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 sand 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.