

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 from guests in exchange for allocating upgraded rooms without informing the management. [5]

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.
