

## Dealing with risks

### Purpose of the training:

The purpose of this training is for the participants to be able to identify, assess and limit the risk in different situations in the hotel industry, through using concepts, methods and techniques for risk control.

### Outcomes from the training:

After the training, the participants will be able to identify the main risks from different aspects. In fact, it is expected the hoteliers to be able to make a strategy controlling the risk, which will result in avoiding the risk, minimize the risk or accept the risk at different volume.

### How will the training work:

This training will be held through lectures and practical exercises, will gain new knowledge or improve the one they already have on how to deal with risks

### Topics of the training:

1	<b>Introduction to Crisis Management – dealing with risks</b> <ul style="list-style-type: none"><li>• Explaining what is crisis management and what is dealing with risks</li><li>• Understanding why dealing with risks is important in this sector</li></ul> <b>Why is it important to deal with risks?</b> <ul style="list-style-type: none"><li>• To protect your guests, employees, the rest of the staff and all others from injuries</li><li>• To protect the hotel property and the equipment from damage or loss</li><li>• To keep the reputation of your company and your brand</li></ul>	1h	Presentation
2	<b>Main risks in the hotel industry:</b> <ul style="list-style-type: none"><li>• Fire hazards</li><li>• Water damage</li><li>• Slips, trips and falls</li><li>• Premises security</li><li>• Data protection and management</li></ul>	2h	Group work with exercises
3	<b>Ways of dealing with risks:</b> <ul style="list-style-type: none"><li>• Recognizing the risks</li><li>• Risk assessment</li><li>• Dealing with the risk</li><li>• Informing about the risk</li></ul>	2h	Presentation with exercises
4	<b>Preparation and safety checking:</b> <ul style="list-style-type: none"><li>• Facility equipment and building systems</li><li>• Health and safety programs</li><li>• Contractual risk transfer - third party providers</li></ul>	1h	Presentation
5	SOP – Standard Operating Procedures	1h	Presentation Questions and discussion

**Teaching methods of the training:**

The basic forms that will be used in this training are frontal work with all participants, then group work and work in pairs. During this training, usually these forms are combined depending of the goals the training is set to achieve and the structure of the participants group.

**Teaching helping equipment:**

For this training will be used LCD projector, whiteboard, meta cards etc.

**Material source:**

Brandon University – Canada

<https://www.brandonu.ca>

Travelers Insurance Company Limited

Ireland <http://www.travelers.ie>

**Time of the training:**

The training will last 8 hours (1 day)

**For whom is the training intended:**

The training is intended for hotel managers and staff responsible for different hotel divisions.