**HOS2325 Reflective Writing**

**1) Ethics in Service Organisations.**

The scope of business ethics in service is much broader and more complicated than I originally thought. It deals with a vast array of factors like an individual’s character, moral rules and responsibility, and the duties and obligations of a business and its employees. Through studying ethics I learnt that as a professional in the service industry, when faced with a situation, ethics and the afore mentioned factors should always be considered when passing judgement, which reaches far beyond one’s own opinions.

I found it interesting to learn about the different levels of Corporate Social Responsibility (CSR), as there’s economic, legal, ethical and philanthropic responsibilities that form CSR, and it is important that service industry professionals have a good awareness of these levels of responsibility.

When faced with hypothetical situations where ethics were involved (week 1, activity 3), I found it challenging to formulate a response as to how I would handle those situations as a service industry professional. There were many options as to how to respond, and my opinions on morals and ethics were challenged when I also had to consider legal responsibilities and the possible effect my decisions would have on the customer and the reputation and legal standing of the business.

Upon drafting my responses to the hypothetical situations regarding business ethics, I learnt that there are many factors to be considered when making decisions regarding handling challenging situations. I learnt that these decisions also need to be made relatively quickly and handled with ease so as not to upset clientele, and so as not to jeopardise the reputation of the business. As someone who likes to take time and reflect on decisions I make, I realised that this is a weakness of mine that I need to work on as I proceed in my career as a professional in the services industry. As I progress towards completing my degree, I’m going to have to practice skills like quick decision making, and being able to consider all dimensions of a situation’s possible outcomes depending on how I react, and the possible effects it could have on employees and clientele alike in a short space of time.

After studying this module, my perspectives and opinions on business ethics have definitely changed, as I am now more aware of the different aspects that go into decision making. My knowledge on the topic of ethics in service has expanded, and I believe that going forward I am better equipped with the knowledge and understanding necessary for making informed decisions when faced with a case where business ethics are involved. I hope to enhance my confidence in making decisions as a service industry professional throughout this semester.