

Chapter 4 Outline

Duty to Receive Guests
Federal Civil Rights Law
Remedies Under Federal Law
State Civil Rights Laws
The Business Reason to Obey These
Laws
Hotel's Duty to Receive Minors
Right to Refuse Persons
Possible Liabilities for Wrongful
Refusal to Receive a Guest
Restrictions on Advertising
Important Points for Management

Competencies

1. Describe a hotel's duty to receive guests. (pp. 37–38)
2. Explain how hotels come under the coverage of the Civil Rights Act of 1964. (p. 38)
3. Explain the remedies allowed an aggrieved person under the Civil Rights Act of 1964. (pp. 38–40)
4. Describe a hotel's further obligations under state civil rights law. (p. 40)
5. Summarize the business reason why hotels should not unlawfully discriminate. (p. 40)
6. Explain a hotel's duty to receive minors. (pp. 40–42)
7. List the circumstances under which a hotel may refuse to receive a guest. (pp. 42–43)
8. Indicate possible liabilities for a hotel's wrongful refusal to receive a guest. (pp. 43–44)
9. Describe anti-discrimination restrictions on hotel advertising. (p. 44)