



Training Solutions, Delivered!

# **SAFE WORK PRACTICES**

## ***Hospitality Version***

**Leader's Guide, Fact Sheet  
& Quiz**

**Item Number: 4765**  
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***This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.***

## **PREPARING FOR THE MEETING**

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

## **CONDUCTING THE PRESENTATION**

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

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**FACT SHEET**

**LENGTH: 9 MINUTES**

**PROGRAM SYNOPSIS:**

Safety and security—It's not something extra you have to do; it's part of doing your job correctly. It doesn't take any more time or effort to do a job safely, and it just might keep you or others from suffering a painful injury or lost time at work. Proper safety and security procedures help protect our guests as well. This program discusses the basics from three different perspectives: the safety of yourself and other associates, the safety and security of hotel guests and your role in emergency procedures.

**PROGRAM OBJECTIVES:**

After watching the program, the participant will be able to explain the following:

- Why it is important to correct unsafe conditions and prevent unsafe acts;
- What the basic safe work practices are for handling chemicals, handling items potentially infected with bloodborne pathogens and lifting objects safely;
- How to help eliminate unsafe conditions for guests;
- What steps can be taken to maintain the security of our guests;
- What to do in the event of an emergency.

**PROGRAM OUTLINE**

**UNSAFE CONDITIONS**

- Generally, injuries in the workplace come from two types of situations: unsafe conditions and unsafe acts, and sometimes a combination of both.
- Unsafe conditions can range from blocked fire exits to wet floors to burned out lights, anything that may pose a safety hazard.
- Often, these conditions can be fixed fairly easily and that's what you should do if it's a simple hazard, such as something left on the floor or an open file cabinet drawer or door.
- If you can't correct the hazard yourself, you need to report the unsafe conditions immediately. That way, corrective actions can be taken before an accident or injury occurs.

**UNSAFE ACTS**

- Unsafe acts are another way injuries occur on the job. Industry data suggests that the majority of workplace injuries are the result of unsafe acts.
- Examples of this are an employee fails to hold the handrail on stairs or ignores a caution sign warning of a wet floor; actions such as these can lead to an injury.
- Often, unsafe acts are a result a lack of attention or doing a job faster than necessary.
- Remember, you are the only one who can prevent unsafe acts. It's a choice you make. Choose to be safe, every job, every day.

**CHEMICAL SAFETY**

- If you work with chemicals or cleaning agents, you should be aware of the potential hazards of these.
- The first rule is to read the label. This will provide you with basic information you need to know to work safely with the chemical.
- If you want more information, consult the Safety Data Sheet (SDS). These are available for you to understand what the dangers might be, how to properly use the chemical in a safe manner and any personal protective equipment or PPE needed for the task.
- If you don't know where they are, ask.

**MACHINE OPERATION**

- If you work with machinery, equipment or vehicles, you must be trained and authorized to do so. Just because you think you know how to operate a particular machine, or even if you have at a previous employer, you must be trained and authorized by our company prior to doing so.
- Often, these tasks will have a Job Safety Analysis to help show you the correct way to use the equipment. Follow all warnings, stickers and signs. They're there for a reason—your protection.

**BLOODBORNE PATHOGENS**

- Be aware of potential bloodborne pathogens. When handling any linen or towels, always wear vinyl or latex gloves. Any bed linens or towels with blood or body fluid must be disposed of or cleaned in a special manner.

- Never touch needles, glass, razors or other sharp objects with your bare hands. Broken glass should never just be thrown in a trash bag. Needles or any other potentially hazardous sharp object should be disposed of in a sharp's container.
- If you have any doubt about proper procedures, stop and ask your supervisor. Never take a chance.

### **SAFE LIFTING PRACTICES**

- Everyone must engage in lifting from time to time. Following safe-lifting procedures is another important aspect of your job.
- These procedures include standing close to the load and center yourself over it with your feet shoulder width apart, keeping your back straight, bending your knees and squatting down to the floor.
- Get a good grip on the load with both hands. Keep the load close to your body and use your leg muscles to stand up.
- Your back should remain straight throughout lifting, using only your leg muscles to lift the load.
- Reverse these steps to set the item down, bending your knees and using your leg muscles.
- Do not twist your body when moving the load. Instead, pivot your feet.

### **IMPORTANCE OF A GOOD ATTITUDE**

- The most important part about your personal safety is your attitude. Follow all company policies and procedures. Pay attention during training.
- Don't do anything you know is unsafe; and, if you think something may be unsafe, ask. It's actually quite simple.

### **SAFETY OF GUESTS**

- You also play an important role with helping to eliminate unsafe conditions for guests as well since you are the front line. Who better to spot unsafe conditions first?
- First and foremost, report any unsafe conditions as soon as possible.
- You are also responsible for protecting guests privacy and security by safeguarding their belongings, following hotel policy on allowing access to guestrooms, ensuring that room and master keys are controlled and accounted for at all times and not giving out guest names or room numbers.
- Third, keep the hotel clean and sanitary so that guests are not exposed to germs or pathogens, and the property looks like it should.
- Finally, report any guest incidents or injuries to security or your supervisor. They are trained in how to properly handle these situations.

### **GUEST SECURITY**

- Security has become an important factor when guests and groups decide which hotels they want to stay and meet in, so we all need to play a role in keeping our guests safe and secure.
- Housekeepers can identify potential problems early on. These may include suspicious items or activities in guestrooms or attempts to gain inappropriate access to rooms and safety hazards in the guestrooms.
- Those associates who work in food preparation have a responsibility to ensure that food is prepared in a safe and sanitary manner. Follow your hotel's proper food-handling policies.
- Front-line associates also play a very important role in guest security. You are the ones responsible for giving out guestroom keys and protecting guest's personal information, as well as being the ones who are the first to receive calls or complaints regarding safety or security issues.
- Engineering or maintenance workers have the responsibility to repair any hazardous conditions or malfunctioning door locks. Of course, the security department must be constantly on the lookout for unsafe conditions or security breaches.
- No matter what part of the hotel you work in or what your job responsibilities may be, security is part of your job.

### **EMERGENCY RESPONSE**

- Associates from different departments will have varying roles in an emergency—some will respond to the scene of the emergency, some will call for and direct emergency personnel and others will assist with evacuation or searches. Your supervisor can help you understand what your specific role is during an emergency.
  - We all share some responsibilities. If you discover smoke or flames, activate the nearest fire pull station alarm, notify the hotel operator and evacuate the area if the fire is beyond your ability to easily extinguish.
  - If you see a suspicious device or package, do not move or touch it. Call for assistance immediately and leave the area.
- If a guest or employee has a medical emergency or serious injury, always call for assistance before rendering first aid or CPR. Only give as much treatment as you are trained to do and stand by to assist emergency personnel if necessary.
- Remember, you play an important role in the overall safety and security of the hotel. Timely reporting of unsafe conditions is vital to the safety of yourself, other associates and guests.

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**ANSWERS TO THE REVIEW QUIZ**

1. a

2. b

3. a

4. b

5. c

6. a

7. b

8. c

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### REVIEW QUIZ

Name \_\_\_\_\_ Date \_\_\_\_\_

*The following questions are provided to determine how well you understand the information presented in this program.*

1. If you can't correct a hazard yourself, you need to report the unsafe conditions immediately.
  - a. True
  - b. False
2. Industry data suggests that the majority of workplace injuries are result of \_\_\_\_\_.
  - a. Unsafe conditions
  - b. Unsafe acts
  - c. Bad luck
3. What is the first rule for working with a chemical?
  - a. Reading the label
  - b. Consulting the Safety Data Sheet
  - c. Asking your supervisor about its hazards
4. If you have operated a machine at a previous employer, you don't need training and authorization from by our company before operating the same machine.
  - a. True
  - b. False
5. Which muscles should you use when lifting a load?
  - a. Your back muscles
  - b. Your arm muscles
  - c. Your leg muscles
6. The most important part about your personal safety is your attitude.
  - a. True
  - b. False
7. You don't need to be concerned about the security of the hotel unless you are a front-line employee.
  - a. True
  - b. False
8. What should you do if you see a suspicious device or package?
  - a. Throw in a dumpster located away from the building
  - b. Take it to your supervisor
  - c. Leave it alone, call for assistance and vacate the area