

Total No. of Questions: 4

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/OE245A/2026/BHMCT_SEM4_Revised

SYBHMCT (Fourth Semester) Examination, 2026

OE245A - WORK ETHICS

(Rev. 2023 Pattern)

Time: 1 Hour

Maximum Marks: 15

Instructions: -

- (i) Solve any three questions.**
- (ii) All questions carry equal marks.**
- (iii) Draw diagrams wherever necessary.**

Q1. Explain the terms:

- A) Ethical Framework [1]**
- B) Dilemma [1]**
- C) Teamwork [1]**
- D) Group dynamics [1]**
- E) Environmental Ethics [1]**

Q2. Discuss the various steps in Ethical Decision Making. [5]

Q3. Explain the ethical issues related to the use of technology in the workplace. [5]
How do privacy and security concerns affect employees and organizations in the hospitality industry?

Q4. A hotel front office executive discovers that a colleague has been accepting tips [5]
from guests in exchange for allocating upgraded rooms without informing the management.
Evaluate whether this behavior is ethically acceptable in the hospitality industry.
Suggest appropriate actions that should be taken by the employee who observed this situation.
