, and the use of pesticides, preservatives, and food additives.
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 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 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 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
Many of the health regulations that affect foodservice 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.
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.
**Work Ethic Qualities**

### Responsible
- Your ability to be aware of what a particular situation demands of you

### Flexibility
- The ability to adapt willingly to changing circumstances

### Honesty
- You are truthful in your words and actions

### Reliability
- Other people can count you to do what you say you will do

### Teamwork
- Effectively communicate, resolve conflicts, and develop negotiation skills

### Commitment
- The dedication you show to doing something

### Quality
- You always do work you are proud of

### Excellence
- You strive to do your best at all times, no matter what you are doing

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**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 finding out 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
- Take 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. These codes of ethics may include employee treatment, wages, benefits, working conditions, behavior of employees, and acceptance of gifts from guests/vendors/suppliers and any other issues that may impact operations.
To determine whether a decision or action is based on sound workplace ethics, managers and employees should ask these questions.
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.
  http://www.ethics.org/