



Hospitality Safety

**CompWest**

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Safety for Front Desk Personnel

Front desk personnel are the faces of the organization they represent. In addition to clerical tasks, they coordinate and communicate with the entire facility. They are an important part of the hotel experience because they tend to be the first person seen. Please keep the following tips in mind when coordinating safety and security procedures:

- Keep a lookout for suspicious people, vehicles or activity.
- Make sure that two staff members are scheduled for each shift.
- Ensure that the surrounding area is well lit.
- Ensure that doors are locked after regular business hours.
- Know the layout of the facility, and the locations of key routes and equipment:
 - Emergency exits and evacuation routes
 - Fire alarms and extinguishers
 - First aid kit
- Keep internal and external emergency numbers available at all times.
- Know which employees are trained in CPR/AED and when they are available for assistance.
- Designate an outside meeting place and keep an employee roster to ensure that everyone can be accounted for in case of an emergency.
- Ensure someone is trained to activate any silent alarms.
- Test emergency systems at scheduled intervals.
- Develop a relationship with local police and fire departments.
- Never resist in the event of a robbery or holdup.
- Do not keep large amounts of cash on hand; make regular safe drops.
- Make bank deposits during daylight hours, with a non-routine schedule.
- Report inebriated or unruly guests.
 - Plan and train for hazards specific to your area:
 - Fires
 - Earthquakes
 - Floods
 - Active shooter



Workplace Safety for Bellhops

Bellhops are an essential part of the hospitality service experience. Bellhops must be trained and provided with the proper tools to ensure the best possible services at your facility:

- Ensure that bellhops are properly trained in lifting and carrying luggage:
 - Face the load.
 - Bend at the knees.
 - Get a good grip.
 - Get help if needed.
- Bell carts must be available and in proper working condition, especially wheels and casters.
- Replace or repair damaged or faulty carts.
- Stack the luggage properly and as stable as possible:
 - Keep heaviest and largest items on the bottom.
 - Don't stack the load above eye level.
- Carts must have plenty of room to fit comfortably in the elevator and hallway and should not block the path in case of an emergency.
- When moving luggage, check ahead for any obstructions or trip hazards.
- Pay attention to the condition of the floor, carpet or tiles, as they should be clean, dry and secure.
- Bellhops must wear non-slip shoes with a closed toe.
- Running must be prohibited.
- If working outside, bellhops may be prone to heat exhaustion. Ensure they take frequent breaks and drink plenty of water.



Safety for Groundskeepers



Groundskeepers are essential to projecting the professionalism and quality of your facility. There is a potential for strenuous work, with tools and conditions that could be quite hazardous. Please keep these tips in mind for the safety of your groundskeepers:

- Groundskeepers must be trained in the safe handling of tools and equipment, including, but not limited to:
 - Lawn mowers and trimmers
 - Manual hand tools
 - Chainsaws and hedge trimmers
- Groundskeepers must wear proper personal protective equipment (PPE)-approved items, including:
 - Eye and hearing protection
 - Long pants, gloves and work boots
- Do not leave tools lying around your workspace, to avoid trip hazards.
- Use the correct ladder for the job, and always inspect ladders before use.
- Take frequent breaks and drink plenty of water to avoid heat exhaustion.
- Ensure that fuels, pesticides, herbicides and other chemicals are stored and dispensed properly.
- Consider hiring outside contractors for especially dangerous jobs such as:
 - Wood chipping or log splitting
 - Stone cutting
 - Roofing
 - Tree pruning or climbing

Groundskeepers should remember these basic safe practices:

- Conduct a walkthrough of the lawn, and remove any limbs or debris before mowing.
- Fix any hazards, such as holes or sprinklers.
- Do not mow alongside sloped grass; the mower may tip over if the grass is steep enough.
- Avoid stones, gravel and debris when operating trimmers.
- Ensure that all guards are in place before operating equipment.
- Use lockout/tagout procedures to unjam or service machinery.
- Keep tools in good condition.
- Repair or replace any defective equipment.
- Wear reflective vests when working in a parking lot or near a street.
- Be aware of any pedestrians or bystanders.
- Use caution when using extension cords; they pose a trip hazard.
- Do not walk backwards when operating power equipment.



Safety for Housekeepers

Housekeepers are an essential part of the first impression guests have of your property. Please keep these tips in mind for the safety of your housekeepers:

General housekeeper injuries include:

- Overexertion strains
- Slips, trips and falls
- Cuts, punctures or lacerations

Practice these housekeeping safety precautions:

- Use proper lifting techniques – lift with legs and seek assistance for heavy loads.
- Always utilize a team lift when flipping mattresses.
- Complete stretches before each shift.
- Report and clean up spills and leaks.
- Keep aisles and exits clear of items.
- Consider installing mirrors and warning signs to help with blind spots.
- Replace worn, ripped or damaged flooring.
- Do not overload carts.
- Push, not pull, supply carts.
- Report faulty wheels/castors or unbalanced housekeeping carts.
- Wear protective gloves when cleaning toilets and handling soiled linens.
- If a hypodermic needle is found, use tools to grab and dispose into an approved sharps container.
- Wear closed-toe slip-resistant shoes.
- Do not use vacuum cords with frayed wiring.
- Pull cords from the outlet at the base.
- Empty vacuum contents regularly.
- Always use elevators when changing floors with housekeeping carts.



Universal Precautions for Housekeepers

Universal precautions are guidelines to prevent exposure to diseases which may be spread by blood or other contaminated body fluids. Every company should practice universal precautions, but it is especially important for housekeepers. These tips will help prevent exposures to blood borne pathogens:

- Housekeepers must wear gloves to clean up blood or other body fluids.
- Dispose gloves, soiled tissues, gauze, etc. in a separate bag after a single use.
- After disposing gloves, wash hands with soap and warm water for at least 20 seconds.
- Needles, syringes and sharps must be stored and disposed of in a puncture-proof container.
- Use a broom and dustpan to clean up broken glass and other sharp objects.
- Never reach directly into a trash can, as it may contain a sharp object or other infectious material.
- Do not compact trash by hand.
- Make sure any cuts or sores are bandaged before working.
- Bag contaminated linens at the source.
- Remove and separately wash any contaminated clothing.
- Wash contaminated linens separately from regular laundry.
- Any potential injuries must be reported immediately.



Shuttle Driver Safety

Having a shuttle at your facility is a welcome convenience for travelers and guests. There are many factors to consider before your shuttle driver takes the wheel. Keep these tips in mind for the safety of your driver and passenger:

- Shuttle drivers must have a valid driver's license and a driving record free of excessive infractions.
- Shuttle drivers must be trained in the proper use of handicapped accessible equipment.
- Handicapped passengers must be secured in accordance with their mobility device.
- All traffic rules and regulations must be followed.
- Texting or phone use must be prohibited while driving.
- Before driving, shuttle drivers should go through a mental checklist to ensure safe driving:
 - Attach seatbelt
 - Check seat position
 - Adjust mirrors
 - Put away cell phone or other distractions
 - Check for first aid kit and fire extinguisher
 - Test means of communication to dispatcher
 - Ensure that all passengers are seated
- Route preparation should include these factors:
 - Adverse weather
 - Traffic
 - Road conditions
- Shuttle drivers must always be cautious and practice defensive driving.
- Driving in reverse should always be avoided.
- Pre- and post-trip vehicle inspections should be conducted and issues reported.
- Preventative maintenance checks should be performed at regular intervals.
- Proper evacuation procedures must be practiced in case of a fire or other emergency.



Safety for Hospitality Maintenance Technician

Hotel maintenance workers are an integral part of keeping a hotel running smoothly and safely. Please keep these tips in mind for the safety of your hotel maintenance workers:

- Always keep tool electrical cords in good repair, and do not remove, alter or bypass any safety guards.
- When lifting, keep load close and always lift with legs.
- Use assistive devices or team lifts when lifting more than 35 pounds.
- Read and follow the manufacturer's safety instructions for ladder or step stools.
- Only use power equipment or hand tools in which you've been trained to use, and use them properly.
- Follow label instructions and the corresponding safety data sheet (SDS) for each chemical being handled.
- Use personal protective clothing or equipment, such as neoprene gloves, rubber boots, shoe covers, rubber aprons and protective eyewear, when handling chemicals.
- Watch for and stay away from guests' pets in rooms/cars.
- Use a long-distance insecticide to destroy wasp nests.
- Always wear slip-resistant closed toe footwear.
- Follow heat exhaustion prevention guidelines: Stay hydrated.
- Avoid roof work unless necessary.



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