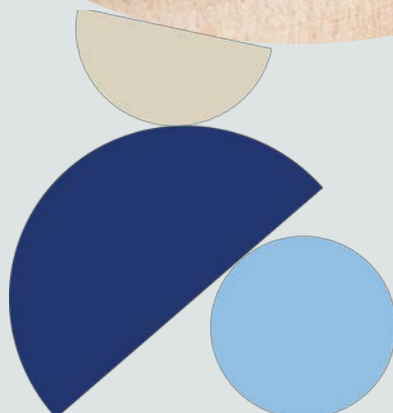


Guest services manager's

2022 Safety calendar





How the calendar works

Each calendar date has a daily safety topic listed. After the month of December, beginning on page 15 of the calendar, there are talking points listed that correspond with the safety topic for that date. Guest services managers can use the talking points to assist in communicating the safety message for the day. The safety topics in the calendar repeat every other month.

The information in this calendar is a compilation of effective discussion points to help reduce your overall risk. The calendar should be of great value to your operation. Management generating safety awareness is a key practice to help control and reduce claims and related expenses.

The safety topics provided cover slip, trip and fall prevention, powered material handling, manual material handling, cutting safety, fire extinguisher safety, sprinkler system testing, industrial rack/module safety and a large number of other topics.

						<p>1</p> <p>The front desk is where guests go to complain and mention a potential claim.</p> <p>New Year's Day</p>
<p>2</p> <p>You receive a call asking for 'Room 207.' You should...</p>	<p>3</p> <p>Has your cashier drop envelope been properly dropped and witnessed in the safe?</p>	<p>4</p> <p>Keep the door to the back of the front desk locked.</p>	<p>5</p> <p>Always require ID when issuing additional keys after check-in.</p>	<p>6</p> <p>Just because a person is middle-aged and dresses well don't mean he/she is honest. What do thieves look like?</p>	<p>7</p> <p>A guest's room number should be kept confidential from everyone but the guest.</p>	<p>8</p> <p>Report missing or inoperative security equipment.</p>
<p>9</p> <p>If guests, ask you about babysitting, you should...</p>	<p>10</p> <p>Clean up any spill you discover!</p>	<p>11</p> <p>Is a master key available for fire department use if needed?</p>	<p>12</p> <p>A guest's wife shows up to surprise him for their anniversary. You should...</p>	<p>13</p> <p>Require a photo ID for all cash-paying guests.</p>	<p>14</p> <p>Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p>15</p> <p>Know your fire alarm panels.</p>
<p>16</p> <p>Maintain two-way communication with the front desk and security during night shift.</p>	<p>17</p> <p>You receive a bomb threat. What do you do?</p> <p>MLK Jr's Birthday</p>	<p>18</p> <p>Do not store bell carts in the exit stairwell.</p>	<p>19</p> <p>If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p>	<p>20</p> <p>Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.</p>	<p>21</p> <p>Be suspicious of \$20 and larger bills.</p>	<p>22</p> <p>Bell staff should point out the safety and security features of a guest room to the guests.</p>
<p>23</p> <p>Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p>	<p>24</p> <p>What are the emergency phone numbers, and when should they be called?</p>	<p>25</p> <p>Jogging maps should be for the sole purpose of showing distance.</p>	<p>26</p> <p>Know what fire protection equipment has been installed at the hotel.</p>	<p>27</p> <p>Report a suspicious person to security or MOD.</p>	<p>28</p> <p>If a guest asks if it is okay to leave valuables in a car, you should...</p>	<p>29</p> <p>When a fire trouble signal sounds at the fire alarm panel, you should...</p>
<p>30</p> <p>If asked to park a guest's car, check for damage before entering the driver's seat.</p>	<p>31</p> <p>If guests ask if the area is safe, you should...</p>	<p>Happy New Year Let's kick off a safe new year!</p>				

		1 What do you do in case of power loss?	2 Know what your state's innkeepers' law says about giving receipts for stored luggage.	3 Someone approaches the front desk, pulls a gun, and demands your money. You should...	4 Report broken locks and fill out a work order.	5 Do you have first aid kits, know what's in them and where they are located?
6 Know what type of handicap room equipment is available, its location, and how to operate it.	7 Only the person who signed for the safety deposit box should be allowed into it.	8 Know your duties during a fire emergency.	9 What do you do in the event of a weather emergency?	10 Report lights that are not working	11 Is the front office staff trained to handle a guest requesting a sharps container?	12 If a weather emergency begins during an off shift, you should...
13 Don't sign the witness log if you didn't see the deposit go in the safe.	14 Cribs should be checked for cleanliness and safety before they are delivered to guests.	15 Keep travel paths and exit ways clear of storage.	16 If someone asks at the front desk where it is safe to go jogging, you should...	17 What is the procedure for releasing messages and faxes to guests?	18 When guests request over the counter medications or treatment supplies, you should...	19 Keep a combustible-free zone around electrical, television, and telephone equipment.
	Valentine's Day			Ash Wednesday		
20 Have guests demonstrate that laptops are operational before accepting them for storage.	21 It is illegal to allow minors to buy cigarettes from machines or the gift shop.	22 Only the person who signed for the safety deposit box should be allowed into it.	23 Have the folios of guests who have checked out been left on the front desktop so others may see them?	24 Senior citizens should be placed as close to the elevator as possible.	25 Guest information should be maintained in a confidential and secure manner.	26 Report missing or damaged fire equipment.
	President's Day					
27 Keep your cash drawer closed and locked. You are responsible for the money in there.	28 A guest spills water on the lobby floor. You should...	Post OSHA Log By Feb 1, Post OSHA 300A summary log in a conspicuous place or places where notices to employees are customarily posted.				

		1 The front desk is where guests go to complain and mention a potential claim.	2 You receive a call asking for 'Room 207.' You should...	3 Has your cashier drop envelope been properly dropped and witnessed in the safe?	4 Keep the door to the back of the front desk locked.	5 Always require ID when issuing additional keys after check-in.
6 Just because a person is middle-aged and dresses well don't mean he/she is honest. What do thieves look like?	7 A guest's room number should be kept confidential from everyone but the guest.	8 Report missing or inoperative security equipment.	9 If guests, ask you about babysitting, you should...	10 Clean up any spill you discover!	11 Is a master key available for fire department use if needed?	12 A guest's wife shows up to surprise him for their anniversary. You should...
13 Require a photo ID for all cash-paying guests. Daylight Savings Begins	14 Always tell guests requesting a safety deposit box that the box has only one key.	15 Know your fire alarm panels.	16 Maintain two-way communication with the front desk and security during night shift.	17 You receive a bomb threat. What do you do? St. Patrick's Day	18 Do not store bell carts in the exit stairwell.	19 If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?
20 Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.	21 Be suspicious of \$20 and larger bills.	22 Bell staff should point out the safety and security features of a guest room to the guests.	23 Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.	24 What are the emergency phone numbers, and when should they be called?	25 Jogging maps should be for the sole purpose of showing distance.	26 Know what fire protection equipment has been installed at the hotel.
27 Report a suspicious person to security or MOD. Passover	28 If a guest asks if it is okay to leave valuables in a car, you should...	29 When a fire trouble signal sounds at the fire alarm panel, you should...	30 If asked to park a guest's car, check for damage before entering the driver's seat.	31 If guests, ask if the area is safe, you should...	Spring Forward Daylight Savings Starts: Check the batteries in your smoke and carbon monoxide detectors and replace if necessary.	

Save OSHA Log At the end of the month take down and file the OSHA 300A summary log with your permanent records.					1 What do you do in case of power loss?	2 Know what your state's innkeepers' law says about giving receipts for stored luggage.
3 Someone approaches the front desk, pulls a gun and demands your money. You should...	4 Report broken locks and fill out a work order.	5 Do you have first aid kits, know what's in them and where they are located?	6 Know what type of handicap room equipment is available, its location, and how to operate it.	7 Only the person who signed for the safety deposit box should be allowed into it.	8 Know your duties during a fire emergency.	9 What do you do in the event of a weather emergency?
10 Report lights that are not working	11 Is the front office staff trained to handle a guest requesting a sharps container?	12 If a weather emergency begins during an off shift, you should...	13 Don't sign the witness log if you didn't see the deposit go in the safe.	14 Cribs should be checked for cleanliness and safety before they are delivered to guests.	15 Keep travel paths and exit ways clear of storage. Good Friday	16 If someone asks at the front desk where it is safe to go jogging, you should...
17 What is the procedure for releasing messages and faxes to guests? Easter	18 When guests request over the counter medications or treatment supplies, you should...	19 Keep a combustible-free zone around electrical, television, and telephone equipment.	20 Have guests demonstrate that laptops are operational before accepting them for storage.	21 It is illegal to allow minors to buy cigarettes from machines or the gift shop.	22 Only the person who signed for the safety deposit box should be allowed into it.	23 Have the folios of guests who have checked out been left on the front desktop so others may see them?
24 Senior citizens should be placed as close to the elevator as possible.	25 Guest information should be maintained in a confidential and secure manner.	26 Report missing or damaged fire equipment.	27 Keep your cash drawer closed and locked. You are responsible for the money in there.	28 A guest spills water on the lobby floor. You should...	29 Can your hotel's luggage tags be identified as distinctive?	30 Women traveling alone should not be placed on the first floor unless they request so.

1 The front desk is where guests go to complain and mention a potential claim.	2 You receive a call asking for 'Room 207.' You should...	3 Has your cashier drop envelope been properly dropped and witnessed in the safe?	4 Keep the door to the back of the front desk locked.	5 Always require ID when issuing additional keys after check-in. Cinco de Mayo	6 Just because a person is middle-aged and dresses well don't mean he/she is honest. What do thieves look like?	7 A guest's room number should be kept confidential from everyone but the guest.
8 Report missing or inoperative security equipment.	9 If guests, ask you about babysitting, you should... Mother's Day	10 Clean up any spill you discover!	11 Is a master key available for fire department use if needed?	12 A guest's wife shows up to surprise him for their anniversary. You should...	13 Require a photo ID for all cash-paying guests.	14 Always tell guests requesting a safety deposit box that the box has only one key.
15 Know your fire alarm panels.	16 Maintain two-way communication with the front desk and security during night shift.	17 You receive a bomb threat. What do you do?	18 Do not store bell carts in the exit stairwell.	19 If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?	20 Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.	21 Be suspicious of \$20 and larger bills.
22 Bell staff should point out the safety and security features of a guest room to the guests.	23 Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.	24 What are the emergency phone numbers, and when should they be called?	25 Jogging maps should be for the sole purpose of showing distance.	26 Know what fire protection equipment has been installed at the hotel.	27 Report a suspicious person to security or MOD.	28 If a guest asks if it is okay to leave valuables in a car, you should...
29 When a fire trouble signal sounds at the fire alarm panel, you should...	30 If asked to park a guest's car, check for damage before entering the driver's seat. Memorial Day	31 If guests ask if the area is safe, you should...				

			1 What do you do in case of power loss?	2 Know what your state's innkeepers' law says about giving receipts for stored luggage.	3 Someone approaches the front desk, pulls a gun, and demands your money. You should...	4 Report broken locks and fill out a work order.
5 Do you have first aid kits, know what's in them and where they are located?	6 Know what type of handicap room equipment is available, its location, and how to operate it.	7 Only the person who signed for the safety deposit box should be allowed into it.	8 Know your duties during a fire emergency.	9 What do you do in the event of a weather emergency?	10 Report lights that are not working	11 Is the front office staff trained to handle a guest requesting a sharps container?
12 If a weather emergency begins during an off shift, you should...	13 Don't sign the witness log if you didn't see the deposit go in the safe.	14 Cribs should be checked for cleanliness and safety before they are delivered to guests.	15 Keep travel paths and exit ways clear of storage.	16 If someone asks at the front desk where it is safe to go jogging, you should...	17 What is the procedure for releasing messages and faxes to guests?	18 When guests request over the counter medications or treatment supplies, you should...
19 Keep a combustible-free zone around electrical, television, and telephone equipment.	20 Have guests demonstrate that laptops are operational before accepting them for storage.	21 It is illegal to allow minors to buy cigarettes from machines or the gift shop.	22 Only the person who signed for the safety deposit box should be allowed into it.	23 Have the folios of guests who have checked out been left on the front desktop so others may see them?	24 Senior citizens should be placed as close to the elevator as possible.	25 Guest information should be maintained in a confidential and secure manner.
26 Report missing or damaged fire equipment.	27 Keep your cash drawer closed and locked. You are responsible for the money in there.	28 A guest spills water on the lobby floor. You should...	29 Can your hotel's luggage tags be identified as distinctive?	30 Women traveling alone should not be placed on the first floor unless they request so.		

Father's Day

					<p>1</p> <p>The front desk is where guests go to complain and mention a potential claim.</p>	<p>2</p> <p>You receive a call asking for 'Room 207.' You should...</p>
<p>3</p> <p>Has your cashier drop envelope been properly dropped and witnessed in the safe?</p>	<p>4</p> <p>Keep the door to the back of the front desk locked.</p> <p>Independence Day</p>	<p>5</p> <p>Always require ID when issuing additional keys after check-in.</p>	<p>6</p> <p>Just because a person is middle-aged and dresses well don't mean he/she is honest. What do thieves look like?</p>	<p>7</p> <p>A guest's room number should be kept confidential from everyone but the guest.</p>	<p>8</p> <p>Report missing or inoperative security equipment.</p>	<p>9</p> <p>If guests, ask you about babysitting, you should...</p>
<p>10</p> <p>Clean up any spill you discover!</p>	<p>11</p> <p>Is a master key available for fire department use if needed?</p>	<p>12</p> <p>A guest's wife shows up to surprise him for their anniversary. You should...</p>	<p>13</p> <p>Require a photo ID for all cash-paying guests.</p>	<p>14</p> <p>Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p>15</p> <p>Know your fire alarm panels.</p>	<p>16</p> <p>Maintain two-way communication with the front desk and security during night shift.</p>
<p>17</p> <p>You receive a bomb threat. What do you do?</p>	<p>18</p> <p>Do not store bell carts in the exit stairwell.</p>	<p>19</p> <p>If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p>	<p>20</p> <p>Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.</p>	<p>21</p> <p>Be suspicious of \$20 and larger bills.</p>	<p>22</p> <p>Bell staff should point out the safety and security features of a guest room to the guests.</p>	<p>23</p> <p>Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p>
<p>24</p> <p>What are the emergency phone numbers, and when should they be called?</p>	<p>25</p> <p>Jogging maps should be for the sole purpose of showing distance.</p>	<p>26</p> <p>Know what fire protection equipment has been installed at the hotel.</p>	<p>27</p> <p>Report a suspicious person to security or MOD.</p>	<p>28</p> <p>If a guest asks if it is okay to leave valuables in a car, you should...</p>	<p>29</p> <p>When a fire trouble signal sounds at the fire alarm panel, you should...</p>	<p>30</p> <p>If asked to park a guest's car, check for damage before entering the driver's seat.</p>
<p>31</p> <p>If guests ask if the area is safe, you should...</p>						

	1 What do you do in case of power loss?	2 Know what your state's innkeepers' law says about giving receipts for stored luggage.	3 Someone approaches the front desk, pulls a gun and demands your money. You should...	4 Report broken locks and fill out a work order.	5 Do you have first aid kits, know what's in them and where they are located?	6 Know what type of handicap room equipment is available, its location, and how to operate it.
7 Only the person who signed for the safety deposit box should be allowed into it.	8 Know your duties during a fire emergency.	9 What do you do in the event of a weather emergency?	10 Report lights that are not working	11 Is the front office staff trained to handle a guest requesting a sharps container?	12 If a weather emergency begins during an off shift, you should...	13 Don't sign the witness log if you didn't see the deposit go in the safe.
14 Cribs should be checked for cleanliness and safety before they are delivered to guests.	15 Keep travel paths and exit ways clear of storage.	16 If someone asks at the front desk where it is safe to go jogging, you should...	17 What is the procedure for releasing messages and faxes to guests?	18 When guests request over the counter medications or treatment supplies, you should...	19 Keep a combustible-free zone around electrical, television, and telephone equipment.	20 Have guests demonstrate that laptops are operational before accepting them for storage.
21 It is illegal to allow minors to buy cigarettes from machines or the gift shop.	22 Only the person who signed for the safety deposit box should be allowed into it.	23 Have the folios of guests who have checked out been left on the front desktop so others may see them?	24 Senior citizens should be placed as close to the elevator as possible.	25 Guest information should be maintained in a confidential and secure manner.	26 Report missing or damaged fire equipment.	27 Keep your cash drawer closed and locked. You are responsible for the money in there.
28 A guest spills water on the lobby floor. You should...	29 Can your hotel's luggage tags be identified as distinctive?	30 Women traveling alone should not be placed on the first floor unless they request so.	31 Don't leave luggage in the path of travel where guests may trip over it.	School Starts The new school year is coming, watch for buses!		

				1 The front desk is where guests go to complain and mention a potential claim.	2 You receive a call asking for 'Room 207.' You should...	3 Has your cashier drop envelope been properly dropped and witnessed in the safe?
4 Keep the door to the back of the front desk locked.	5 Always require ID when issuing additional keys after check-in. Labor Day	6 Just because a person is middle-aged and dresses well don't mean he/she is honest. What do thieves look like?	7 A guest's room number should be kept confidential from everyone but the guest.	8 Report missing or inoperative security equipment.	9 If guests, ask you about babysitting, you should...	10 Clean up any spill you discover!
11 Is a master key available for fire department use if needed?	12 A guest's wife shows up to surprise him for their anniversary. You should...	13 Require a photo ID for all cash-paying guests.	14 Always tell guests requesting a safety deposit box that the box has only one key.	15 Know your fire alarm panels.	16 Maintain two-way communication with the front desk and security during night shift. Yom Kippur	17 You receive a bomb threat. What do you do?
18 Do not store bell carts in the exit stairwell.	19 If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?	20 Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.	21 Be suspicious of \$20 and larger bills.	22 Bell staff should point out the safety and security features of a guest room to the guests.	23 Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.	24 What are the emergency phone numbers, and when should they be called?
25 Jogging maps should be for the sole purpose of showing distance.	26 Know what fire protection equipment has been installed at the hotel.	27 Report a suspicious person to security or MOD.	28 If a guest asks if it is okay to leave valuables in a car, you should...	29 When a fire trouble signal sounds at the fire alarm panel, you should...	30 If asked to park a guest's car, check for damage before entering the driver's seat.	

						<p>1</p> <p>What do you do in case of power loss?</p>
<p>2</p> <p>Know what your state's innkeepers' law says about giving receipts for stored luggage.</p>	<p>3</p> <p>Someone approaches the front desk, pulls a gun and demands your money. You should...</p>	<p>4</p> <p>Report broken locks and fill out a work order.</p>	<p>5</p> <p>Do you have first aid kits, know what's in them and where they are located?</p>	<p>6</p> <p>Know what type of handicap room equipment is available, its location, and how to operate it.</p>	<p>7</p> <p>Only the person who signed for the safety deposit box should be allowed into it.</p>	<p>8</p> <p>Know your duties during a fire emergency.</p>
<p>9</p> <p>What do you do in the event of a weather emergency?</p>	<p>10</p> <p>Report lights that are not working</p> <p>Columbus Day</p>	<p>11</p> <p>Is the front office staff trained to handle a guest requesting a sharps container?</p>	<p>12</p> <p>If a weather emergency begins during an off shift, you should...</p>	<p>13</p> <p>Don't sign the witness log if you didn't see the deposit go in the safe.</p>	<p>14</p> <p>Cribs should be checked for cleanliness and safety before they are delivered to guests.</p>	<p>15</p> <p>Keep travel paths and exit ways clear of storage.</p>
<p>16</p> <p>If someone asks at the front desk where it is safe to go jogging, you should...</p>	<p>17</p> <p>What is the procedure for releasing messages and faxes to guests?</p>	<p>18</p> <p>When guests request over the counter medications or treatment supplies, you should...</p>	<p>19</p> <p>Keep a combustible-free zone around electrical, television, and telephone equipment.</p>	<p>20</p> <p>Have guests demonstrate that laptops are operational before accepting them for storage.</p>	<p>21</p> <p>It is illegal to allow minors to buy cigarettes from machines or the gift shop.</p>	<p>22</p> <p>Only the person who signed for the safety deposit box should be allowed into it.</p>
<p>23</p> <p>Have the folios of guests who have checked out been left on the front desktop so others may see them?</p>	<p>24</p> <p>Senior citizens should be placed as close to the elevator as possible.</p>	<p>25</p> <p>Guest information should be maintained in a confidential and secure manner.</p>	<p>26</p> <p>Report missing or damaged fire equipment.</p>	<p>27</p> <p>Keep your cash drawer closed and locked. You are responsible for the money in there.</p>	<p>28</p> <p>A guest spills water on the lobby floor. You should...</p>	<p>29</p> <p>Can your hotel's luggage tags be identified as distinctive?</p>
<p>30</p> <p>Women traveling alone should not be placed on the first floor unless they request so.</p>	<p>31</p> <p>Don't leave luggage in the path of travel where guests may trip over it.</p> <p>Halloween</p>	<p>Fire Prevention Month Fire Safety Month is here!</p>				

		1 The front desk is where guests go to complain and mention a potential claim.	2 You receive a call asking for 'Room 207.' You should...	3 Has your cashier drop envelope been properly dropped and witnessed in the safe?	4 Keep the door to the back of the front desk locked.	5 Always require ID when issuing additional keys after check-in.
6 Just because a person is middle-aged and dresses well don't mean he/she is honest. What do thieves look like? Daylight Savings Ends	7 A guest's room number should be kept confidential from everyone but the guest.	8 Report missing or inoperative security equipment.	9 If guests, ask you about babysitting, you should...	10 Clean up any spill you discover!	11 Is a master key available for fire department use if needed? Veterans Day	12 A guest's wife shows up to surprise him for their anniversary. You should...
13 Require a photo ID for all cash-paying guests.	14 Always tell guests requesting a safety deposit box that the box has only one key.	15 Know your fire alarm panels.	16 Maintain two-way communication with the front desk and security during night shift.	17 You receive a bomb threat. What do you do?	18 Do not store bell carts in the exit stairwell.	19 If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?
20 Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.	21 Be suspicious of \$20 and larger bills.	22 Bell staff should point out the safety and security features of a guest room to the guests.	23 Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.	24 What are the emergency phone numbers, and when should they be called? Thanksgiving	25 Jogging maps should be for the sole purpose of showing distance.	26 Know what fire protection equipment has been installed at the hotel.
27 Report a suspicious person to security or MOD.	28 If a guest asks if it is okay to leave valuables in a car, you should...	29 When a fire trouble signal sounds at the fire alarm panel, you should... Hanukkah	30 If asked to park a guest's car, check for damage before entering the driver's seat.	Fall Back Daylight Savings Ends: Check the batteries in your smoke and carbon monoxide detectors and replace if necessary.		

				1 What do you do in case of power loss?	2 Know what your state's innkeepers' law says about giving receipts for stored luggage.	3 Someone approaches the front desk, pulls a gun, and demands your money. You should...
4 Report broken locks and fill out a work order.	5 Do you have first aid kits, know what's in them and where they are located?	6 Know what type of handicap room equipment is available, its location, and how to operate it.	7 Only the person who signed for the safety deposit box should be allowed into it.	8 Know your duties during a fire emergency.	9 What do you do in the event of a weather emergency?	10 Report lights that are not working
11 Is the front office staff trained to handle a guest requesting a sharps container?	12 If a weather emergency begins during an off shift, you should...	13 Don't sign the witness log if you didn't see the deposit go in the safe.	14 Cribs should be checked for cleanliness and safety before they are delivered to guests.	15 Keep travel paths and exit ways clear of storage.	16 If someone asks at the front desk where it is safe to go jogging, you should...	17 What is the procedure for releasing messages and faxes to guests?
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25 Guest information should be maintained in a confidential and secure manner.	26 Report missing or damaged fire equipment.	27 Keep your cash drawer closed and locked. You are responsible for the money in there.	28 A guest spills water on the lobby floor. You should...	29 Can your hotel's luggage tags be identified as distinctive?	30 Women traveling alone should not be placed on the first floor unless they request so.	31 Don't leave luggage in the path of travel where guests may trip over it.
Christmas						New Year's Eve

Responses

The purpose of this calendar is to provide management with a daily safety topic that can be discussed at morning meetings or shift change meetings. The idea behind the calendar is repetitive training. However, some of the topics may be new and of great value to management and associates. Management may help verify the correct response to daily conditions through regular training of staff members and hourly associates on these topics. Not every possible scenario is listed on the calendar. The situations that are listed are those we know may occur from time to time that might affect the safety and security of staff and guests at the hotel. These topics repeat approximately every other month.

[Jan](#) | [Mar](#) | [May](#) | [Jul](#) | [Sep](#) | [Nov](#)

Day	Statement	Response
1	The front desk is where guests go to complain and mention a potential claim.	If a guest reports that he just fell in the parking lot but doesn't want to stick around to file a claim, the front desk clerk should record this information. No need for questions, but record weather conditions, date, time, and a description of the person, including footwear worn.
2	You receive a call asking for 'Room 207.' You should...	Ask the caller 'Who would you like to speak with, please?' Forward the call only if the caller can give the occupant's name or after calling the room and telling the guest you have a call from 'Mr. Smith,' etc.
3	Has your cashier drop envelope been properly dropped and witnessed in the safe?	This is usually hotel policy. Don't ask anyone to sign who did not see the envelope go into the safe.
4	Keep the door to the back of the front desk locked.	An unlocked door is not very secure.
5	Always require ID when issuing additional keys after check-in.	You are responsible for the contents of the rooms your keys open. Electronic keys also leave an audit trail of whose key opened a door.

Jan | Mar | May | Jul | Sep | Nov

Day	Statement	Response
6	Just because a person is middle-aged, and dresses well doesn't mean he/she is honest. What do thieves look like?	Some successful robbers and scam artists dress so they 'fit in' with hotel clientele. Keep your security awareness up.
7	A guest's room number should be kept confidential from everyone but the guest.	To protect the security of the guests, room numbers should not be disclosed to others without instruction from the guests to do so. Care should also be taken not to announce the room number openly when the guest checks in.
8	Report missing or inoperative security equipment.	The security of guests and associates may depend upon security equipment being present and operational. Inoperative security equipment presents a false sense of security, as guests may not know it is not working.
9	If guests ask you about babysitting, you should...	Ask your manager about your hotel's procedure. If you don't have a plan, develop one. A list of local services may work. However, if an in-room babysitter is desired, who can you recommend? Do you have rules covering the use of associates? Contact your risk management or loss prevention department or insurance agent or carrier.
10	Clean up any spill you discover!	Clean up the spill and put out a 'Wet Floor' sign. If you can't leave the front desk, be sure someone else takes care of it promptly.
11	Is a master key available for fire department use if needed?	Master keys provide easy access and save doors in the event of a fire. Be sure to get them back after the emergency.
12	A guest's wife shows up to surprise him for their anniversary. You should...	DO NOT GIVE HER A KEY! Whatever else you do is a guest service issue.

Jan | Mar | May | Jul | Sep | Nov

Jan | Mar | May | Jul | Sep | Nov

Day	Statement	Response
13	Require a photo ID for all cash-paying guests.	Cash-paying guests are more likely to cause damage and leave the hotel holding the bag for the cost.
14	Always tell guests requesting a safety deposit box that the box has only one key.	The lock must be destroyed if they lose the key. This ensures the security of their possessions but makes them responsible for the cost of replacing the lock.
15	Know your fire alarm panels.	<p>Green lights probably mean everything is okay.</p> <p>Amber lights probably indicate trouble or supervisory signal, call engineering.</p> <p>Red lights mean a fire alarm. Call 911 and follow your emergency procedure.</p>
16	Maintain two-way communication with the front desk and security during night shift.	It's a good idea to check in with each other on a regular basis so everyone knows that everyone else is okay.
17	You receive a bomb threat. What do you do?	Know your procedures! During an evacuation, assemble at least 500 feet from the building.
18	Do not store bell carts in the exit stairwell.	The Life Safety Code does not permit storing any combustibles in the stairwell.
19	If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?	Impaired guests are not always in the handicapped rooms. Know where they are located and note the nature of the impairment on the folio (i.e., wheelchair, crutches, deaf or hard of hearing, sight impaired).

Jan | Mar | May | Jul | Sep | Nov

Day	Statement	Response
20	Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.	Guest services personnel, concierges and bell staffs are subject to gravity also.
21	Be suspicious of \$20 and larger bills.	Ask if there is any information available to train associates on counterfeit money and what to look for.
22	Bell staff should point out the safety and security features of a guest room to the guests.	Guests should always be informed of safety and security features when luggage is delivered to the room. This may eliminate some confusion or embarrassment about how to use this equipment.
23	Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.	<p>You are asking a fellow associate to break at least two rules:</p> <ul style="list-style-type: none"> • By signing, you now have joint responsibility for possible wrongdoing. • Falsification is against company policy.
24	What are the emergency phone numbers, and when should they be called?	It is a very good idea. It's also a good idea to have a hotline that is answered immediately.
25	Jogging maps should be for the sole purpose of showing distance.	A disclaimer as to the safety and security of the route should be on the map. If the runner is concerned about safety, suggest that they use the treadmill.

Jan | Mar | May | Jul | Sep | Nov

Day	Statement	Response
26	Know what fire protection equipment has been installed at the hotel.	What does the hotel's fire alarm signal sound like? Do you have a fire sprinkler system? What other fire equipment is present at the hotel?
27	Report a suspicious person to security or MOD.	'Suspicious' is hard to describe; if someone doesn't fit the environment, let someone else know.
28	If a guest asks if it is okay to leave valuables in a car, you should...	Inform guests the hotel cannot be responsible for items left in cars, both self-parked and valet parked.
29	When a fire trouble signal sounds at the fire alarm panel, you should...	The fire alarm panel is frequently at the front desk or in the front office. When a fire trouble signal sounds at the fire alarm panel, you should call the fire department or 911; different hotels have different procedures. The front desk crew should know what they are to do in this situation.
30	If asked to park a guest's car, check for damage before entering the driver's seat.	The valet staff should practice noticing damage as they walk around to greet the driver at the hotel; note findings on the valet ticket.
31	If guests ask if the area is safe, you should...	Ask your management to prepare a statement for the operator, should a caller ask about safety. The front desk staff should be trained to answer this type question truthfully reflecting the conditions around the hotel.

Feb | Apr | Jun | Aug | Oct | Dec

Day	Statement	Response
1	What do you do in case of power loss?	Candles are usually a bad idea. Does the hotel have an emergency generator? Check battery-powered emergency lights for proper operation.
2	Know what your state's innkeepers' law says about giving receipts for stored luggage.	It's never wrong to give a receipt, and some states require it to limit hotel liability.
3	Someone approaches the front desk, pulls a gun, and demands your money. You should...	Give him the money! Try to remain calm, don't look directly at the robber, but try to remember as much about him as possible. Call 911 immediately after he leaves.
4	Report broken locks and fill out a work order.	The security of the hotel depends upon it; broken locks and security equipment give a false sense of security and are a liability.

Feb | Apr | Jun | Aug | Oct | Dec

Day	Statement	Response
5	Do you have first aid kits, know what's in them and where they are located?	<p>Each hotel should have first aid kits available in the front desk, restaurant, and housekeeping areas. The kit should contain an adequate supply of the following materials:</p> <ul style="list-style-type: none"> • Bandages • Scissors • Cotton-tipped applicators • Assorted safety pins • Tweezers • Individually wrapped adhesive dressing • Sterile gauze pads (2' and 4' dressing) • Sterile gauze bandage rolls (1', 2' and 4' wide) • Adhesive tape rolls (1' wide) • 4' bandage compresses • Triangular bandages • Absorbent cotton <p>No medications!</p>
6	Know what type of handicap room equipment is available, its location, and how to operate it.	If the staff doesn't know where it is and how to use it, it's worthless.
7	Only the person who signed for the safety deposit box should be allowed into it.	If it is desired to have a second person access the safety deposit box, have them also sign the box registration card when the key is issued.
8	Know your duties during a fire emergency.	The safety of the guests and fellow associates may depend upon it.

Feb | Apr | Jun | Aug | Oct | Dec

Day	Statement	Response
9	What do you do in the event of a weather emergency?	Different areas of the country get different weather emergencies. Know your duties when they occur.
10	Report lights that are not working	Good lighting is necessary for good safety and security. You may be the first to discover the light not working.
11	Is the front office staff trained to handle a guest requesting a sharps container?	Sharps containers are very inexpensive; have several available.
12	If a weather emergency begins during an off shift, you should...	Confirm that the staff on your 3:00pm-11:00pm and 11:00pm-7:00am shifts know the proper reactions to potential weather emergencies.
13	Don't sign the witness log if you didn't see the deposit go in the safe.	If you sign, you are taking joint responsibility that the deposit envelope was placed in the safe. It is against company policy regarding the falsification of company documents to sign as a witness if you did not see the envelope go into the safe.
14	Cribs should be checked for cleanliness and safety before they are delivered to guests.	The guests' children are more precious to them than diamonds and gold. Care for them accordingly.
15	Keep travel paths and exit ways clear of storage.	During an emergency, clear exit and travel paths are essential to the safety of guests and associates.
16	If someone asks at the front desk where it is safe to go jogging, you should...	Has the hotel checked out a health club with an indoor track? Do you have a map with measured distances? If so, it should have a disclaimer indicating the safety of the area cannot be guaranteed - the map is for the sole purpose of providing distance.

Feb | Apr | Jun | Aug | Oct | Dec

Day	Statement	Response
17	What is the procedure for releasing messages and faxes to guests?	These should only be given to the person to whom they are addressed, unless the guest has left specific instructions that an associate will pick up the messages.
18	When guests request over-the-counter medications or treatment supplies, you should...	It's okay to have over-the-counter medications for sale in vending machines or in the gift shop, but you are not doctors or pharmacists.
19	Keep a combustible-free zone around electrical, television, and telephone equipment.	A very small fire can render these systems - which are vital to guest satisfaction - inoperative.
20	Have guests demonstrate that laptops are operational before accepting them for storage.	How else do you know if the laptop was working when received in the event the guest accuses the hotel staff of 'breaking my laptop?'
21	It is illegal to allow minors to buy cigarettes from machines or the gift shop.	Cigarette machines are frequently installed in public areas of hotels for the convenience of the smoking public. Persons under the age of 18 (check with your state, it may be 21) should not be allowed to purchase cigarettes here.
22	Only the person who signed for the safety deposit box should be allowed into it.	If it is desired to have a second person access the safety deposit box, have them also sign the box registration card when the key is issued.
23	Have the folios of guests who have checked out been left on the front desktop so others may see them?	These frequently show information the guest may wish to have kept private.

Feb | Apr | Jun | Aug | Oct | Dec

Day	Statement	Response
24	Senior citizens should be placed as close to the elevator as possible.	This cuts down on the length of the walk down the corridor and lessens the probability of a slip, trip or fall.
25	Guest information should be maintained in a confidential and secure manner.	Keep registration cards and folios off the front desk and out of the sight of guests and casual visitors.
26	Report missing or damaged fire equipment.	The safety of the guests and associates may depend upon the fire protection equipment being present and operational.
27	Keep your cash drawer closed and locked. You are responsible for the money in there.	Cash drawers have locks for a purpose - use them.
28	A guest spills water on the lobby floor. You should...	Clean it up! Take ownership of any hazard you see.
29	Can your hotel's luggage tags be identified as distinctive?	Generic luggage tags are very common; however, there are no identifying markings on the tags to show where they were issued. Rubber stamp generic tags with your hotel's name and address.
30	Women traveling alone should not be placed on the first floor unless they request so.	First floor rooms are the most accessible, therefore the least secure.
31	Don't leave luggage in the path of travel where guests may trip over it.	Reduce trip hazards wherever they may exist. Never place objects in a heavily traveled path unless they are well marked, preferably at eye level.

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