Preparation PEEL questions - BLEH1 – Ethics

Utilize these sample questions to practice your proficiency in tackling PEEL tasks and prepare for your coursework. If a question focuses on advantages, try formulating an answer for a related question that highlights disadvantages. Similarly, if a question addresses benefits, practice answering one that discusses challenges.

Q1

In the hospitality sector, addressing ethical dilemmas effectively is crucial for maintaining customer satisfaction. Using the Point - Example - Explanation - Link (PEEL) framework, explain how the proper handling of ethical dilemmas may lead to increased customer satisfaction. Consider factors such as building trust with customers, fostering a positive brand image, ensuring fair and transparent practices, and reducing negative incidents, and how these elements contribute to enhancing customer satisfaction.

Q2

The improper handling of ethical dilemmas by the staff and management in hospitality organizations can significantly impact firm's reputation and overall success. Identify and explain four key ethical dilemmas that hospitality firms may encounter, and discuss how proper handling of each can enhance a company's reputation and contribute to its success. Use the Point - Example - Explanation - Link (PEEL) framework to structure your response.

Q3

In the hospitality industry, adopting unethical yet legal practices can significantly impact a firm's performance. Practices such as overbooking rooms, false advertising, and neglecting employee rights are common in the sector. Using the Point - Example - Explanation - Link (PEEL) framework, explain how erosion of customer trust, damage to the brand's reputation, decreased employee morale, and potential regulatory oversight can contribute to the firm's overall decline.

Q4

In the digital age, safeguarding customer data is crucial for maintaining trust and operational integrity for hospitality businesses. The risks of data breaches pose significant threats to hospitality firms, affecting various aspects of their operations. Using the Point - Example - Explanation - Link (PEEL) framework, explain how the risks of data breaches can negatively affect a hospitality firm.

Q5

For hospitality firms, effectively resolving customer complaints ethically is essential for building a loyal customer base and ensuring long-term success. Ethical complaint resolution practices can greatly contribute to a hospitality firm's prosperity. Using the Point - Example - Explanation - Link (PEEL) framework, explain how ethical complaint resolution may lead to the success of a hospitality firm.