Unit 202: Understand business success

Worksheet 4: Know how legislation and regulations affects hospitality businesses (Tutor)

What is the meaning of the word non-compliance?

Non-compliance means to be defiant or resistant to authority

List two reasons for non-compliance of legislation and regulation:

Any of the following examples:

- poor business practice and standards
- lack of knowledge
- lack of training
- poor supervision

Identify three different examples of positive implications of legislation and regulation:

Any of the following examples:

- legal compliance
- safer environment
- better guest experience
- fair and equal opportunities for both customers and staff
- increased reputation
- best practice

Identify three different examples of negative implications of legislation and regulation:

Any of the following examples:

- health and safety issues
- customer complaints
- employee disputes
- legal action
- fines
- loss of reputation
- risk of closure