

Hospitality & Tourism  
5.02 Key Terms

ethics	moral principles that govern a person's behavior or the conducting of an activity.
guidelines	a general rule, principle, or piece of advice.
job performance	the work related activities expected of an employee and how well those activities were executed.
policies	a course or principle of action adopted or proposed by a government, party, business, or individual.
harassment	unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.
Stereotype	a widely held but fixed and oversimplified image or idea of a particular type of person or thing.
social responsibility	an ethical theory, in which individuals are accountable for fulfilling their civic duty; the actions of an individual must benefit the whole of society.
code of ethics	a written set of guidelines issued by an organization to its workers and management to help them conduct their actions in accordance with its primary values and standards.