

## Concierge

### Protection against sprains and strains

- Are all bell-men trained in proper lifting and carrying methods?
- Are ramps provided at the hotel entrance?
- Are trolleys used to transport heavy luggage?
- Are trolleys in good working condition and properly maintained? Is additional help available for lifting heavy luggage?
- Are luggage properly stored to minimise sprains and strains during handling?

### Protection against injuries from accidents

- Are aisles and passageways clear of materials or equipment? Are carpets or tiles in good condition, free of tripping hazards?
- Are floors clean, dry and non-slippery?
- Are doorways and passageways wide enough for movement of trolleys?

## Housekeeping

### Protection against injuries from accidents

- Are staff trained in the safe use of tools and equipment?
- Is there adequate work space? Is there sufficient lighting?
- Are carpets or tiles in good condition, free of tripping hazards?
- Are measures taken to prevent tripping over electrical cords and other objects?
- Are all electrical equipment properly grounded and in good condition?
- Are measures taken to prevent slips and falls in the bathroom?
- Are housekeeping carts stable and designed not to obstruct the vision?

## Protection against sprains and strains

- Are staff trained in good ergonomic work methods and postures?
- Are the housekeeping carts easy to push and move?
- Are the housekeeping carts maintained in good condition?
- Are proper equipment provided for cleaning the room and bathroom?

## Protection against chemical hazards

- Are all cleaning chemicals properly labelled?
- Are protective gloves provided and used?
- Are chemicals properly stored?
- Are staff trained in proper handling of chemicals?
- Are staff aware of the risk of dermatitis and the preventive measures?
- Are material safety data sheets available for all chemicals used?

## Food and Beverage

### Protection against injuries from accidents

- Are aisles and doorways clear of materials or equipment?
- Are carpets or tiles in good condition, free of tripping hazards?
- Are floors clean, dry and non-slippery?
- Are all electrical units properly grounded and in good condition?
- Is there adequate lighting?
- Are ladders used safely?
- Are the steps to the stage or platform in safe condition?
- Are the platforms secure to prevent separation?

- Are proper shoes provided to protect against injury?
- Are precautions taken to protect against scalds and burns?

### Protection against strains and sprains

- Are all staff trained in proper methods of lifting, carrying and serving?
- Are carts and trolleys available for moving heavy items?
- Are carts and trolleys maintained in good working condition?
- Is additional help available for lifting heavy items?
- Is there sufficient staff for the task?

## Kitchen

### Protection against injuries from accidents

- Are all staff properly trained in the safe use of tools and equipment?
- Is there adequate work space?
- Is machinery securely guarded?
- Are proper tools and equipment provided?
- Is kitchen equipment in good working order and properly maintained?
- Are knives and other sharp tools properly stored?
- Are the walkways and work areas free from obstruction and tripping hazards?
- Are the floors dry or made of non-slippery material?
- Are measures in place to prevent electrocution?
- Are measures in place to prevent burns and scalds?
- Are proper safety shoes provided and used to protect feet from injuries?

## Protection against sprains and stains

- Are the working surfaces of suitable height for the work?
- Are staff trained in ergonomic work methods and postures?
- Are supplies and materials stored properly on shelves?
- Does your storage layout minimize lifting problems?
- Are trolleys available to move heavy items?

## Protection against heat and cold

- Is the ventilation sufficient to protect staff from excessive heat?
- Are staff protected from excessive cold when entering cold storage rooms?

## Protection against dermatitis and chemical hazards

- Are suitable gloves provided and used when handling food?
- Are suitable gloves provided and used when washing dishes?
- Are staff aware of the risk of dermatitis and the preventive measures?
- Are detergents and other cleaning agents stored in a safe place? Are material safety data sheets available for all chemicals used? Are staff trained in the proper handling of chemicals?

## Laundry

### Protection against injuries from accidents

- Are staff trained in the safe use of machinery and equipment?
- Is there adequate work space?
- Is machinery securely guarded?
- Are proper tools and equipment provided?
- Is the laundry equipment in good working order and properly maintained?
- Are measures taken to protect from knocking against overhead structures?

- Are the walkways and work areas free from obstruction and tripping hazards?
- Are the floors dry or made of non-slippery material?
- Are measures in place to prevent electrocution?
- Are measures in place to prevent burns and scalds?
- Are proper safety shoes provided and used to protect feet from injuries?
- Are measures in place to prevent fire and explosion risk?

### Protection against sprains and strains

- Are measures in place to reduce excessive back or neck bending?
- Are measures in place to reduce work with arms above shoulder height?
- Are measures in place to reduce use of excessive force?
- Are work surfaces of suitable height for the work?
- Are staff trained in proper manual handling methods and work postures?
- Are there opportunities for job rotation?
- Are sufficient rest breaks provided?

### Protection against heat and noise

- Are staff protected from excessive heat?
- Are staff protected from excessive or irritating noise?

### Protection against chemical hazards

- Are measures in place to prevent excessive chemical exposure?
- Are Material Safety Data Sheets (MSDSs) provided for all chemicals?
- Are workers trained in the proper handling of chemicals?
- Are relevant personal protective equipment provided?
- Are containers clearly labelled?
- Are chemicals properly stored?



- Are there adequate facilities and procedures to deal with chemical spills and splashes?
- Is the dry cleaning machine regularly maintained?
- Do staff involved in dry cleaning undergo regular medical examinations?