

School of Hospitality

Course Code : BSCH3004

Course Name: Housekeeping Management

UNIT -3 Control Services & safety

Topic 3: Safety awareness and accident prevention

Topic outcome:

- 1: To understand safety awareness in work place
2. Interpret the steps to take prevents accidents
3. To understand actions that are to be taken in case of accidents.

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Program Name:

SAFETY AWARENESS AND ACCIDENT PREVENTION

- Safety awareness is the on going programs at all the establishment. The management of all establishment should be aware of laws, concerning safe work environment & should be concerned about the safety of employee. Periodic training should be given to all staff in order to raise awareness about safety. All the H.O.D. must ensure that the employee follow safe job procedure, correct unsafe condition immediately & take enough time to do the job, so that accident are not caused due to haste.



WHAT IS ACCIDENT?

- It is an unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury
- Causes of accidents
 1. Unsafe work environment
 2. Defective work environment
 3. Unsuitable uniform
 4. Inadequate supervision
 5. Unsafe work practice
 6. Incapability of employee
 7. Lack of discipline



BASIC GUIDELINES FOR THE PREVENTION OF ACCIDENTS

- Following guidelines should be following in order to prevent accidents:
- Always follow instruction while using any cleaning equipment.
- Replace cap on cleaning chemicals immediately and securely after dispensing.
- Label cleaning agents clearly.
- Keep floors clean and dry.
- Place warning signs around the area while cleaning.
- Always dry hand before touching any electrical pieces of equipment or wiring.
- Clean away broken glass carefully.
- Mark faulty equipment as 'OOO' (Out Of Order)
- Dispose off rubbish carefully.
- Never place sharp objects or cigarette butts in trash bags.



ACTION IN CASE AN ACCIDENT OCCURS

- An accident may happen anywhere, anytime with either the guest or employees. Following preventing measures can be used:
- With the help of another person, check if the victim requires any assistance.
- Report the matter immediately to the manager concerned.
- Either administer First-Aid or get help from trained personnel.
- Transport the victim immediately to a hospital if required.
- Fill in the accident report form.



ACCIDENT REPORT FORM

Employee Incident Report Template

REPORTED BY: _____ DATE OF REPORT: _____
TITLE / ROLE: _____ INCIDENT NO.: _____

EMPLOYEE INCIDENT INFORMATION

EMPLOYEE NAME: _____ EMPLOYEE TITLE / ROLE: _____
DATE OF INCIDENT: _____ TIME OF INCIDENT: _____
LOCATION: _____
SPECIFIC AREA OF LOCATION: _____
ADDITIONAL PERSON(S) INVOLVED: _____
WITNESSES: _____

INCIDENT DESCRIPTION INCLUDING ANY EVENTS LEADING TO OR IMMEDIATELY FOLLOWING THE INCIDENT

EMPLOYEE EXPLANATION OF EVENTS / CIRCUMSTANCES

RESULTING ACTION EXECUTED, PLANNED, OR RECOMMENDED

EMPLOYEE NAME: _____ EMPLOYEE SIGNATURE: _____ DATE: _____

REPORTING STAFF NAME: _____ REPORTING STAFF SIGNATURE: _____ DATE: _____

HR REP NAME: _____ HR REP SIGNATURE: _____ DATE: _____

REFERENCES

- **Hotel Housekeeping Operations & Managements (G.Raghubalan & Smritee Raghubalan) — Oxford Publication**
- **IHM notes site ([://www.ihmnotessite.net/5-Housekeeping](http://www.ihmnotessite.net/5-Housekeeping))**

