

## Chapter 8 Outline

Equal Employment Opportunity Laws  
Title VII of the Civil Rights Act of 1964  
Age Discrimination in Employment  
Act of 1967  
Pregnancy Discrimination Act of 1978  
Americans with Disabilities Act of  
1990

Other Important Employment Laws  
Immigration Reform and Control Act  
of 1986  
Family and Medical Leave Act of 1993  
Fair Labor Standards Act of 1938

Sexual Harassment  
Safety and Security Concerns  
Supervising a Multicultural Work Force  
Ethics  
Substance Abuse  
Unions  
Why Join a Union?  
Structure of Unions  
Impact of Unions on Management  
Collective Bargaining  
Union Organizing Campaigns  
Working with the Union

## Competencies

1. Explain how employment laws administered by the Equal Employment Opportunity Commission affect hospitality operations. (pp. 229–233)
2. Describe how important employment-related laws affect hospitality supervisors. (pp. 233–235)
3. Summarize the supervisor's role in assuring that the hospitality workplace is free of sexual harassment. (pp. 236–238)
4. Describe the supervisor's safety and security role. (pp. 238–239)
5. Discuss the special challenges of supervising a multicultural work force. (pp. 240–241)
6. Discuss ethics. (p. 241)
7. Explain the supervisor's role in combating drug abuse by employees and guests. (pp. 241–243)
8. Identify the supervisor's special role in unionized hospitality properties: why employees join unions, appropriate actions during union organizing campaigns, and how a supervisor's work is impacted when a union represents the employees. (pp. 243–252)