

Second Year BSc HS (2019 Pattern) Third Semester

HS 303 Accommodations Operations I

Section I Housekeeping - Chapter 3 Safety & Security Principles

Course Outcomes

- C1. Establish the importance of Rooms Division Principles within the hospitality Industry
- C2. Learn basic skills and knowledge necessary to successfully identify the required standards in this area
- C3. Understand all aspects of cost control and establishing profitability

Objectives of the study

1. Introduction to safety & security
2. The concept of safety and security is taken for granted but it plays an important role since the life of the guest depends in the hands of the organization.
3. Safety also includes dealing with accidents, first aid, prevention of fire and other conditions.
4. Security on the other hand is the need to be free from any kind of fear, anxiety and doubt, involving the protection against any loss of property, which could belong to the guest and employee.
5. The function of the hotel security is not only the responsibility of the security department but of every employee

Introduction to safety & security

Safety management program

The overall objectives of a safety management program are to eliminate hazards before they cause any serious accidents

10 step effective safety management program

1. Review work procedures and inspect work areas for safety hazards
2. Make departmental heads aware of the nature and variety of hazards
3. Establish a safety committee
4. Maintain accurate safety records
5. Conduct periodic in-house safety inspections
6. Train staff members to implement safety conscious

7. Motivate staff members to be safety conscious
8. Investigate and analyze all accident and injuries.
9. Practice safety management and monitor follow-ups.
10. Review the effectiveness of your own safety management program

Three "Es" of safety

- **Safety Education**
- **Safety Engineering**
- **Safety rules Enforcement**

Prevention of accidents

- Always follow instructions when using any cleaning equipment.
- Label cleaning agents clearly.
- Keep floors clean and dry.
- While cleaning, place safety signs near the area
- Mark faulty equipment as OOO.
- Always dry hands before touching plugs, sockets and electrical fittings
- Dispose garbage carefully.
- Never place cigarettes butts or sharp objects in the trash bag before checking.
- Open and shut door carefully
- Clean away broken glass carefully.
- Handle cleaning agents & equipment very carefully & follow all the safety instructions

Job safety analysis

A job safety analysis is a detailed report that lists every job function performed in the Housekeeping

Department and lists down potential hazards, safe methods, tips, and 'how-to's' for each task involved in the jobs.

Emergencies

The nature of all emergencies is the same. They are uncontrollable and unforeseen.

Thus, all properties must be prepared for them and have written emergency plans.

Emergencies may come in any form such as earthquakes, floods, tsunamis, bomb threats, and so on.

Emergency plans must be a part of SOPs.

Fire (some unsafe practices)

1. Fires may be prevented if fire hazards are identified and eliminated. Some unsafe practices that may lead to fires are as follows.
2. The hotel not providing sand urns or sufficient and appropriate ashtrays in rooms as well as public areas.
3. Using high wattage light bulbs in lamps.
4. Leaving linen chute doors open.
5. Storing rags and cloths with residues of cleaning polish still on them
6. Fire (some unsafe practices)
7. Not unplugging electrical equipment or sockets.
8. Using faulty electrical appliances when not in use .
9. Leaving magnifying glasses where the sun can catch them.
10. Using furnishing materials that are easily combustible.
11. Each establishment must conduct fire drills on a periodic basis and ensure that all staff attend these drills so that they know what is to be done during a fire emergency

Fire fighting

Staff should be trained in operating firefighting equipment. Firefighting equipment vary from simple ones such as buckets of sand and water, fire blankets, and hose reels to more complex fire extinguishers.

Buckets of water should be constantly checked for adequate water and buckets of sand should be kept dry.

Buckets of water should not be used in case of fires involving electricity.











To understand fire prevention and firefighting, one must know the classification of fires

Types of fire

- **Class A fire: Fires involving solid materials such as wood, paper or textiles.**
- **Class B fire: Fires involving flammable liquids such as petrol, diesel or oils.**
- **Class C fire: Fires involving gases.**
- **Class D fire: Fires involving metals.**

- **Class E fire:** Fires involving live electrical apparatus. (Technically ‘Class E’ doesn’t exist however this is used for convenience here)
- **Class F fire:** Fires involving cooking oils such as in deep-fat fryers

Types of fire extinguishers

| <i>Symbols found on fire extinguishers & what they mean</i> | |  |  |  |  |  |
|---|---|--|--|---|--|--|
| | | Water | Foam spray | ABC powder | Carbon dioxide | Wet chemical |
| Wood, paper & textiles |  | ✓ | ✓ | ✓ | ✗ | ✓ |
| Flammable liquids |  | ✗ | ✓ | ✓ | ✓ | ✗ |
| Flammable gases |  | ✗ | ✗ | ✓ | ✗ | ✗ |
| Electrical contact |  | ✗ | ✗ | ✓ | ✓ | ✗ |
| Cooking oils & fats |  | ✗ | ✗ | ✗ | ✗ | ✓ |

Firefighting systems

1. Fire alarm

These can be set off by smoke detectors.

Heat detectors, sprinkler systems, or pull stations.

The most common types of fire alarms are the ones operated by pull stations located in corridors, lobbies and near elevators.

The pull alarms themselves are red in color, with a glass panel that needs to be broken to set off the alarm

2. Water sprinklers

These are found in most hotel establishments, especially in corridors and rooms.

They are situated on the ceiling and automatically spray water when the temperature rises above a certain level.

3. Smoke detectors

These are set off by smoke.

The two types of smoke detectors available are photoelectric detectors and ionization detectors.

Photoelectric detectors are alarms triggered off when smoke blocks a beam of light emanating from the detector.

In the ionization type of smoke detectors.

The alarm sounds when the detector senses a shift in electrical conductivity between two plates.

Safety of hotel property

- Theft by employees of the hotel
- Damage of the hotel property by guest
- Theft by guest
- Theft by outside thieves.
- Each of these four categories should be treated separately and security system accordingly should be designed

Theft by hotel employees

Specially those who meet the guests or who in pursuit of their duties can enter a guest room.

Work business and personal references should be checked before they are employed.

Keep a detailed record of all employees who enter the guest room such as chamber maid, bellboy, room boys, maintenance and engineering department etc.

Make it a policy that no employee of the hotel will ever keep the key of hotel and he must return it to front desk immediately.

All room key of rooms must be kept under strict control particularly when it in use, and should be issued to staff only on written authority, computerized or magnetic card key should be used

Damage to the hotel property

Damage to hotel property by guest is a very common occurrence in hotels. This may be intentional without any apparent reason and under the influences of alcohol or some time accidentally.

The hotel management should try to analyse the root cause of damage.

The damage caused accidentally and without any intentions to damage the property may be overlooked

While in case where it is evident that the guest has damaged the property of the hotel intentionally the hotel may ask the guest to pay the compensation for the same.

In this case it is the responsibility of the front office staff to charge the guest with the value of the damaged property and for this it is important that the front desk staff is well versed with the cost of damaged item.

A voucher for the amount should be made and given to the guest

First Aid

First aid is the first and immediate assistance given to any person suffering from either a minor or serious illness or injury, with care provided to preserve life, prevent the condition from worsening, or to promote recovery.

The 5 main aims of first aid are:

1. Preserve life.
2. Prevent the escalation of the illness or injury.
3. Promote recovery.
4. Pain relief.
5. Protect the unconscious.

8 Golden rules of first aid

1. Stay calm
2. Check whether your surroundings are safe. Don't put yourself or the injured person at risk.
3. Decide if you or the injured person needs medical aid; ask for advice if not sure.
4. Reassure the injured person. If they are severely injured and under shock, and keep them warm. Stay with the injured person, keep them comfortable and don't move them if you suspect an injury to the back or neck. Call for medical help in that case.

5. Tell the medical experts as much information about the accident and symptoms as you can. Also, if you know about allergies or blood group or vaccinations or medical condition of the person (i.e. if they are on medication)
6. Wash your hands before you apply first aid and wear disposable gloves to protect yourself and to prevent infections.
7. Clean the wound(s) carefully, wiping away any dirt and grit. Use a clean cotton cloth with a disinfectant or rinse with cold water, then pat area dry before applying a clean dressing. Do not remove embedded objects, leave that to medical staff. Finding the right wound dressing has never been so easy: just rely on these Elastoplast products that should be in every [First Aid Kit](#).
8. Keep your first aid supplies up to date. Do not forget to replace any items you use from your first aid kit and check expiry dates regularly. Check our [First Aid Kit guide](#) for a more tips.

Cardiopulmonary resuscitation (CPR) is an emergency procedure that combines chest compressions often with artificial ventilation in an effort to manually preserve intact brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person who is in cardiac arrest.

CPR: Step by Step



1 Call 911 or ask someone else to



2 Lay the person on their back and open their airways



3 If they are not breathing, start CPR



4 30 chest compressions



5 Two rescue breaths



6 Repeat until an ambulance or AED arrives

First aid box

1. A first aid box containing medical supplies for medical emergency use is usually kept in the housekeeping department.
2. A minimum variety of certain types of supply should be ensured at all times a 17 1/2 inch X 6 1/2 inch dirt-proof box is ideal.
3. The first aid box must at least contain of following items.
4. The first aid book.
5. Antiseptic cream-useful for cuts and grazes.
6. Savlon or dettol antiseptic solution- 2 bottles.
7. Antihistamine lotion- a medicated liquid containing zinc carbonate, this has a soothing effect on painful suburn .
8. It can also relieve itching caused try minor insect bites and stings in the absence of an allergy.

9. Antacid tablets, magnesium, trisilicate, or sodium bicarbonate.- give relief from mild indigestion and heartburn, a burning sensation caused by stomach acid irritating the gullet.
10. Paracetamol- used for relieving pain and lowering a high temperature.
11. Aspirin- used for relieving pain and lowering a high temperature, its use should be restricted, however, as it may irritate the stomach lining and has the potential to cause internal bleeding in susceptible people.
12. Kaolin clay- used to relieve diarrhea by slowing down bowel movements.
13. Methyl salicylate ointment – to rub into a strained or bruised muscle. It will also ease spasms and pain.
14. Chloromycetin eye ointment – 2 tubes. This can be used in case of bacterial infections of the eye, such as bacterial conjunctivitis.
15. Soframycin skin ointment-2 tubes. This is used in bacterial infections of the skin and in burns too.
16. Travel sickness tablets- these can be taken before a journey or as directed on the label.
17. Oil of cloves- for an aching tooth, this is used to provide temporary relief.
18. Clinical thermometer- can be used either orally or under the arm. It should be cleaned with antiseptic after each use, even for the same patient.
19. Sterilized white absorbent gauze (28 x 8 inches) – 1 packet. This dressing can be used dry, with no cream or ointment to dress a minor wound.
20. Sterilized dressing (no.18) – 12 for use of fingers .
21. Sterilized dressing (no.24) – 12 packets for use on hands and feet.
22. Last sterilized dressing (no.20) – 12 packets for use on other body parts.
23. Sterilized cottonwood (25 kg)-6 packets, can be used to pad a dressing or to clean an injury with soap and hot water.
24. Crepe bandage- 6 packets; may be needed to bandage a sprained or strained joint such as a wrist or knee.
25. Adhesive plaster (large) can be used on minor wounds or to secure a dressing.
26. Adhesive dressing strip – 6 packets to protect wounds from dirt and from friction against clothing.
27. Roller bandages- various sizes 18 packets , can be used to secure dressings , to apply pressure to control bleeding and to give support to sprains or strains.
28. Unbleached triangular bandage- 12 packets; a type of bandage that makes a sling to support an injured wrist or elbow.
29. Eye pad- for placing on the eye in case of an eye injury.
30. Tweezers- to remove splinters from the skin. They should be used in good light.
31. Dressing scissors- to use when cutting away dressings or bandages. The blunt ended blade should be kept next to the skin.
32. Safety pins- 1 packet of 10, to be used for fixing bandages or slings in place.
33. Pad and pencil for writing – 1 each