



**Training Solutions, Delivered!**

# **HOSPITALITY: Safety Orientation**

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

**Item Number: 5076**  
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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.

# 5076 HOSPITALITY: Safety Orientation FACT SHEET

**LENGTH: 10 MINUTES**

## **PROGRAM SYNOPSIS:**

This short program is an overview of basic safety responsibilities to help hospitality workers perform their jobs safely and efficiently. Viewers will see that safety is really nothing more than common sense and thinking about being safe. Topics include unsafe acts, equipment safety, electrical safety, PPE, fire safety, ladder safety, avoiding slips and falls and preventing back injuries.

## **PROGRAM OBJECTIVES:**

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

- What will happen if they perform unsafe acts;
- Basics of equipment, electrical fire and ladder safety;
- The importance of wearing proper PPE & clothing;
- How to prevent slips and falls as well as back injuries.

## **INSTRUCTIONAL CONTENT:**

### **UNSAFE ACTS**

- Don't take short cuts or risks—there's only one-way to perform your job. If it can't be done safely, we don't want you to do it; that's our policy and your obligation.
- Accident and injury statistics compiled over the last 50 years throughout the world have reveal that 85 to 98 percent of all accidents are caused by unsafe acts of employees such as taking short cuts, violating safety rules or job procedures.
- If you've committed one of these unsafe acts, the company has the responsibility to provide counseling. This means you'll be instructed in the unsafe act, what action is required by you to prevent similar unsafe acts and the time allowed for you to correct this unsafe behavior.
- Continued demonstrations of unsafe acts may in result in disciplinary action. We're serious about safety and expect you to perform every job, everyday safely.

### **BASICS OF JOB SAFETY**

- Report to work rested, alert and fit to give your full attention to your job.
- Of course, alcohol and drug use is prohibited on the premises, as are the residual results of their off duty use. This policy is established in order to ensure all of our employees have a safe environment in which to work.
- Violation of this policy can result in immediate termination of your employment.
- If you're taking drugs prescribed by a physician, report this use to your supervisor before beginning work.

### **EQUIPMENT SAFETY**

- If you're required to operate any type of equipment, wait until you've been trained and authorized by the company. We have an obligation to train you, regardless of your past experience and familiarities with the equipment.
- If you are an equipment operator, you should make sure all guards are in their proper place before operating the equipment. You should also know the location of all emergency stop buttons and the equipment they operate.
- Of course, never place your hands or any other parts of your body into operating equipment for any reason. It is your responsibility as a machine operator, to make sure the area is cleared of any employee that is standing nearby before you turn the equipment on.
- Don't leave a machine running that's unattended; never adjust or perform maintenance on any machine while it's in motion.
- Of course, keep your work area clean. Don't let metal shavings, wood or other material clutter your work area.
- Should any of your tools or equipment malfunction or become unsafe to use, notify your supervisor immediately.

## **ELECTRICAL SAFETY**

- Electrical safety is equally important. Water is any everyday potential hazard and therefore, you should be alert for any electrical hazards and never use electrical tools or equipment near water.
- Report hazards to your supervisor, particularly damaged electrical switches, plugs, cords, receptacles or electrical tool.
- Most electrical tools and equipment have a third prong on the electrical plug; this prong is a grounding device to protect you from electrical shock in the event of a short or malfunction. Be sure the ground prong is not broken off as this could result in an injury.
- Some electrical hand tools do not have the ground prong, as they provide protection from double insulation inside the tool. If the tool does not state "double-insulated," it must have that third prong or ground on the plug.

## **PERSONAL PROTECTIVE EQUIPMENT**

- Follow your company procedures in what personal protective equipment is required for each specific job.
- Eye protection comes in many forms such as a variety of safety glasses, goggles, chemical face shields, welding eye protection. Your supervisor selects the proper eye protection for the hazard; however, the most important part of eye protection is for you to wear it when it's provided.
- Dress for work. Don't wear torn or loose-fitting clothing that can get caught in moving machinery. If you work around moving machinery, don't wear gloves.
- Gloves can be caught and pull into the moving parts causing a serious injury.

## **WORKING SAFELY WITH CHEMICALS**

- When working with chemicals, always wear proper protective clothing and eye protection.
- Chemicals are to be handled only by employees who have been trained and authorized to do so.
- There's a Safety Data Sheet available for each chemical or hazardous material used, which can be obtain through your supervisor. The time to have your questions about hazardous chemicals is before you begin to use them.

## **FIRE SAFETY**

- Fire prevention is another important part of each employee's responsibility.
- Learn where fire extinguishers are located and how to use them.
- Make sure you know where the exits are located and that they aren't blocked. In the event of a fire, personal safety is the most important concern.
- If time permits and you can extinguish a fire safely, then that's the thing to do; however, don't take chances. If there's any doubt about your safety, leave the area and the fire suppression activities to the professionals.

## **LADDER SAFETY**

- Don't use chairs, boxes or makeshift platforms to reach high places. Use a ladder that is specifically designed for that purpose.
- Never use a ladder that is broken or defective. Inspect it before you use it.
- Never stand on the top two steps of any stepladder. Standing on the top two steps on any ladder is dangerous, because you overextend the center of gravity of the ladder and it can easily tip over.
- Don't jump off ladders or platforms; step down slowly. A sprained ankle or broken leg can take a long time to heal and taking chances just isn't worth it.

## **PREVENTING SLIPS & FALLS**

- Slips and falls injure more people than any other type of accident.
- Watch where you're walking and paying attention to potential hazards such as wet or slippery floors, torn carpets or tile.
- Watch for a change in elevations of the floor and of course, do not run at work. It's okay to be in a hurry, but it's not okay to disregard safety and take chances.
- Use only authorized walkways or aisles, especially in warehouses or around machinery.
- When you walk up or downstairs, always hold the handrail. In the event you slip or trip, you'll have the handrails to prevent a fall.

## **PREVENTING BACK INJURIES**

- Most back injuries are the result of improper lifting, stretching your back muscles or twisting your back.
- The back is a complex and delicate part of your body. It's composed basically of vertebrae or bones, discs and nerves. The discs act as shock absorbers between the bones and prevent the nerves from being pinched.
- The basic lifting technique is to keep your discs in their proper position between the bones. When you bend your back, the discs are pinched and can be damaged.
- You've heard it many times: Bend your knees, not your back. When you lift anything, no matter how heavy it is, get a good grip, bend your legs and use your leg muscles to lift the load, not your back muscles.
- If you can't bend your legs, use one hand to provide additional support for your back or use your legs as a brace for support.
- Stretching while lifting anything can stretch or tear ligaments in your back. These tears are quite painful and take quite a long time to repair. You can prevent strains by not stretching when you're lifting.
- Twisting your back while lifting can be extremely dangerous. Remember the discs and bones and nerves? Make it a rule never to twist your body when lifting.
- You're the only one who can prevent back injuries. Now, if you have the right attitude about safety and think about safety when you're lifting, you can always prevent back injuries.

## **REPORTING INJURIES**

- If you are injured on the job, you must report the accident or injury to your supervisor immediately.
- Even if you think you don't need medical treatment, report all accidents, near misses and injuries immediately when they occur.
- Medical treatment, if required, will be provided; however, supervision and management must be made aware when an accident or injury does occur.

## HOSPITALITY: Safety Orientation

### ANSWERS TO THE REVIEW QUIZ

1. a
2. d
3. b
4. c
5. b
6. a
7. a
8. a
9. b
10. b

**HOSPITALITY: Safety Orientation**  
**REVIEW QUIZ**

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

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

1. The majority of workplace accidents are caused, in whole or in part, by the unsafe acts of employees.

- a. True
- b. False

2. You must be \_\_\_\_\_ before operating any machinery?

- a. Trained
- b. Authorized
- c. Assigned
- d. Both answers a and b

3. When clearing a jam, you may place your hand into moving machinery.

- a. True
- b. False

4. If a tool you are using is malfunctioning, you should \_\_\_\_\_.

- a. Keep working
- b. Get a new tool
- c. Notify your supervisor
- d. All of the Above

5. You should never use electrical equipment near \_\_\_\_\_.

- a. Sawdust
- b. Water
- c. Other employees
- d. Machinery

6. Loose fitting clothing or jewelry can get caught in moving machinery.

- a. True
- b. False

7. The most important thing during a fire or other emergency is \_\_\_\_\_.

- a. Protection of people
- b. Protection of property
- c. Notifying your supervisor
- d. None of the above

8. Running at work is strictly prohibited.

- a. True
- b. False

9. Minor injuries such as a cut finger do not need to be reported.

- a. True
- b. False

10. If a ladder is unavailable, a chair or box may be used as a substitute.

- a. True
- b. False