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| **TEXAS CTE LESSON PLAN**  [www.txcte.org](http://www.txcte.org) | |
| **Lesson Identification and TEKS Addressed** | |
| **Career Cluster** | Hospitality and Tourism |
| **Course Name** | Practicum in Hospitality Services |
| **Lesson/Unit Title** | What Would You Do? Ethical Behavior Standards |
| **TEKS Student Expectations** | **130.261. (c) Knowledge and Skills**  (2) The student develops skills for success in the workplace. The student is expected to:  (F) exhibit productive work habits, ethical practices, and a positive attitude  (3) The student compares and contrasts the importance of work ethics, employer expectations, interaction with diverse populations, and communication skills in the workplace. The student is expected to:  (A) defend personal integrity as it affects human relations on the job  (5) The student applies ethical behavior standards, safety procedures, and legal responsibilities within the workplace. The student is expected to:  (C) evaluate provisions of state and federal labor laws and |
| **Basic Direct Teach Lesson**  (Includes Special Education Modifications/Accommodations and  one English Language Proficiency Standards (ELPS) Strategy) | |
| **Instructional Objectives** | **Students will:**   * Analyze laws and regulations in the hospitality industry * Understand the influences of ethical behavior * Determine what they would do in workplace situations * Describe confidentiality laws * Role play positive work ethics |
| **Rationale** | It is essential to know the laws and regulations for the hospitality industry to be able to comply with the legal responsibilities. Making the right decisions in the work environment will promote a positive work ethic. |
| **Duration of Lesson** | Three 45-minute class periods |
| **Word Wall/Key Vocabulary**  *(ELPS c1a, c, f; c2b; c3a, b, d; c4c; c5b) PDAS II (5)* | **Confidentiality:** Private  **Code of Ethics:** A written list of rules for ethical behavior; also called code of conduct  **Ethical Behavior:** Doing the right thing, even when under pressure to do the wrong thing  **Ethics:** Moral principles that govern a person’s behavior  **Environmental Protection Agency (EPA):** Decides how solid waste is managed in the United States  **Food and Drug Administration (FDA):** Enforces the Food, Drug, and Cosmetic Act of 1938 that covers food and the packaging of food other than fish, poultry, and meat  **Food Code:** Gives guidelines for handling food safely  **Food Safety and Inspection Service (FSIS):** A public health agency that is part of USDA and checks that egg, poultry, and meat products are wholesome, safe, and correctly packaged and labeled  **Honesty:** When you are truthful and loyal in your words and actions  **Integrity:** The quality of being honest and having strong moral principles; moral uprightness  **Laws:** Established rules  **Regulations:** Rules by which government agencies enforce minimum standards of quality  **U. S. Department of Agriculture (USDA):** Grades and inspects poultry and poultry products, eggs, and egg products, and meat and meat products  **Unethical Behavior:** Doing the wrong thing; is often illegal. |
| **Materials/Specialized Equipment Needed** | **Equipment:**   * Computer with projector for multimedia presentation * Computers with Internet access (be sure to follow district guidelines) * Headphones   **Supplies:**   * Employee handbook * Gavel * Handcuffs * Inspection reports * Justice scale (if available) * Law books (if available)   **Materials:**   * Code of Ethics from the following: (one copy)   + Hilton Hotels Corporation Code of Conduct and Ethics<http://media.corporate-ir.net/media_files/irol/88/88577/corpgov/codeofethics_013004.pdf>   + Marriott – Our Tradition of Integrity Business Conduct Code<http://files.shareholder.com/downloads/MAR/509713320x0x153737/BC21397A-7576-4F6D-B870-22EDECC6BF9A/conduct_guide.pdf> * Copies of handouts   **PowerPoint:**   * What Would You Do? Ethical Behavior Standards   **Technology:**   * Free iPad App:   The Moral Dilemma Chronicles America’s rapid moral decline [https://itunes.apple.com/us/app/the-moral-dilemma/id602827884?Mt=8](https://itunes.apple.com/us/app/the-moral-dilemma/id602827884?mt=8)  **Graphic Organizers:**   * KWL for Ethics * What Would You Do Notes * What Would You Do Notes (Key)   **Handouts:**   * Ethics and Conflicts of Interest – USDAFSIS * Rubric for Ethics Skit or Role Play * What Would You Do Scenarios |
| **Anticipatory Set**  (May include pre-assessment for prior knowledge) | **Before class begins:**  Note to teacher – Become familiar with:   * The Texas Work Prep Learning Management System (LMS) designed and hosted by the Texas Workforce Commission. The course, Succeed at Work will help students enjoy their job and discusses ethics. The course is approximately an hour and a half long. Students will receive a certificate upon successful completion of this course. Certificate can be printed and added to their professional portfolio. [https://www.texasworkprep.com/texasworkprep.htm](https://itunes.apple.com/us/app/the-moral-dilemma/id602827884)   Read the following article to become familiar on how to teach about ethics.   * How to Teach Code of Ethics Teaching strong values to young people means helping them establish their own moral compass and learning how to apply it in to their own life circumstances.  [http://www.ehow.com/how\_5647233\_teach-code-ethics.html](http://www.ehow.com/about_6745470_restaurant-code-ethics.html)   Display as many items from the Materials or Specialized Equipment Needed section as you have available on a table in the front of the room.  Divide the board or a large sheet of paper into three sections. Label each section – Honesty – Integrity – Respect for others. Assign a scribe to write student answers for each section.  Begin class discussion by asking students how they would describe Honesty, Integrity, and Respect of others.  Distribute KWL for Ethics and allow students to answer first two questions. They will complete the last question in the Lesson Closure section. |
| **Direct Instruction \*** | Introduce lesson objectives, terms, and definitions.  Distribute graphic organizer What Would You Do? Notes so that students may take notes during slide presentation.  Introduce PowerPoint What Would You Do? Ethical Behavior Standardsand discuss laws and regulations in the hospitality industry. Continue discussing ethics.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * check for understanding * preferential seating |
| **Guided Practice \*** | Introduce the Texas Work Prep Learning Management System.  Direct students to the Texas Succeed at Work Course. <https://www.texasworkprep.com/texasworkprep.htm>  Inform students that this is an interactive free assessment that will allow them to enjoy their job and learn more about ethics.   * Succeed at Work Stages   + Acting self-employed   + Starting a new job   + Being an excellent employee (work ethics)   + Living a balanced life   + Enjoying your current position   After completing the course, students will be able to successfully pass a short quiz to receive their printable certificate.  Stress the importance of having this type of documentation in their professional portfolio.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * encourage participation * close captioning * monitor progress |
| **Independent Practice/Laboratory Experience/Differentiated Activities \*** | Separate What Would You Do Scenarios – Practicum in Hospitality Services cards and place in a basket. There are ten scenarios with various situations. Blank cards have been provided for writing any other situations you may think of.  Divide the students into subgroups of three or four and explain that they will choose a scenario to role-play and brainstorm solutions to the scenario.  Distribute Rubric for Ethics Skit or Role Play so that students understand what is expected. Students may make a video of their skit and present it to the class.  Allow time for discussion of the topic.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * encourage participation * praise efforts |
| **Lesson Closure** | Students will complete KWL for Ethicsto answer final question:   * What did you learn about ethics?   Display a copy of the USDA and FSIS Ethics and Conflict of Interest and discuss in class. |
| **Summative/End of Lesson Assessment \*** | Students will present their scenario with appropriate solutions.  Students will be assessed with appropriate rubric.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * visual representation of ideas * extra time for presentation * praise efforts |
| **References/Resources/**  **Teacher Preparation** | **Articles:**   * How to Teach Code of Ethics Teaching strong values to young people means helping them establish their own moral compass and learning how to apply it in to their own life circumstances.  [http://www.ehow.com/how\_5647233\_teach-code-ethics.html](http://www.ethics.org/) * Employee Consequences for Breach of Confidentiality Confidentiality in employment is important regardless of whether you have signed a written confidentiality agreement.<http://smallbusiness.chron.com/employee-consequences-breach-confidentiality-15476.html>   **Textbooks:**   * *Reynolds, J. S. (2010). Hospitality services: food & lodging. Tinley Park, IL: Goodheart-Willcox Company.*   **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/> |
| **Additional Required Components** | |
| **English Language Proficiency Standards (ELPS) Strategies** | * Word wall * Journal entries * Utilize Four Corners Vocabulary/Word Wall Activity |
| **College and Career Readiness Connection[[1]](#footnote-1)** |  |
| **Recommended Strategies** | |
| **Reading Strategies** | Allow student to read the following article about ethics for chefs from ehow.com.   * Advantages of the Global Code of Ethics A global code of ethics in the world of business can have several advantages. The need to develop such a code exists in the aftermath of business scandals of the first decade of the 21st century such as those associated with Enron and later with Wall Street tycoon, Bernard Madoff.<http://www.ehow.com/list_7468544_advantages-global-code-ethics.html> * Ethical & Legal Responsibilities of a Hotel Hotels have certain ethical and legal obligations to their guests and customers.<http://www.ehow.com/list_7580085_ethical-legal-responsibilities-hotel.html> * Five-Star Hospitality Training Five-star hospitality training is all about customer service.<http://www.ehow.com/facts_7459672_five_star-hospitality-training.html>   Encourage students to connect reading to their life experiences or prior knowledge. |
| **Quotes** | Excellence: is to do a common thing in an uncommon way. **-Booker T. Washington**  Love is like a piano. First, you must learn to play by the rules, then you must forget the rules and play from the heart.  **-Author Unknown**  The only people with whom you should try to get even are those who have helped you. **-John E. Southard**  A country should be defended not by arms, but by ethical behavior. **-Vinoba Bhave** |
| **Writing Strategies**  **Journal Entries + 1 Additional Writing Strategy** | **Journal Entries:**   * My work ethic consists of …. * Confidentiality in the workplace means …. * A code of ethics that I may have violated is ….   **Writing strategy**   * Raft (role/audience/format/topic) writing strategy:   + Role: supervisor   + Audience: new employees   + Format: memo   + Topic: reminder to sign the confidentiality agreement |
| **Communication**  **90 Second Speech Topics** | * Three ethical qualities I value most are . . . * The reason hospitality industries have a code of ethics is because. |
| **Other Essential Lesson Components** | |
| **Enrichment Activity**  (e.g., homework assignment) | Allow students to create their own code of ethics for your classroom. The following article will assist them.  How to Develop a Personal Code of Ethics Your own code of ethics acts as a moral blueprint for what you believe in and how you relate to the rest of the world. <http://www.ehow.com/how_5982751_develop-personal-code-ethics.html> |
| **Family/Community Connection** | Invite a hospitality human resource manager to speak to the class about work ethics and ethical and unethical behavior.  Student may establish a code of conduct for all practicum students as they enter the world of work. |
| **CTSO connection(s)** | **Family, Career, and Community Leaders of America (FCCLA)**  [www.fcclainc.org](http://www.fcclainc.org)   * Interpersonal Communications – An individual or team event – recognizes participants who use Family and Consumer Sciences and/or related occupations skills and apply communication techniques to develop a project designed to strengthen communication. |
| **Service Learning Projects** | Successful service learning project ideas originate from student concerns and needs. Allow students to brainstorm about service projects pertaining to the lesson. For additional information on service learning see: [www.ysa.org](http://www.ysa.org)  Possible ideas: Establish a positive work ethic in your school by encouraging seniors to be role models. They can exhibit such behaviors as:   * Getting to class on time * Picking up trash in the hallways and cafeteria * Helping freshmen find their classrooms * Mentoring a freshman student * Assisting special needs children as they move around school |

1. Visit the Texas College and Career Readiness Standards at <http://www.thecb.state.tx.us/collegereadiness/CRS.pdf>, Texas Higher Education Coordinating Board (THECB), 2009. [↑](#footnote-ref-1)