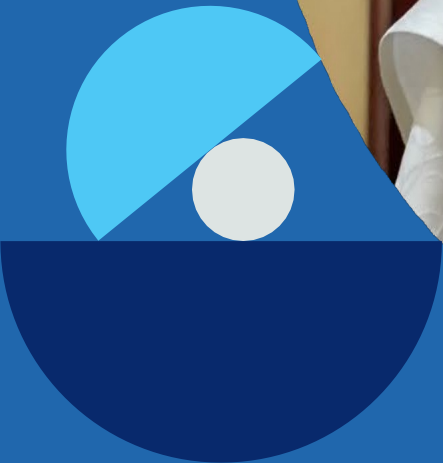
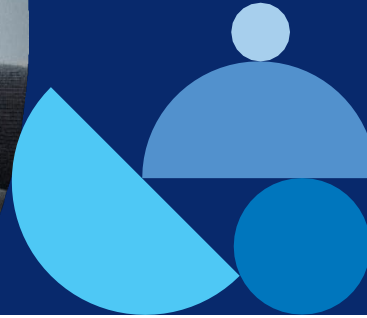


Daily Safety Tips for Guest Services Manager

Meet tomorrow prepared





How the Daily Safety Tips program works:

The Daily Safety Tips program is designed as a comprehensive checklist that provides management with daily safety topics to communicate effectively throughout the year. Each tip is accompanied by a corresponding message that safety managers can use to implement and incorporate as a talking point. These talking points are useful for safety huddles, shift change meetings, and helping employees understand the importance of safety measures. Additionally, the checklist can be repurposed to meet specific business needs.

Manager's Role:

Managers play a crucial role in the Daily Safety Tips program. They must ensure that the Daily Safety Tip Checklist and Talking Points are incorporated and utilized by lead safety personnel to help:

- Generate safety awareness
- Take control, and reduce claims and related expenses, adding significant value to operations

Benefits:

Daily Safety Topics & Tips with Talking Points:

Each day of the month is assigned a specific and essential safety topic, with corresponding messaging of a rotating schedule. Revisiting the safety topics throughout the year will help:

- Reinforce safety compliance and a safety mindset
- Help employees understand its importance keeping it top of mind
- Empower safety accountability
- Promote and heighten safety awareness
- Build a consistent and safer work environment year-round

Wide range of essential topics covered include:

- Slip, trip and fall
- Fall prevention
- Manual material handling and Cutting safety
- Fire extinguisher safety
- Sprinkler system testing
- Industrial rack/module safety
- And many other essential safety topics

Daily Safety Tips Checklist

The safety tips checklist offers daily safety topics with related Talking Points to enhance corresponding messaging for safety management to incorporate into morning or shift change meetings. The primary objective is to provide repetitive training and continue reinforcing safe practices and accountability among the workers, year-round.

Key Points

- **Repetitive Training:** Regularly revisit safety topics to help reinforce safe practices and accountability, fostering a culture of awareness and prevention
- **Familiar and New Topics:** The checklist includes a mix of well-known and new safety topics and insights to provide comprehensive safety education.
- **Scenarios Covered:** Although not exhaustive, the topics cover various scenarios that impact the safety and security of employees and the public, ensuring a broad understanding of potential hazards.

Safety is NO accident, and everyone’s responsibility all day, every day.

It is essential for management to:

- Schedule safety meetings regularly (e.g., daily, weekly, bi-weekly, or monthly).
- Ensure all employees are informed about the schedule and encouraged to attend.
- Review recent incidents, near-misses, and lessons learned.
- Discuss potential hazards in the workplace and verify appropriate responses to daily conditions.
- Outline and reinforce appropriate safety measures.

By doing so, employees are kept well informed about potential hazards and the appropriate measures to take will contribute to a safer and more productive work environment.

Daily safety tips are grouped by month to help keep safety awareness ongoing throughout the year. Below is an example of the Daily Safety Tip Checklist with reference to how it can be used during safety discussions.

Tips designed to repeat for each grouping of months: (January / May / September)

Day	Safety Tips	Response: Talking Points
	Tip of the Day (Start-up Conversation)	Response: Incorporate Talking Points: into a start-up conversation. Below is an example based on the topic of Fire Safety.
1	Do you know where the closest fire extinguisher is located and how to use it?	Fire extinguishers should be clearly visible to all personnel. Employees should understand how to operate an extinguisher effectively, unless the company policy dictates only designated personnel are authorized to use them. What does your policy say?

January / April / July / October

Day	Safety Tips	Response: Talking Points
1	Do not store bell carts in the exit stairwell.	The Life Safety Code does not permit storing any combustibles in the stairwell.
2	Avoiding elevator falls	Watch for elevators that do not stop evenly with the floor. They may result in you tripping and falling. If you notice this situation, report the situation to facilities management, who may need to contact the elevator contractor for repair or adjustment.
3	What is your role in an emergency drill?	Your role in a drill is most likely your role in the event of an emergency. Be familiar with what your responsibilities are by fully understanding your emergency preparedness program.
4	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.
5	AEDs - what do you know about them?	According to the American Heart Association Facts on Sudden Cardiac Arrest published in December 2009, there are more than 295,000 occurrences of sudden cardiac arrest (SCA) each year and most of them are fatal. A victim's chances of survival are reduced 7-10% for every minute that passes without treatment. According to medical experts, the key to survival is timely initiation of a chain of survival, including CPR and early defibrillation. The availability of a working Automated External Defibrillator (AED) and a trained person to use it could be very valuable in helping save lives. Contact a Zurich risk engineer for a risk topic on this subject.
6	Locate the fire alarm pull stations in your work area.	Knowing where the manual fire alarm pull stations are important if you need to notify all occupants of a fire in the hotel.
7	Know what your state's innkeepers' law says about giving receipts for stored luggage.	It is never wrong to give a receipt, and some states require it to limit hotel liability.
8	Keep guest information confidential and secure manner.	Keep registration cards and folios off the front desk and out of the sight of guests and casual visitors.

January / April / July / October

Day	Safety Tips	Response: Talking Points
9	When you work with chemicals, you have a right to know...	<p>For each hazardous chemical you work with, you need to understand the safety and health hazards, as well as know proper precautions to take to keep yourself and others safe.</p> <p>If you have any questions about a product you work with, you should review the Safety Data Sheet (SDS).</p>
10	Always wash your hands after using the restroom.	This is the easiest way to prevent foodborne illness.
11	Senior citizens should be placed as close to the elevator as possible.	This cut down on the length of the walk down the corridor and lessens the probability of a slip, trip or fall.
12	Taking shortcuts can lead to accidents.	Disregarding safe practices is not going to save enough time to make a significant difference. However, any accident or injury is guaranteed to have an effect.
13	When do I report an injury or accident to my supervisor?	Report all incidents immediately to your supervisor and staffing company representative (if applicable).
14	Before you begin to lift an object.	<p>First, ask yourself if it is safe to perform a lifting task without help. If you answer yes, stand close to the object, bend down at the knees, straddle it, get a good grip, and lift with your legs while, keeping your back straight.</p> <p>If the item appears too heavy or bulky, use a mechanical device (e.g., hand cart, pallet jack) ask a co-worker to help you lift the item.</p>
1	Why do my shoulders ache after a hard day at work?	<p>Are you practicing good posture? Although there may be other reasons for your shoulder ache, lack of proper posture is often the root cause. Lack of good upper body strength to safely perform your job duties may also be a contributing factor.</p> <p>Consider the value of daily stretching as a key component of injury prevention.</p>
16	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.

January / April / July / October

Day	Safety Tips	Response: Talking Points
17	Practice infection control 24/7.	<p>Remember that communicable diseases can be passed by you to others when you leave work. Controlling contamination of others by containing your cough or sneeze and not working when you have a communicable illness is essential. Make sure your vaccinations are current, wash hands frequently, and practice cough/sneeze etiquette.</p> <p>Report any illness or symptoms, or whether you have been exposed to disease, promptly to your supervisor.</p>
18	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.
19	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.
20	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.
21	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.
22	Your company has an emergency plan.	Periodically review your emergency plan with management and associates and be aware of what steps to follow in an emergency. Remind them that some of these plans are also applicable when not at work (e.g., know two ways to get out of your home, a theater, a restaurant, etc. if there is a fire, active shooter, etc.)
23	Document non-functional lights and repair ASAP!	<p>Lights that are not functional can be a safety and security liability and should be restored as soon as possible.</p> <p>Lights include emergency exit lights, battery-powered emergency evacuation lights, and any light inside or outside of the building.</p> <p>Emergency evacuation lights should be tested monthly (hold the test button for 30 seconds) and annually (disconnect the light from the power supply for 90 minutes) to verify the batteries are still holding a charge.</p>
24	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 of question truthfully, reflecting the conditions around the hotel.

January / April / July / October		
Day	Safety Tips	Response: Talking Points
25	First aid kits/First aid logs.	<p>First aid kits should be supplied based on the number of employees working at the location. The kit or kits should contain an adequate supply of first aid supplies that are routinely audited to verify kits are clean and adequately stocked. Bulk tubes of first aid creams, bottles of hydrogen peroxide or used eyewash bottles should not be part of the kit as they can become contaminated after one use. Use only single packet cut cleaners, antibiotic packets, etc. Confirm there are no medications in the kits.</p> <p>Utilize a First Aid Log to document first aid kit use. In the event a minor cut or injury requires a doctor's visit, the log can be referred to when filling out a claim report.</p>
26	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 of question truthfully, reflecting the conditions around the hotel.
27	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.
28	Good shoes are essential to a good safety program.	Shoes should be closed toe and appropriate for the floor surfaces in your establishment. Slip-resistant soles can be beneficial on some floor surface types and operations. Depending on the job, steel toes may be required before starting work.
29	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 does not 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.
30	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.
31	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.

February / May / August / November		
Day	Safety Tips	Response: Talking Points
1	The ability to control lights in public areas such as guest laundry rooms, fitness centers, and public restrooms should be restricted.	We do not want to give anyone the ability to turn the lights off and commit assaults or other crimes in public restrooms, exercise rooms, guest laundry rooms, etc.
2	Bend at your knees; save your back.	This old familiar message is still important.
3	When you do not have time to do it safely...	If you do not take time to do an action safely, you may need to take time to recuperate from an on-the-job injury. What is more important?
4	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.
5	Report missing fire extinguishers.	A missing fire extinguisher may be the exact one needed during a fire.
6	Why wear safety shoes?	Safety shoes can prevent serious injuries at very little cost compared to similar non-protective footwear. For essentially pennies a day over the life of the average safety shoe, an employee is protected from a variety of workplace hazards.
7	Do not take shortcuts!	If you are injured, the minute you saved may cost you days, weeks, or months of recovery time.
8	Fire extinguishers, sprinkler risers, and fire alarm equipment.	Fire extinguishers, sprinkler risers, and fire alarm equipment should be readily accessible. A general rule would be to keep storage 36 inches away from this equipment.
9	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.

February / May / August / November

Day	Safety Tips	Response: Talking Points
10	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.
11	It is illegal to allow minors to buy cigarettes from machines or gift shops.	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.
12	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.
13	You receive a bomb threat. What do you do?	Know your procedures and responsibilities for all emergency events!
14	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.
15	Watch those disabled ramps and speed bumps!	Being alert to your surroundings while walking outside on company property is essential. Avoid distracting behaviors like talking on phones, texting, and reading while walking. Inattentiveness may lead to falls over curbs and speed bumps or stumbling when there is a change in walking surface grade or slant due to disabled ramping onto sidewalks.
16	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.
17	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.

February / May / August / November

Day	Safety Tips	Response: Talking Points
18	Heart disease	<p>Heart disease is the leading cause of death for both men and women. According to the Centers for Disease Control (CDC) approximately 697,000 people die of heart disease in the United States every year.</p> <ul style="list-style-type: none"> • That is, one in every five deaths is caused by heart disease. To help prevent heart disease: • Eat a healthy diet. • Maintain a healthy weight. • Exercise regularly. • Do not smoke. • Limit alcohol use.
19	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.
20	Did you move that mat?	<p>Mats slide around on floors under some conditions and may need to be replaced to prevent falls. Mats placed at doorways should be against the door threshold.</p> <p>If you observe a mat that continually moves, discuss it with facilities management. Perhaps a different type of mat needs to be used or something can be done to eliminate the need for even having a mat in the area.</p>
21	Report fire hazards.	The easiest way to fight a fire is to stop it from happening by reporting fire hazards right away. Fire endangers the guests and employees of the hotel.
22	Do not let a near miss go unreported.	Failure to report a near miss provides an opportunity for a serious accident to occur. A near miss is an incident in which someone could have gotten hurt. Management and associates need to evaluate or investigate the incident and put a plan in place to make certain another near miss or actual loss does not occur.
23	A minimum width of 36 inches must be maintained in all exit pathways.	<p>To ensure adequate exit pathways, 36 inches of walking space is a bare minimum.</p> <p>Keep storage out of the pathways.</p>

February / May / August / November

Day	Safety Tips	Response: Talking Points
24	Correct or report slip, trip, and fall hazards.	<p>Slips, trips, and falls are the most common accidents in America. Every effort should be made to eliminate these hazards.</p> <p>Correct or report poor housekeeping situations immediately.</p> <p>Contact a Zurich risk engineer for a RiskTopic on this subject.</p>
25	What is the two-person approach to slip, trip, or fall prevention?	Many times, a spill or trip hazard will be observed that cannot be immediately corrected. With a two-person approach, one associate stays in an unsafe condition while the other obtains the proper assistance, cleanup materials, caution signs, or barriers to keep visitors or associates away from the hazard.
26	Why do we have safety meetings?	Safety meetings are a perfect opportunity for you to communicate any safety ideas or concerns that you may have. Participate in your safety meetings. If you do not participate, your ideas will not be heard.
27	Avoiding elevator falls	Watch for elevators that do not stop evenly with the floor. They may result in you tripping and falling. If you notice this situation, report the situation to facilities management, who may need to contact the elevator contractor for repair or adjustment.
28	Locate the fire alarm pull stations in your work area.	Knowing where the manual fire alarm pull stations are important if you need to notify all occupants of a fire in the hotel.
29	If guests, ask you about babysitting, you should...	Ask your manager about your hotel's procedure. If you do not 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.
30	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).
31	Keep guest information confidential and secure manner.	"Keep registration cards and folios off the front desk and out of the sight of guests and casual visitors.

March / June / September / December		
Day	Safety Tips	Response: Talking Points
1	They say hindsight is a perfect science...	However, having foresight can prevent incidents. Do your part in reporting hazards promptly. Piceous of \$20 and larger bills.
2	Report fire hazards.	The easiest way to fight a fire is to stop it from happening by reporting fire hazards right away. Fire endangers the guests and employees of the hotel.
3	Do you know where the closest fire extinguisher is located and how to use it?	Fire extinguishers should be clearly visible to all personnel. Employees should understand how to operate an extinguisher effectively, unless the company policy dictates only designated personnel are authorized to use them. What does your policy say?
4	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.
5	Keep the door to the back of the front desk locked.	An unlocked door is not very secure.
6	Cribs should be checked for cleanliness and safety before they are delivered to guests.	The gusts' children are more precious to them than diamonds and gold. Care for them accordingly.
7	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.
8	Require a phot ID for all cash-paying guests.	Cash-paying gusts are more likely to cause damage and leave the hotel holding the bag for the cost.
9	Keep your cash drawer closed and locked. You are responsible for the money in there.	Cash drawers have locks for a purpose – use them.
10	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.

March / June / September / December		
Day	Safety Tips	Response: Talking Points
11	What is safety accountability?	Safety accountability is a culture in which everyone, management, and associates, is accountable for safety - their own and their coworkers'. Do not ignore an unsafe act or an unsafe condition. With either issue, notify the appropriate manager, or correct or eliminate the unsafe condition.
12	Have a Wet Floor sign in place before and after cleaning the floor.	Alert associates and guests to slippery conditions to prevent slips and falls.
13	If 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.
14	Fire extinguisher basics.	Use a fire extinguisher only if it is completely safe to do so. Make sure you have a clear path to the exit in case the extinguisher is not effective. If there is any danger at all from fire, smoke, fumes, or extreme heat, leave the area immediately and follow emergency protocols for a fire.
15	Exit signs with arrows should correctly reflect the direction of travel to exit the building.	There have been several deaths in fires because the arrows on the exit signs indicated an incorrect direction of travel. Little things matter.
16	Are all electrical panels properly covered?	Serviced electrical panels are sometimes not restored to a safe condition by the service representative. Inspect electrical panels at least monthly to make certain the covers and all protective pieces to the panels have been properly placed back on the equipment. Confirm all electrical circuitry is covered. The unsafe conditions noted should be corrected immediately by a licensed electrician.
17	Are you prepared for emergencies?	Real life emergencies can be a reality. A good start is to train management and associates annually (and during orientation) on the company emergency action plan. Employee training should always include what to do in the event of an emergency, such as a fire, weather, or workplace violence.
18	Bloodborne pathogens: what are Universal Precautions?	The term Universal Precautions means you assume that (regarding bloodborne pathogens) everything is potentially contaminated. Always take proper precautions and follow the bloodborne pathogen safety guidance when treating or handling an injured worker.

March / June / September / December

Day	Safety Tips	Response: Talking Points
19	AEDs - what do you know about them?	According to the American Heart Association Facts on Sudden Cardiac Arrest published in December 2009, there are more than 295,000 occurrences of sudden cardiac arrest (SCA) each year and most of them are fatal. A victim's chances of survival are reduced 7-10% for every minute that passes without treatment. According to medical experts, the key to survival is timely initiation of a chain of survival, including CPR and early defibrillation. The availability of a working Automated External Defibrillator (AED) and a trained person to use it could be very valuable in helping save lives. Contact a Zurich risk engineer for a risk topic on this subject.
20	Do not let a near miss go unreported.	Failure to report a near miss provides an opportunity for a serious accident to occur. A near miss is an incident in which someone could have gotten hurt. Management and associates need to evaluate or investigate the incident and put a plan in place to make certain another near miss or actual loss does not occur.
21	First aid kits/First aid logs.	<p>First aid kits should be supplied based on the number of employees working at the location. The kit or kits should contain an adequate supply of first aid supplies that are routinely audited to verify kits are clean and adequately stocked. Bulk tubes of first aid creams, bottles of hydrogen peroxide or used eyewash bottles should not be part of the kit as they can become contaminated after one use. Use only single packet cut cleaners, antibiotic packets, etc. Confirm there are no medications in the kits.</p> <p>Utilize a First Aid Log to document first aid kit use. In the event a minor cut or injury requires a doctor's visit, the log can be referred to when filling out a claim report.</p>
22	Why do my shoulders ache after a hard day at work?	<p>Are you practicing good posture? Although there may be other reasons for your shoulder ache, lack of proper posture is often the root cause. Lack of good upper body strength to safely perform your job duties may also be a contributing factor.</p> <p>Consider the value of daily stretching as a key component of injury prevention.</p>
23	You receive a bomb threat. What do you do?	Know your procedures and responsibilities for all emergency events!
24	Immediately clean up any spills on the floor that could cause someone to slip and fall.	If immediate cleanup is not possible, clearly mark or barricade the hazard and report it to maintenance, your supervisor, or another responsible associate.

March / June / September / December

Day	Safety Tips	Response: Talking Points
25	Oh, my aching back!	If you go home each night with a backache, it is up to you to ask what might be causing it. Are you lifting too much weight? Are you putting yourself in awkward positions? There are many possible causes of back pain, both work-related and non-work-related. It is important that you investigate possible causes and seek solutions before it becomes unbearable.
26	Remember that there is no smoking in the workplace.	There is a reason for no smoking in the workplace. Most states forbid smoking due to health and fire hazards.
27	Do not sign the witness log if you did not 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.
28	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.
29	Do you know where the closest fire extinguisher is located and how to use it?	Fire extinguishers should be clearly visible to all personnel. Employees should understand how to operate an extinguisher effectively, unless the company policy dictates only designated personnel are authorized to use them. What does your policy say?
30	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).
31	Anticipate Risk: A key phrase in accident prevention.	By anticipating what could happen, it is possible to take safety steps to prevent an accident.



For a more comprehensive list of our services and to help you learn how you can protect your people, assets and the planet, please visit our website Zurich Resilience at: <https://www.zurichresilience.com/>

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