

TO213 - BUSINESS ETHICS - Ürgüp Sebahat ve Erol Toksöz Turizm Meslek Yüksekokulu - Otel, Lokanta ve İkram Hizmetleri Bölümü

General Info

Objectives of the Course

The aim of this course is to enable students who will practice the profession of culinary arts to adopt the concept of professional ethics, to become aware of their professional responsibilities, to recognize ethical problems they may encounter in working life and to develop solutions, and to be educated as conscious, responsible individuals who act in accordance with professional and universal ethical principles.

Course Contents

Concepts of ethics and morality, the relationship between ethics and morality, the importance of professional ethics, ethical principles in the culinary profession, professional responsibilities, business ethics, ethical behavior in working life, ethical responsibilities regarding food safety and hygiene, ethics in employee–employer relations, ethics in customer relations, professional corruption and unethical behavior, ethical dilemmas and solution methods, and case studies related to professional ethics.

Recommended or Required Reading

Anıl Keskin, D. (2015). Professional Ethics: Concepts, Principles and Case Studies. Beta Publishing. Çakmak, M. (2022). Business Ethics and Values Education. Pegem Academy Publishing. Articles related to Professional Ethics in Tourism Managements Slides / Presentations

Planned Learning Activities and Teaching Methods

The course is conducted through lecturing, question–answer sessions, in-class discussions, case study analyses, group work, and examples from industry practices. Active participation of students is encouraged in order to develop professional ethical awareness.

Recommended Optional Programme Components

Discussing current sectoral developments and real-life professional cases during the course will enhance students' professional awareness. It is recommended to evaluate ethical violations through case studies and to allow students to express their own opinions.

Instructor's Assistants

Lecturer, İrem YILDIRIM

Presentation Of Course

The course is delivered theoretically in a classroom environment. Course topics are covered systematically during weekly sessions and supported by visual materials, presentations, and short videos when necessary.

Dersi Veren Öğretim Elemanları

Inst. Dr. Kayhan Karakaya Dr. Öğr. Üyesi İrem Yıldırım

Program Outcomes

1. Understand development of ethics, the concept of professional ethics, the importance of professional ethics.
2. Understands the importance of business ethics in professional life.
3. Behave according to ethical values in business life.
4. Identify ethical issues that may be encountered in working life.
5. Distinguish unethical behaviors and evaluate their consequences.
6. Interpret ethical practices in employer, employee, and customer relations.
7. Develop appropriate solutions to ethical dilemmas.
8. Gain awareness of acting in accordance with ethical principles in professional life.

Weekly Contents

Order	PreparationInfo	Laboratory TeachingMethods	Theoretical Practise
1	Students are expected to acquire basic knowledge about the concepts of business ethics, ethics, and professional ethics, and to come prepared by considering examples of ethical behavior from daily life and working environments.	Lecturing, question–answer sessions, in-class discussions, and short case examples are used. Students' prior knowledge about business ethics is identified to encourage active participation.	Business Ethics and Related Concepts
2	Students are expected to review basic readings on ethics and morality and to reflect on how different ethical approaches are reflected in daily life and professional practices.	Lecturing, visual presentations, question–answer sessions, and in-class discussions are used. Basic ethical theories (deontological ethics, consequentialist ethics, virtue ethics, etc.) are explained through examples.	Ethical Theories and Approaches

Order	PreparationInfo	Laboratory TeachingMethods	Theoretical Practise
3	Students are expected to gain preliminary knowledge about ethical decision-making processes, norms, values, and individual factors, and to reflect on ethical decision examples encountered in professional life.	Lecturing, conceptual presentations, question-answer sessions, and in-class discussions are used. Normative and psychological approaches are examined comparatively, and the ethical decision-making process is explained through case examples.	Normative and Psychological Approaches to Ethical Decision-Making
4	Students are expected to gain preliminary knowledge about ethical decision-making processes, norms, values, and individual factors, and to reflect on ethical decision examples encountered in professional life.	Lecturing, conceptual presentations, question-answer sessions, and in-class discussions are used. Normative and psychological approaches are examined comparatively, and the ethical decision-making process is explained through case examples.	Normative and Psychological Approaches to Ethical Decision-Making
5	Students are expected to conduct preliminary reading on the concept of ethical dilemmas and to come prepared by considering examples of ethical decision situations that may be encountered in professional life.	Lecturing, visual presentations, question-answer sessions, and case study analyses are used. The stages of the ethical decision-making process (identifying the problem, evaluating alternatives, making decisions, and reviewing outcomes) are discussed through professional examples.	The Ethical Decision-Making Process
6	Students are expected to acquire basic knowledge about business and management concepts and to reflect on current examples of ethical issues encountered in working life.	Lecturing, presentations, question-answer sessions, and in-class discussions are used. Ethical issues encountered in business and management processes (leadership, decision-making, fairness, transparency, and responsibility) are examined through examples.	Ethical Issues in Business and Management
7	Students are expected to acquire basic knowledge about business and management concepts and to reflect on current examples of ethical issues encountered in working life.	Lecturing, presentations, question-answer sessions, and in-class discussions are used. Ethical issues encountered in business and management processes (leadership, decision-making, fairness, transparency, and responsibility) are examined through examples.	Ethical Issues in Business and Management
8	Students are expected to review the topics covered for the midterm exam and revise course notes and presentation materials.	A written midterm exam is administered this week. The exam aims to assess students' level of knowledge and comprehension.	Midterm Exam
9	Students are expected to conduct preliminary readings on the concepts of ethical culture, ethical leadership, and ethical codes, and to reflect on examples of how ethical behavior is managed in organizations.	Lecturing, presentations, question-answer sessions, and in-class discussions are used. The management of ethical behavior within organizations, the creation of an ethical culture, ethical leadership, and the importance of ethical codes are discussed through examples.	Management of Ethical Behavior
10	Students are expected to research examples of ethical practices in the tourism sector and to reflect on the relationship between sustainable tourism and ethics.	Lecturing, visual presentations, question-answer sessions, and in-class discussions are used. Ethical principles in the tourism sector are discussed within the framework of sustainability, respect for cultural heritage, environmental responsibility, fair service practices, and stakeholder relations.	Ethical Principles in Tourism
11	Students are expected to research current examples of unethical practices in the tourism sector and to reflect on the sectoral consequences of such behaviors.	Lecturing, presentations, question-answer sessions, and in-class discussions are used. Unethical practices encountered in the tourism sector (misleading promotion, unfair pricing, decline in service quality, environmental and cultural degradation, etc.) are examined through case examples.	Unethical Practices in Tourism
12	Students are expected to research examples of ethical practices in tourism enterprises and to reflect on the impact of ethical management on business success.	Lecturing, visual presentations, question-answer sessions, and in-class discussions are used. Ethical management practices in tourism enterprises are discussed within the framework of employee rights, customer satisfaction, service quality, corporate responsibility, and stakeholder relations.	Ethics in Tourism Enterprises

Order	PreparationInfo	Laboratory TeachingMethods	Theoretical Practise
13	Students are expected to research examples of ethical practices in food and beverage establishments and to reflect on the impact of ethical behavior on customer satisfaction.	Lecturing, visual presentations, question-answer sessions, and in-class discussions are used. Ethical principles in food and beverage establishments are discussed within the framework of food safety, hygiene, integrity, service quality, employee-customer relations, and professional responsibilities.	Ethical Principles and Practices in Tourism Management
14	Students are expected to research examples of ethical practices in food and beverage establishments and to reflect on the impact of ethical behavior on customer satisfaction.	Lecturing, visual presentations, question-answer sessions, and in-class discussions are used. Ethical principles in food and beverage establishments are discussed within the framework of food safety, hygiene, integrity, service quality, employee-customer relations, and professional responsibilities.	Ethical Principles and Practices in Tourism Management
15	Students are expected to review all topics covered throughout the semester and revise course notes, presentations, and case studies.	This week, all topics will be reviewed in preparation for the end-of-term (final) exam. The topics will be examined using a question-and-answer method.	General review

Workload

Activities	Number	PLEASE SELECT TWO DISTINCT LANGUAGES
Ders Sonrası Bireysel Çalışma	14	2,00
Vize	1	1,00
Ara Sınav Hazırlık	1	10,00
Final	1	1,00
Final Sınavı Hazırlık	1	8,00
Teorik Ders Anlatım	14	2,00

Assesments

Activities	Weight (%)
Ara Sınav	40,00
Final	60,00

Otel, Lokanta ve İkram Hizmetleri Bölümü / Turizm ve Otel İşletmeciliği X Learning Outcome Relation

	P.O. 1	P.O. 2	P.O. 3	P.O. 4	P.O. 5	P.O. 6	P.O. 7	P.O. 8	P.O. 9	P.O. 10	P.O. 11	P.O. 12	P.O. 13	P.O. 14	P.O. 15	P.O. 16	P.O. 17	P.O. 18	P.O. 19	P.O. 20	P.O. 21	P.O. 22
L.O. 1	5	5	3			3			4	4	4	3					4	4		3	5	3
L.O. 2	5	5	3			3			4	4	4	3					4	4		3	5	3
L.O. 3	5	5	3			3			4	4	4	3					4	4		3	5	3
L.O. 4	5	5	3			3			4	4	4	3					4	4		3	5	3
L.O. 5	5	5	3			3			4	4	4	3					4	4		3	5	3
L.O. 6	5	5	3			3			4	4	4	3					4	4		3	5	3
L.O. 7	5	5	3			3			4	4	4	3					4	4		3	5	3

	P.O. 1	P.O. 2	P.O. 3	P.O. 4	P.O. 5	P.O. 6	P.O. 7	P.O. 8	P.O. 9	P.O. 10	P.O. 11	P.O. 12	P.O. 13	P.O. 14	P.O. 15	P.O. 16	P.O. 17	P.O. 18	P.O. 19	P.O. 20	P.O. 21	P.O. 22
L.O. 8	5	5	3			3			4	4	4	3					4	4		3	5	3

Table :

- P.O. 1 :** Describe the basic concepts concerning tourism and hotel management
- P.O. 2 :** Know the legal arrangements and professional standards in the field of tourism and hotel management.
- P.O. 3 :** Know the internal and external environmental factors which have an effect on tourism and hotel management.
- P.O. 4 :** Know how to organize and provide accommodation, food&beverage and other services served in hotel managements.
- P.O. 5 :** Know at least one foreign language at level A2 Europe Language Portfolio.
- P.O. 6 :** Easily apply the theoretical and practical knowledge obtained from school and internship practices.
- P.O. 7 :** Know how to operate computer automation systems used in tourism and hotel managements and use these systems efficiently.
- P.O. 8 :** Use the knowledge of the foreign language in the sector, which they have learnt at school and internship practices.
- P.O. 9 :** With the theoretical and practical experience obtained, they are able to analyze and provide solutions to the problems encountered of the sector.
- P.O. 10 :** Have strong communicative skills and accommodate easily adapt to teamwork
- P.O. 11 :** Communicate efficiently and positively with their juniors and seniors.
- P.O. 12 :** Have the ability to work under work load, stress and pressure.
- P.O. 13 :** Know and take active charge in applications as to menu planning, food production, cuisine services management, services, banquet organization applications made under food&beverage department in hotel managements.
- P.O. 14 :** Know and apply making reservations, room sales, greeting guests, calculations, accounting and registering.
- P.O. 15 :** Attend teamwork as a team member in sales-marketing, congress and fair organizations.
- P.O. 16 :** Know the use and supervision of and apply housekeeping management, cleaning of rooms and common area, laundry management, cleaning products.
- P.O. 17 :** Assist colleagues contribute to junior's developments through continued education.
- P.O. 18 :** Respect seniors and complete the assigned tasks fully; create their personal solutions in case of crisis.
- P.O. 19 :** Prepare reports regarding their task and present them to their seniors.
- P.O. 20 :** Assist colleagues by doing the tasks apart from their own in extraordinary situations.
- P.O. 21 :** Band to national and ethical values and care for these values at work they attend.
- P.O. 22 :** Follow vocational innovations and improve themselves constantly on a continued basis.
- L.O. 1 :** Understand development of ethics, the concept of professional ethics, the importance of professional ethics.
- L.O. 2 :** Understands the importance of business ethics in professional life.
- L.O. 3 :** Behave according to ethical values in business life.
- L.O. 4 :** Identify ethical issues that may be encountered in working life.
- L.O. 5 :** Distinguish unethical behaviors and evaluate their consequences.
- L.O. 6 :** Interpret ethical practices in employer, employee, and customer relations.
- L.O. 7 :** Develop appropriate solutions to ethical dilemmas.
- L.O. 8 :** Gain awareness of acting in accordance with ethical principles in professional life.