

School of Hospitality

Course Code : BSCH3004

Course Name: Housekeeping Management

UNIT -3 Control Services & safety Topic 6 :Dealing With Emergencies

Topic outcome:

- 1: To understand various control measure**
- 2. Interpret on situation handling procedure in various emergency situation.**

GALGOTIAS

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FIRST AID FOR COMMON SITUATIONS WILL BE SHARED THROUGH NOTES

- Snake bite
- Suffocation
- Asthma
- Chocking
- Sprain



DEALING WITH EMERGENCIES

Emergency plan must be part of SOP and these procedure must specify

1. What procedure must be followed in case of emergency
2. Who will be responsible- the plan should specify employees duties and placement within the facility during an emergency and after the emergency.
3. How the procedures will be followed
4. When the specified procedure to be followed- when should the guest be notified of a bomb threat or when should the evacuation process be initiated?



PLANNING FOR AN EMERGENCY

- Employee training
- Emergency resources- The names and telephone nos. of outside agencies.
- Emergency checklist- All department head should develop a checklist outlining the actions he/ she must take in the event of an emergency.
- Drills- Fire emergency drills to be conducted
- First-aid training and supplies
- Transportation and housing – Forward planning should be done for transportation of guests in case their relocation is required.
- Contingency plan Review:



DEALING WITH EMERGENCIES

- Dealing With Bomb Threats
- Dealing with terrorism –Steps and Precautions



KEYS AND THEIR CONTROL

Key control is the process of reducing guest property theft and other security related incidents by carefully monitoring and tracking the use of keys in the hospitality operations

If there is no key card lock system, the following policies should be considered:

A) **CODING** : Precautions to be taken Room keys must not have any form of tag that identifies the hotel. • Keys must not have the number on them. They must be identified by a numeric or alphabetic code. The code should not be identical to the building or the room number.

B) **Issuing Keys** Only authorised person should be allowed to access the keys and a high level of security should be maintained.



TYPES OF KEYS

1. Emergency key
2. Master key
3. Floor key
4. Section key
5. All section master keys, room master keys, and emergency keys should be signed out each time they are taken and their returned noted in the key control sheet. All the keys should not be stamped duplicate.



CUSTODY OF KEYS

- Employee should not be allowed to loan the keys assigned to them to one another.
- Employees should handover keys whenever they leave the property, even for meal breaks.
- Individuals who have been issued master or sub master keys should be spot checked from time to time to ensure that they have them on their person.



- **Issuing floor keys to room maids:**
- Issue the floor key to room maids only after getting the signature on the key register.
- Room maids should never give the floor key to any guest or other hotel staffs.
- **Collect keys at the end of each shift:**
- When room attendants return the room key ask them to sign on the key control register.
- Return the keys to the security department and get signature from the security staff who is taking over the keys.
- **Handle grand master keys and section master keys:**
- Only people authorized to check out grand master and section master keys should handle them.
- If un authorized staff wants to handle these keys for any special cases, then a proper approval must be taken from either Asst. Housekeeping manager or Executive Housekeeper.
- Do a follow up with the staff who was taken these keys if the same is not returned in stipulated time. If you find anything suspicious then report the same to the managers.
- **Control Emergency Key:**



- Emergency key should be stored in a key locker with a breakaway seal.
- Only in case of emergency the seal shall be broken to take the key.
- Open the sealed envelope and take the necessary key from it.
- Give the emergency key to the appropriate personnel.
- Whenever the emergency key is taken the same shall be mentioned on the housekeeping log and also on the key register with the detail explanation of the incident.
- Return the key to the emergency locker.
- **Handle Lost keys:**
- In case any keys are lost then inform the HK executive / supervisors immediately.
- Record the same on the lost key register.
- Mention the a detail note on the lost key register with Date, Room attendant's name, reason for the loss if any, remarks.
- After receiving approval from executive housekeeper prepare a new set of the lost key (Electronic keys) for metal keys give new requisition to maintenance.
- **Take regular key inventory:**
- Perform floor key inventory every one to two weeks.
- If any keys are missing and follow the steps under 'Handle lost keys'.



REFERENCES

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

