

Unit 202: Understand business success

Worksheet 9: Know health and safety requirements of hospitality organisations (Tutor)

What would you recommend a staff member do if they see a character acting suspiciously?

Report suspicious activity to a manager, duty manager or supervisor as they should be trained in the policy and procedures. Most hotels have a procedure (SOP) that should be incorporated into an employee handbook.

Describe how regular training and evacuation/fire drills minimise the risk to human safety:

Strategic planning of fire safety results in a safer environment for both guest and employees. Having practised the procedures, staff are more familiar with them and less likely to panic. During the planning the following should be done:

- plan fire routes
- carry out a fire risk assessment
- appoint fire wardens
- train staff
- install detection and alarm systems
- arrange maintenance and repairs
- plan fire evacuation strategy
- provide information to guests

Explain how vigilant staff can reduce the threat to guest safety:

Staying vigilant should be part of your job. Being actively aware looking for suspicious characters or events will reduce the risks to guest security.

Identify the three examples of major incidents within the hospitality sector:

- acts of terrorism
- criminal acts
- violence
- fire or explosion
- Unexpected mechanical failure i.e. trapped elevator

Explain the actions a hospitality business can take to when considering a major incident:

It is important to risk assess all activities within the business; from fire safety, elevator failure, security threats such as terrorism, to unattended luggage or suspect devices. Actively planning for emergencies using a standard operating procedure, staff training, as well as staff vigilance ensures that guest health and safety is prioritised.