



Ethical Decision-Making in the Hospitality Industry

By Jaszay Ph.D., Christine; Dunk, Paul

Prentice Hall, 2005. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: (NOTE: Each chapter concludes with a Conclusion, Key Words, Chapter Thought Questions, and References section.)INTRODUCTORY CHAPTERS.1. Ethical Principles for Hospitality Managers.Honesty.Integrity.Trustworthiness.Loyalty.Fairness.Concern and Respect for Others.Commitment to Excellence.Leadership.Reputation and Morale.Accountability.2. Ethical Thought.Meta-Ethics.Normative Ethics.Ethical Theories and Decision Making.Analyzing Cases.3. Good Employment Selections and Introduction to the Case Study.Finding the Right Management Positions.The Freshwater Oasis Inn Case Study.OPERATIONS CHAPTERS.4. Ethics and Front Office Management.Front Office.Front Desk at the Freshwater Oasis Inn.Civility.Etiquette.Civility at the Freshwater Oasis Inn.5. Ethics and Housekeeping Management.Housekeeping.Demographics.Hiring and Supervising a Diverse Workforce.Housekeeping at the Freshwater Oasis Inn.6. Ethics and Sales and Marketing.Marketing.Ethics Codes.Sales and Marketing at the Freshwater Oasis Inn.Professionalism.7. Ethics and Facilities Management.Fostering a Shared Ethic.Moral and Legal Requirements.Facilities Management at Freshwater Oasis Inn.8. Ethics and Foodservice Management.Managing Diversity in Foodservice.Work Ethic.Foodservice Worker Safety.Foodborne Illness and Food Safety.Foodservice at the Freshwater Oasis Inn.The Ethics of Purchasing.Purchasing and Receiving at Freshwater Oasis Inn.9. Ethics and Dining Room Management.The Dining Room at the Freshwater Oasis Inn.Effective Communication Basics.10. Ethics and Bar and Beverage Management.The Bar at the Freshwater Oasis

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