Business Ethics Position Paper

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Business ethics refers to the etiquettes and norms shown while running your business. Every organization or business needs to portray and practice certain tradition and norms in order to run a successful business (De George, 2011). These etiquettes and manners help to build goodwill among the customers along with the maximum level of producers and customer services. Business ethics are especially necessary for a services industry, where there is direct or indirect dealing with the customers, and the whole industry or organization is standing on the shoulders of customer feedback.

There are many examples of the services industry, in which, business ethics are extremely important and carry the weight of the organization. For example airline services, educational institutes and food sector (Ferrell, & Fraedrich, 2015). Restaurants and hotels always require a high level of customer service and business ethics so that their customers can be fully satisfied and come back again and again to avail the services.

The example given in option one presents a perfect instance of the business ethics presented in a restaurant. This example also portrays the caliber of the manager that what decision he will take in such a situation and how will he demonstrate the best level of business ethics. Although he has clearly seen the situation that the politician seated in his restaurant is not a much-liked person among his staff and the staff has also demanded him to request the politician to leave the restaurant but being a manager, it is not the right thing for him to do. He should talk to his staff and counsel them that it is their duty to serve every single customer that walks in their restaurant, no matter what views he holds. As the politician has come as a customer in the restaurant and as per the restaurant rules, it is the duty of the employees to serve him, like any other customer.

**References**

De George, R. T. (2011). *Business ethics*. Pearson Education India.

Ferrell, O. C., & Fraedrich, J. (2015). *Business ethics: Ethical decision making & cases*. Nelson Education.