OCCUPATIONAL HEALTH AND SAFETY

Safety and security in one of the chief concerns of all employees and guests in a hotel. Accidents and disaster (natural- man made) can cause damaged to both humans and properties. But hazards and risk can be less damaging if employees and guests in a hotel know and understand emergencies and preventive measures. These can be accomplished through proper education, training and drills.

Here are general safety and security measures for hotel guests and employees (Roldan and Crespo 2003, 134-138)

1. All entrances and exits in the hotel should be secured with full-time security guards to prevent entries of any suspicious guests or unauthorized personnel.

2. Install or assign roving guards to monitor the movements of all occupants, guest and employees within the hotel premises. Security measures help track down who is responsible for the theft or crimes.

3. When there are suspicious-looking persons or objects, any guests or employee in the hotel must immediately report said persons or objects to security officers or duty manager for proper investigation.

4. In case there is a suspicious object left by a guests or occupant within the hotel, the following measures may be carried out:

    a. The objects must be left untouched or unopened.

    b. Only security officer or police officer who is expert in such can check the object.

    c. The affected area should be cordoned and the guests within the said area must be advised to vacate immediately.

    d. More importantly all guests and personnel must be cautioned to calm down and be given assurance that everything is under control.

5. Disclosure of guest's personal information must be avoided by every employee or staff in the hotel at all times.

6. All incoming or outgoing calls of any house guests should be screened when necessary.

7. House guests must be advised or reminded not to transact business with unknown or suspicious persons.

8. Rooms or areas in the hotel with safety hazard should not be sold or utilized for occupancy until remedy has been done.

9. Joiners must be screened or advised to log in at the front office for safety and security purposes.

10. For safekeeping and handling, require guests to leave their keys at the front desk when leaving the hotel.

11. Ban the guests from cooking and ironing inside the room.

12. Provide or install equipment for safety and security reasons:

    a. fire alarm

    b. fire hose

    c. Fire extinguisher in designated area

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d. Exit locator chart or evacuation plan chart.

e. Fire smoke detectors

f. Fire sprinkler

g. Luminous fire exit signs

h. Safety instructions to guests

i. Emergency lights

13. Check regularly all electrical installation, repair defective electrical appliances and fixtures and never overload electrical circuits.

14. Do not leave flammable or combustible objects near bulbs or in hot places.

It is also important for front office personnel to maintain their personal grooming and hygiene for they represent the hotel. If they are properly groomed and observe proper hygiene, they exhibit the positive image and good standard of quality services of the hotel: pleasantly make contact or interact with hotel guests or occupants: and help prevents transfer of germs from one person to another. Being neat and clean build self-confidence and pride, too.

Here are some practices that promotes personal grooming and hygiene:

1. Wear appropriate uniform or clothes
2. Shower and use deodorant daily
3. Maintain good dental hygiene
4. keep hair cleaned and combed
5. keep fingernails and toenails trimmed and cleaned
6. Wear appropriate cosmetics and jewelry
7. Maintain good posture
8. Regularly wash and sanitize hands.

Observance of professionalism can also contribute to occupational health and safety because professional employees have a good attitude at work, are concerned about the effectiveness and efficiency of their work and show pleasant and just judgment. A professional front office staff never lets personal problems affect his/her job and maintains good professional and working relationship with colleagues and guests by being caring, considerate, flexible, polite, punctual, honest and open to learn more. Moreover he/she exhibits self-control when handling interpersonal conflicts, avoids gossip and discusses any issues affecting his/her job. With concerned supervisor, stays calm during periods of peak activities, takes initiative, work well without being watched or supervised and maintains the hotel's standards

Answer this Activity

Direction: Fill in the blank with the word or phrase that best fits the sentence to complete its thought.

1. All entrances and exits in the hotel should be secured with full time _____ to prevent entries of any suspicious guests or unauthorized personnel.

a. barangay officials
b. CCTV cameras
c. monitoring team
d. Security guards

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2. Revelation of guest's _____ must be avoided by every employee or staff in the hotel at all times.

a. personal account
b. personal information
c. personal history
d. personal preference

3. All incoming or outgoing calls of any house guests should be _____ when necessary.

a. avoided b. disclosed c. screened d. sanitized

4. Install or assign roving guards to monitor the _____ of all occupants, guests and employees within the hotel premises.

a. awareness b. happenings c. involvements d. movements

5. For safekeeping or handling, require guests to leave their keys at the _____when leaving the level.

a. front desk
b. housekeeping department
c. security department
d. concierge

6. Check regularly all_____, repair defective electrical appliances and fixtures and never overload electrical circuits.

a. danger zones b. electrical installation c. worn furniture d. fire hazards

7. Do not leave flammable or _____objects near bulbs or in hot places.

a. combustible
b. Hazardous materials
c. non-combustible
d. recyclable materials

8. House guests must be advised not to transact business with unknown or _____

a. Foreigners b. local resident c. paupers d. suspicious person

9. Front office staff never lets _____affect his/her job.

a. ambition or aspiration b. personal problem c. technology d. Social matters

10. _____ the guests from cooking and ironing inside the room.

a. ban b. discourage c. Encourage d. Understand

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