



Hospitality

The key management skills required in leisure, tourism and hospitality cover many aspects and good customer service directly reflects your business - client relationship. As a service industry your level of security, hygiene and safety will determine how your customers and guests feel about your organisation. Procedures may well have been discussed but if staff are poorly trained these controls will look inadequate.

Harness-it does not cover hygiene or first aid; we can't be masters of all trades so we have limited ourselves purely to Health, Safety and Security.

Your procedures may include:

- Emergency
- Fire and Accident
- Hazard Control
- Lifting and Handling
- Food hygiene
- Security
- Cash
- Personal Protective Equipment
- People
- Equipment

Protecting customers and guests are of paramount importance to the hospitality industry; and well trained staff not only look professional they can reduce or limit the effects of an incident. Creating a better working environment improves productivity and can enhance customer relations.

General Security Practises:

Minimise the number of public entrances.

Separate the staff entrance from the public entrance.

Vary the timing of high-risk activities, such as cash removal. Empty tills regularly and keep large amounts of cash in a secured safe.

Arrange furniture in public areas so that visitors can be easily observed.

Install mirrors which can help staff monitor people's movements and view comings and goings discreetly.

Car parks and outdoor areas should be well lit; reminders should be clearly displayed to advise customers of any potential hazards.

Prevention and defensive planning:

For emergency situations, planning and staff awareness are your greatest resource – because your people can help you protect your reputation, property and prevent unnecessary injuries.

- Bomb threats
- Robbery
- Floods
- Fire
- Aggressive customer
- Slips, trips and falls.

Event Planning and *Defensive Action Awareness* will be valuable aids for you and your staff when things go wrong. Harness-it can help with conference planning and introduction procedures, entertainment or event evacuation and dispersal strategies. Risk Assessments can help to identify and summarize potential areas of concern. It is the foundation upon which you can identify potential danger areas, advise your staff and create policies and procedures to reduce the risks.

Please also refer to the Harness-it, crisis-planning sheet.

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