

What Would You Do? Notes (Key)

List actions needed for each section.

Professional Manner	Personal Life	Do not Steal or Waste Resources	Ethics in Hospitality
<ul style="list-style-type: none">• Professional behavior includes being:<ul style="list-style-type: none">• on time• polite• respectful• dependable	<ul style="list-style-type: none">• Separate work life from private life• Avoid discussing personal problems• Keep personal telephone calls to a minimum	<ul style="list-style-type: none">• Stealing is<ul style="list-style-type: none">• Illegal• unethical• Do not take items such as:<ul style="list-style-type: none">• cash• property• office supplies• food• toiletries• Wasting resources costs the company money• Recycle items such as:<ul style="list-style-type: none">• paper products• grease• oil	<ul style="list-style-type: none">• Truth-in-Menu Laws• Sexual Harassment• Discrimination• Technology Issues

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Policies an Procedures

- Employee handbook ensures safe and efficient running of the company
- May include:
 - Attendance
 - Appropriate dress
 - Employee conduct
 - Personal phone calls

Equal Opportunity Laws

- Civil Rights Act – 1964, 1991
- Age Discrimination Employment Act and Older Workers Benefit Protection Act – 1967, 1990
- Immigration Reform and Control Act – 1986
- Americans with Disabilities Act - 1990

Safety Laws

- Occupational Safety and Health Act – 1970
- Assures safe and healthful working conditions for all workers
- Employers must display OSHA Poster