

Guest services manager's

2024 Safety calendar





How the calendar works

Each calendar date has a daily safety topic listed. After December there are talking points listed that correspond with the safety topic for that date. Supervisors can use the talking points to assist in communicating the safety message for the day. The safety topics in the calendar repeat every few months.

The information in the calendar is an accumulation of recommended practices. It 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 many other topics.

January

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|--|--|---|---|--|--|
| Let's kick off a safe new year! | <p>1</p> <p>Do not store bell carts in the exit stairwell.</p> <p><i>New Year's Day</i></p> | <p>2</p> <p>Avoiding elevator falls</p> | <p>3</p> <p>What is your role in an emergency drill?</p> | <p>4</p> <p>Keep a combustible-free zone around electrical, television, and telephone equipment.</p> | <p>5</p> <p>AEDs - what do you know about them?</p> | <p>6</p> <p>Locate the fire alarm pull stations in your work area.</p> |
| <p>7</p> <p>Keep the door to the back of the front desk locked.</p> | <p>8</p> <p>Know what your state's innkeepers' law says about giving receipts for stored luggage.</p> | <p>9</p> <p>Keep guest information confidential and secure manner.</p> | <p>10</p> <p>When you work with chemicals, you have a right to know...</p> | <p>11</p> <p>Always wash your hands after using the restroom.</p> | <p>12</p> <p>Senior citizens should be placed as close to the elevator as possible.</p> | <p>13</p> <p>Why do my shoulders ache after a hard day at work?</p> |
| <p>14</p> <p>Practice infection control 24/7.</p> | <p>15</p> <p>A guest's wife shows up to surprise him for their anniversary. You should...</p> <p><i>MLK Jr's Birthday</i></p> | <p>16</p> <p>Jogging maps should be for the sole purpose of showing distance.</p> | <p>17</p> <p>Do not let a near miss go unreported.</p> | <p>18</p> <p>Can your hotel's luggage tags be identified as distinctive?</p> | <p>19</p> <p>Report broken locks and fill out a work order.</p> | <p>20</p> <p>Report lights that are not working</p> |
| <p>21</p> <p>First aid kits/First aid logs.</p> | <p>22</p> <p>Are floors in your work area free of slip, trip, and fall hazards?</p> | <p>23</p> <p>Did you move that mat?</p> | <p>24</p> <p>Smoke and carbon monoxide detectors save lives.</p> | <p>25</p> <p>Require a photo ID for all cash-paying guests.</p> | <p>26</p> <p>If guests ask you about babysitting, you should...</p> | <p>27</p> <p>Keep bottles and containers closed and properly labeled.</p> |
| <p>28</p> <p>What is the procedure for releasing messages and faxes to guests?</p> | <p>29</p> <p>Bend at your knees; save your back.</p> | <p>30</p> <p>When you do not have time to do it safely...</p> | <p>31</p> <p>Report non-functioning lighting promptly.</p> | | | |

February

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|--|---|--|--|---|--|
| <p>By Feb 1, Post OSHA 300A summary log in a conspicuous place or places where notices to employees are customarily posted. Lent starts on the 14th</p> | | | | <p>1 When a fire trouble signal sounds at the fire alarm panel, you should...</p> | <p>2 Report burnt-out exit signs.</p> | <p>3 What do you do in case of power loss?</p> |
| <p>4 Is a master key available for fire department use if needed?</p> | <p>5 Fire extinguisher basics: use the <i>PASS</i> system to put out the fire.</p> | <p>6 What are the emergency phone numbers, and when should they be called?</p> | <p>7 Smoke and carbon monoxide detectors save lives.</p> | <p>8 A guest's room number should be kept confidential from everyone but the guest.</p> | <p>9 Know what type of handicap room equipment is available, its location, and how to operate it.</p> | <p>10 Flammable and combustible materials should be minimized.</p> |
| <p>11 What is the two-person approach to slip, trip, or fall prevention?</p> | <p>12 Wash Hands</p> | <p>13 Think about safety in all office areas.</p> | <p>14 Before you begin to lift an object...</p> | <p>15 Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.</p> | <p>16 Maintain two-way communication with the front desk and security during night shift.</p> | <p>17 It is illegal to allow minors to buy cigarettes from machines or gift shops.</p> |
| | | | <p><i>Valentine's Day</i></p> | | | |
| <p>18 If a guest asks if it is okay to leave valuables in a car, you should...</p> | <p>19 You receive a bomb threat. What do you do?</p> | <p>20 What do you do in the event of a weather emergency?</p> | <p>21 Watch those disabled ramps and speed bumps!</p> | <p>22 Has your cashier drop envelope been properly dropped and witnessed in the safe?</p> | <p>23 Report a suspicious person to security or MOD.</p> | <p>24 Practice safe storage in all areas.</p> |
| | <p><i>President's Day</i></p> | | | | | |
| <p>25 Don't leave luggage in the path of travel where guests may trip over it.</p> | <p>26 Clean up or report all spills, leaks, and wet areas immediately.</p> | <p>27 Have guests demonstrate that laptops are operational before accepting them for storage.</p> | <p>28 The front desk is where guests go to complain and mention a potential claim.</p> | <p>29 Heart disease</p> | | |

March

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|--|---|---|---|--|
| <p>Daylight Savings Starts: Check the batteries in your smoke and carbon monoxide detectors and replace if necessary.</p> | | | | | <p>1 Do you know how to report a visitor injury?</p> | <p>2 Bell staff should point out the safety and security features of a guest room to the guests.</p> |
| <p>3 If someone asks at the front desk where it is safe to go jogging, you should...</p> | <p>4 Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p> | <p>5 Report missing or inoperative security equipment.</p> | <p>6 Keep your cash drawer closed and locked. You are responsible for the money in there.</p> | <p>7 Someone approaches the front desk, pulls a gun and demands your money. You should...</p> | <p>8 Will I get in trouble if I report that safety violation?</p> | <p>9 If asked to park a guest's car, check for damage before entering the driver's seat.</p> |
| <p>10 If a weather emergency begins during an off shift, you should...</p> | <p>11 Be suspicious of \$20 and larger bills.</p> | <p>12 Use good judgment and take action to eliminate unsafe acts!</p> | <p>13 If guests ask if the area is safe, you should...</p> | <p>14 Have the folios of guests who have checked out been left on the front desktop so others may see them?</p> | <p>15 Good shoes are essential to preventing slips, trips, and falls.</p> | <p>16 Do you have a working fire extinguisher in your home?</p> |
| <p>17 Women traveling alone should not be placed on the first floor unless they request so.</p> | <p>18 When guests request over-the-counter medications or treatment supplies, you should...</p> | <p>19 Housekeeping reminders.</p> | <p>20 A guest spills water on the lobby floor. You should...</p> | <p>21 Practice a fire safety plan at home with your family.</p> | <p>22 When do I report an injury or accident to my supervisor?</p> | <p>23 Only the person who signed for the safety deposit box should be allowed into it.</p> |
| <p><i>St. Patrick's Day</i></p> | | | | | | |
| <p>24 Clean up any spill you discover!</p> | <p>25 Is the front office staff trained to handle a guest requesting a sharps container?</p> | <p>26 Do not sign the witness log if you did not see the deposit go in the safe.</p> | <p>27 Know what fire protection equipment has been installed at the hotel.</p> | <p>28 Do you know where the closest fire extinguisher is located and how to use it?</p> | <p>29 Report fire hazards.</p> | <p>30 If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p> |
| | | | | | <p><i>Good Friday</i></p> | |
| <p>31 They say hindsight is a perfect science...</p> | | | | | | |
| <p><i>Easter</i></p> | | | | | | |

April

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--|---|--|---|---|--|--|
| At the end of the month, take down and file the OSHA 300A summary log with your permanent records. | 1 Do not store bell carts in the exit stairwell. | 2 Avoiding elevator falls | 3 What is your role in an emergency drill? | 4 Keep a combustible-free zone around electrical, television, and telephone equipment. | 5 AEDs - what do you know about them? | 6 Locate the fire alarm pull stations in your work area. |
| 7 Keep the door to the back of the front desk locked. | 8 Know what your state's innkeepers' law says about giving receipts for stored luggage. | 9 Keep guest information confidential and secure manner. | 10 When you work with chemicals, you have a right to know... | 11 Always wash your hands after using the restroom. | 12 Senior citizens should be placed as close to the elevator as possible. | 13 Why do my shoulders ache after a hard day at work? |
| 14 Practice infection control 24/7. | 15 A guest's wife shows up to surprise him for their anniversary. You should... | 16 Jogging maps should be for the sole purpose of showing distance. | 17 Do not let a near miss go unreported. | 18 Can your hotel's luggage tags be identified as distinctive? | 19 Report broken locks and fill out a work order. | 20 Report lights that are not working |
| 21 First aid kits/First aid logs. | 22 Are floors in your work area free of slip, trip, and fall hazards? <i>Passover</i> | 23 Did you move that mat? | 24 Smoke and carbon monoxide detectors save lives. | 25 Require a photo ID for all cash-paying guests. | 26 If guests ask you about babysitting, you should... | 27 Keep bottles and containers closed and properly labeled. |
| 28 What is the procedure for releasing messages and faxes to guests? | 29 Bend at your knees; save your back. | 30 When you do not have time to do it safely... | | | | |

May

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|---|---|--|---|---|
| | | | <p>1 When a fire trouble signal sounds at the fire alarm panel, you should...</p> | <p>2 Report burnt-out exit signs.</p> | <p>3 What do you do in case of power loss?</p> | <p>4 Is a master key available for fire department use if needed?</p> |
| <p>5 Fire extinguisher basics: use the <i>PASS</i> system to put out the fire.</p> <p><i>Cinco de Mayo</i></p> | <p>6 What are the emergency phone numbers, and when should they be called?</p> | <p>7 Smoke and carbon monoxide detectors save lives.</p> | <p>8 A guest's room number should be kept confidential from everyone but the guest.</p> | <p>9 Know what type of handicap room equipment is available, its location, and how to operate it.</p> | <p>10 Flammable and combustible materials should be minimized.</p> | <p>11 What is the two-person approach to slip, trip, or fall prevention?</p> |
| <p>12 Wash Hands</p> <p><i>Mother's Day</i></p> | <p>13 Think about safety in all office areas.</p> | <p>14 Before you begin to lift an object...</p> | <p>15 Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.</p> | <p>16 Maintain two-way communication with the front desk and security during night shift.</p> | <p>17 It is illegal to allow minors to buy cigarettes from machines or gift shops.</p> | <p>18 If a guest asks if it is okay to leave valuables in a car, you should...</p> |
| <p>19 You receive a bomb threat. What do you do?</p> | <p>20 What do you do in the event of a weather emergency?</p> | <p>21 Watch those disabled ramps and speed bumps!</p> | <p>22 Has your cashier drop envelope been properly dropped and witnessed in the safe?</p> | <p>23 Report a suspicious person to security or MOD.</p> | <p>24 Practice safe storage in all areas.</p> | <p>25 Don't leave luggage in the path of travel where guests may trip over it.</p> |
| <p>26 Clean up or report all spills, leaks, and wet areas immediately.</p> | <p>27 Have guests demonstrate that laptops are operational before accepting them for storage.</p> <p><i>Memorial Day</i></p> | <p>28 The front desk is where guests go to complain and mention a potential claim.</p> | <p>29 Heart disease</p> | <p>30 Hand washing basics.</p> | <p>31 Always require ID when issuing additional keys after check-in.</p> | |

June

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--|---|---|--|---|---|---|
| | | | | | | 1 Do you know how to report a visitor injury? |
| 2 Bell staff should point out the safety and security features of a guest room to the guests. | 3 If someone asks at the front desk where it is safe to go jogging, you should... | 4 Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe. | 5 Report missing or inoperative security equipment. | 6 Keep your cash drawer closed and locked. You are responsible for the money in there. | 7 Someone approaches the front desk, pulls a gun and demands your money. You should... | 8 Will I get in trouble if I report that safety violation? |
| 9 If asked to park a guest's car, check for damage before entering the driver's seat. | 10 If a weather emergency begins during an off shift, you should... | 11 Be suspicious of \$20 and larger bills. | 12 Use good judgment and take action to eliminate unsafe acts! | 13 If guests ask if the area is safe, you should... | 14 Have the folios of guests who have checked out been left on the front desktop so others may see them? | 15 Good shoes are essential to preventing slips, trips, and falls. |
| 16 Do you have a working fire extinguisher in your home? <i>Father's Day</i> | 17 Women traveling alone should not be placed on the first floor unless they request so. | 18 When guests request over-the-counter medications or treatment supplies, you should... | 19 Housekeeping reminders. <i>Juneteenth</i> | 20 A guest spills water on the lobby floor. You should... | 21 Practice a fire safety plan at home with your family. | 22 When do I report an injury or accident to my supervisor? |
| 23 Only the person who signed for the safety deposit box should be allowed into it. | 24 Clean up any spill you discover! | 25 Is the front office staff trained to handle a guest requesting a sharps container? | 26 Do not sign the witness log if you did not see the deposit go in the safe. | 27 Know what fire protection equipment has been installed at the hotel. | 28 Do you know where the closest fire extinguisher is located and how to use it? | 29 Report fire hazards. |
| 30 If evacuation is necessary, what is the procedure for assisting and notifying impaired guests? | | | | | | |

July

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--|---|---|--|--|---|---|
| | <p>1 Do not store bell carts in the exit stairwell.</p> | <p>2 Avoiding elevator falls</p> | <p>3 What is your role in an emergency drill?</p> | <p>4 Keep a combustible-free zone around electrical, television, and telephone equipment.</p> | <p>5 AEDs - what do you know about them?</p> | <p>6 Locate the fire alarm pull stations in your work area.</p> |
| | | | | <p><i>Independence Day</i></p> | | |
| <p>7 Keep the door to the back of the front desk locked.</p> | <p>8 Know what your state's innkeepers' law says about giving receipts for stored luggage.</p> | <p>9 Keep guest information confidential and secure manner.</p> | <p>10 When you work with chemicals, you have a right to know...</p> | <p>11 Always wash your hands after using the restroom.</p> | <p>12 Senior citizens should be placed as close to the elevator as possible.</p> | <p>13 Why do my shoulders ache after a hard day at work?</p> |
| <p>14 Practice infection control 24/7.</p> | <p>15 A guest's wife shows up to surprise him for their anniversary. You should...</p> | <p>16 Jogging maps should be for the sole purpose of showing distance.</p> | <p>17 Do not let a near miss go unreported.</p> | <p>18 Can your hotel's luggage tags be identified as distinctive?</p> | <p>19 Report broken locks and fill out a work order.</p> | <p>20 Report lights that are not working</p> |
| <p>21 First aid kits/First aid logs.</p> | <p>22 Are floors in your work area free of slip, trip, and fall hazards?</p> | <p>23 Did you move that mat?</p> | <p>24 Smoke and carbon monoxide detectors save lives.</p> | <p>25 Require a photo ID for all cash-paying guests.</p> | <p>26 If guests ask you about babysitting, you should...</p> | <p>27 Keep bottles and containers closed and properly labeled.</p> |
| <p>28 What is the procedure for releasing messages and faxes to guests?</p> | <p>29 Bend at your knees; save your back.</p> | <p>30 When you do not have time to do it safely...</p> | <p>31 Report non-functioning lighting promptly.</p> | | | |

August

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--|--|---|--|--|---|--|
| The new school year is coming, watch for buses! | | | | 1 When a fire trouble signal sounds at the fire alarm panel, you should... | 2 Report burnt-out exit signs. | 3 What do you do in case of power loss? |
| 4 Is a master key available for fire department use if needed? | 5 Fire extinguisher basics: use the <i>PASS</i> system to put out the fire. | 6 What are the emergency phone numbers, and when should they be called? | 7 Smoke and carbon monoxide detectors save lives. | 8 A guest's room number should be kept confidential from everyone but the guest. | 9 Know what type of handicap room equipment is available, its location, and how to operate it. | 10 Flammable and combustible materials should be minimized. |
| 11 What is the two-person approach to slip, trip, or fall prevention? | 12 Wash Hands | 13 Think about safety in all office areas. | 14 Before you begin to lift an object... | 15 Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too. | 16 Maintain two-way communication with the front desk and security during night shift. | 17 It is illegal to allow minors to buy cigarettes from machines or gift shops. |
| 18 If a guest asks if it is okay to leave valuables in a car, you should... | 19 You receive a bomb threat. What do you do? | 20 What do you do in the event of a weather emergency? | 21 Watch those disabled ramps and speed bumps! | 22 Has your cashier drop envelope been properly dropped and witnessed in the safe? | 23 Report a suspicious person to security or MOD. | 24 Practice safe storage in all areas. |
| 25 Don't leave luggage in the path of travel where guests may trip over it. | 26 Clean up or report all spills, leaks, and wet areas immediately. | 27 Have guests demonstrate that laptops are operational before accepting them for storage. | 28 The front desk is where guests go to complain and mention a potential claim. | 29 Heart disease | 30 Hand washing basics. | 31 Always require ID when issuing additional keys after check-in. |

September

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--|---|--|--|---|--|--|
| <p>1 Do you know how to report a visitor injury?</p> | <p>2 Bell staff should point out the safety and security features of a guest room to the guests.</p> <p><i>Labor Day</i></p> | <p>3 If someone asks at the front desk where it is safe to go jogging, you should...</p> | <p>4 Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p> | <p>5 Report missing or inoperative security equipment.</p> | <p>6 Keep your cash drawer closed and locked. You are responsible for the money in there.</p> | <p>7 Someone approaches the front desk, pulls a gun and demands your money. You should...</p> |
| <p>8 Will I get in trouble if I report that safety violation?</p> | <p>9 If asked to park a guest's car, check for damage before entering the driver's seat.</p> | <p>10 If a weather emergency begins during an off shift, you should...</p> | <p>11 Be suspicious of \$20 and larger bills.</p> | <p>12 Use good judgment and take action to eliminate unsafe acts!</p> | <p>13 If guests ask if the area is safe, you should...</p> | <p>14 Have the folios of guests who have checked out been left on the front desktop so others may see them?</p> |
| <p>15 Good shoes are essential to preventing slips, trips, and falls.</p> | <p>16 Do you have a working fire extinguisher in your home?</p> | <p>17 Women traveling alone should not be placed on the first floor unless they request so.</p> | <p>18 When guests request over-the-counter medications or treatment supplies, you should...</p> | <p>19 Housekeeping reminders.</p> | <p>20 A guest spills water on the lobby floor. You should...</p> | <p>21 Practice a fire safety plan at home with your family.</p> |
| <p>22 When do I report an injury or accident to my supervisor?</p> | <p>23 Only the person who signed for the safety deposit box should be allowed into it.</p> | <p>24 Clean up any spill you discover!</p> | <p>25 Is the front office staff trained to handle a guest requesting a sharps container?</p> | <p>26 Do not sign the witness log if you did not see the deposit go in the safe.</p> | <p>27 Know what fire protection equipment has been installed at the hotel.</p> | <p>28 Do you know where the closest fire extinguisher is located and how to use it?</p> |
| <p>29 Report fire hazards.</p> | <p>30 If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p> | | | | | |

October

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|--|---|---|--|--|---|
| | | <p>1 Do not store bell carts in the exit stairwell.</p> | <p>2 Avoiding elevator falls</p> <p><i>Rosh Hashanah</i></p> | <p>3 What is your role in an emergency drill?</p> | <p>4 Keep a combustible-free zone around electrical, television, and telephone equipment.</p> | <p>5 AEDs - what do you know about them?</p> |
| <p>6 Locate the fire alarm pull stations in your work area.</p> | <p>7 Keep the door to the back of the front desk locked.</p> | <p>8 Know what your state's innkeepers' law says about giving receipts for stored luggage.</p> | <p>9 Keep guest information confidential and secure manner.</p> | <p>10 When you work with chemicals, you have a right to know...</p> | <p>11 Always wash your hands after using the restroom.</p> <p><i>Yom Kippur</i></p> | <p>12 Senior citizens should be placed as close to the elevator as possible.</p> |
| <p>13 Why do my shoulders ache after a hard day at work?</p> | <p>14 Practice infection control 24/7.</p> <p><i>Columbus Day</i></p> | <p>15 A guest's wife shows up to surprise him for their anniversary. You should...</p> | <p>16 Jogging maps should be for the sole purpose of showing distance.</p> | <p>17 Do not let a near miss go unreported.</p> | <p>18 Can your hotel's luggage tags be identified as distinctive?</p> | <p>19 Report broken locks and fill out a work order.</p> |
| <p>20 Report lights that are not working</p> | <p>21 First aid kits/First aid logs.</p> | <p>22 Are floors in your work area free of slip, trip, and fall hazards?</p> | <p>23 Did you move that mat?</p> | <p>24 Smoke and carbon monoxide detectors save lives.</p> | <p>25 Require a photo ID for all cash-paying guests.</p> | <p>26 If guests ask you about babysitting, you should...</p> |
| <p>27 Keep bottles and containers closed and properly labeled.</p> | <p>28 What is the procedure for releasing messages and faxes to guests?</p> | <p>29 Bend at your knees; save your back.</p> | <p>30 When you do not have time to do it safely...</p> | <p>31 Report non-functioning lighting promptly.</p> <p><i>Halloween</i></p> | | |

November

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|--|---|---|--|---|
| <p>Daylight Savings Ends: Check the batteries in your smoke and carbon monoxide detectors and replace if necessary.</p> | | | | | <p>1 When a fire trouble signal sounds at the fire alarm panel, you should...</p> | <p>2 Report burnt-out exit signs.</p> |
| <p>3 What do you do in case of power loss?</p> | <p>4 Is a master key available for fire department use if needed?</p> | <p>5 Fire extinguisher basics: use the <i>PASS</i> system to put out the fire.</p> | <p>6 What are the emergency phone numbers, and when should they be called?</p> | <p>7 Smoke and carbon monoxide detectors save lives.</p> | <p>8 A guest's room number should be kept confidential from everyone but the guest.</p> | <p>9 Know what type of handicap room equipment is available, its location, and how to operate it.</p> |
| <p>10 Flammable and combustible materials should be minimized.</p> | <p>11 What is the two-person approach to slip, trip, or fall prevention?</p> <p><i>Veterans Day</i></p> | <p>12 Wash Hands</p> | <p>13 Think about safety in all office areas.</p> | <p>14 Before you begin to lift an object...</p> | <p>15 Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.</p> | <p>16 Maintain two-way communication with the front desk and security during night shift.</p> |
| <p>17 It is illegal to allow minors to buy cigarettes from machines or gift shops.</p> | <p>18 If a guest asks if it is okay to leave valuables in a car, you should...</p> | <p>19 You receive a bomb threat. What do you do?</p> | <p>20 What do you do in the event of a weather emergency?</p> | <p>21 Watch those disabled ramps and speed bumps!</p> | <p>22 Has your cashier drop envelope been properly dropped and witnessed in the safe?</p> | <p>23 Report a suspicious person to security or MOD.</p> |
| <p>24 Practice safe storage in all areas.</p> | <p>25 Don't leave luggage in the path of travel where guests may trip over it.</p> | <p>26 Clean up or report all spills, leaks, and wet areas immediately.</p> | <p>27 Have guests demonstrate that laptops are operational before accepting them for storage.</p> | <p>28 The front desk is where guests go to complain and mention a potential claim.</p> <p><i>Thanksgiving</i></p> | <p>29 Heart disease</p> | <p>30 Hand washing basics.</p> |

December

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|--|--|---|--|--|
| <p>1 Do you know how to report a visitor injury?</p> <p><i>Advent Starts</i></p> | <p>2 Bell staff should point out the safety and security features of a guest room to the guests.</p> | <p>3 If someone asks at the front desk where it is safe to go jogging, you should...</p> | <p>4 Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p> | <p>5 Report missing or inoperative security equipment.</p> | <p>6 Keep your cash drawer closed and locked. You are responsible for the money in there.</p> | <p>7 Someone approaches the front desk, pulls a gun and demands your money. You should...</p> |
| <p>8 Will I get in trouble if I report that safety violation?</p> | <p>9 If asked to park a guest's car, check for damage before entering the driver's seat.</p> | <p>10 If a weather emergency begins during an off shift, you should...</p> | <p>11 Be suspicious of \$20 and larger bills.</p> | <p>12 Use good judgment and take action to eliminate unsafe acts!</p> | <p>13 If guests ask if the area is safe, you should...</p> | <p>14 Have the folios of guests who have checked out been left on the front desktop so others may see them?</p> |
| <p>15 Good shoes are essential to preventing slips, trips, and falls.</p> | <p>16 Do you have a working fire extinguisher in your home?</p> | <p>17 Women traveling alone should not be placed on the first floor unless they request so.</p> | <p>18 When guests request over-the-counter medications or treatment supplies, you should...</p> | <p>19 Housekeeping reminders.</p> | <p>20 A guest spills water on the lobby floor. You should...</p> | <p>21 Practice a fire safety plan at home with your family.</p> |
| <p>22 When do I report an injury or accident to my supervisor?</p> | <p>23 Only the person who signed for the safety deposit box should be allowed into it.</p> | <p>24 Clean up any spill you discover!</p> | <p>25 Is the front office staff trained to handle a guest requesting a sharps container?</p> <p><i>Christmas/Hanukkah</i></p> | <p>26 Do not sign the witness log if you did not see the deposit go in the safe.</p> | <p>27 Know what fire protection equipment has been installed at the hotel.</p> | <p>28 Do you know where the closest fire extinguisher is located and how to use it?</p> |
| <p>29 Report fire hazards.</p> | <p>30 If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p> | <p>31 They say hindsight is a perfect science...</p> <p><i>New Year's Eve</i></p> | | | | |

Responses

The purpose of this calendar is to provide management with a daily safety topic that can be discussed at morning 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 by regularly training workers on these topics.

Not every possible scenario is listed on the calendar. The situations that are listed are those we know may commonly occur that might affect the safety and security of associates and the general public. These topics repeat every few months.

January | April | July | October

| Day | Statement | Response |
|-----|---|--|
| 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 <i>chain of survival</i> , 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 | Keep the door to the back of the front desk locked. | An unlocked door is not very secure. |
| 8 | 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. |
| 9 | 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. |
| 10 | When you work with chemicals, you have a right to know... | 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. If you have any questions about a product you work with, you should review the Safety Data Sheet (SDS). |

January | April | July | October

| Day | Statement | Response |
|-----|--|--|
| 11 | Always wash your hands after using the restroom. | This is the easiest way to prevent foodborne illness. |
| 12 | 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. |
| 13 | 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> |
| 14 | 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> |
| 15 | 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. |
| 16 | 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. |
| 17 | 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. |
| 18 | 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. |
| 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 | 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. |
| 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 | Are floors in your work area free of slip, trip, and fall hazards? | In order to control needless falls, it is critical that every effort be made to ensure that walking areas are free of slip, trip, and fall hazards during all hours of the day. All employees are accountable for either correcting the hazards or alerting the appropriate party to address issues promptly. |

January | April | July | October

| Day | Statement | Response |
|-----|---|--|
| 23 | Did you move that mat? | 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. 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. |
| 24 | Smoke and carbon monoxide detectors save lives. | Replace household smoke and carbon monoxide detector batteries annually and test them regularly to ensure they work in the event of a fire or carbon monoxide exposure. Replace household: <ul style="list-style-type: none"> * Smoke detector units every eight to 10 years, or as recommended by the manufacturer. * Carbon monoxide detectors every five years, or as directed by the manufacturer. |
| 25 | 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. |
| 26 | 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. |
| 27 | Keep bottles and containers closed and properly labeled. | Many sports drinks are approximately the same color as the cleaning chemicals used by hotels. This may be confusing to guests, particularly children, as well as employees. The best labels also have hazard identification. |
| 28 | 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. |
| 29 | Bend at your knees; save your back. | This old familiar message is still important. |
| 30 | 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? |
| 31 | Report non-functioning lighting promptly. | Even though it may not be your job to change a burnt-out light bulb, it is everyone's job to report the outages to the department responsible promptly so that visibility and safety can be restored. |

February | May | August | November

| Day | Statement | Response |
|-----|--|--|
| 1 | 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. |
| 2 | Report burnt-out exit signs. | Exit signs are illuminated so they can be seen through the smoke of a fire. Without a properly functioning exit sign, an exit may not be visible during a fire. |
| 3 | 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. |

February | May | August | November

| Day | Statement | Response |
|-----|--|---|
| 4 | 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. |
| 5 | Fire extinguisher basics: use the <i>PASS</i> system to put out the fire. | <p>Pull the pin.</p> <p>Aim the extinguisher nozzle at the base of the fire.</p> <p>Squeeze or press the handle.</p> <p>Sweep from side to side slowly at the base of the fire until it goes out.</p> <p>Remember to never endanger yourself. If the fire is too large to put out, sound the alarm immediately, and follow evacuation protocols.</p> |
| 6 | What are the emergency phone numbers, and when should they be called? | It is a very good idea. It is also a good idea to have a hotline that is answered immediately. |
| 7 | Smoke and carbon monoxide detectors save lives. | <p>Replace household smoke and carbon monoxide detector batteries annually and test them regularly to ensure they work in the event of a fire or carbon monoxide exposure.</p> <p>Replace household:</p> <ul style="list-style-type: none"> * Smoke detector units every eight to 10 years, or as recommended by the manufacturer. * Carbon monoxide detectors every five years, or as directed by the manufacturer. |
| 8 | 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. |
| 9 | Know what type of handicap room equipment is available, its location, and how to operate it. | If the staff does not know where it is and how to use it, it is worthless. |
| 10 | Flammable and combustible materials should be minimized. | Reducing the amount of flammable and combustible materials minimizes the potential fire hazard presented by these materials. The fewer the better. |
| 11 | 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. |
| 12 | Wash Hands | <p>Frequent hand washing helps to prevent the spread of colds, flu, and other communicable diseases. The US Centers for Disease Control suggests following these five steps every time:</p> <ol style="list-style-type: none"> 1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap. 2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails. 3. Scrub your hands for at least 20 seconds. (Need a timer? Hum the <i>Happy Birthday</i> song from beginning to end twice.) 4. Rinse your hands well under clean, running water. 5. Dry your hands using a clean towel or air dry them. |

February | May | August | November

| Day | Statement | Response |
|-----|--|---|
| 13 | Think about safety in all office areas. | Keep office areas free of clutter and walkways free of cords. For employees who regularly enter data into the computer, workstations should be adjusted for comfort and good ergonomic posture. |
| 14 | Before you begin to lift an object... | 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. If the item appears too heavy or bulky, use a mechanical device (e.g., hand cart, pallet jack) or ask a co-worker to help you lift the item. |
| 15 | 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. |
| 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 | 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. |
| 18 | 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. |
| 19 | You receive a bomb threat. What do you do? | Know your procedures and responsibilities for all emergency events! |
| 20 | 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. |
| 21 | 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. |
| 22 | 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. |
| 23 | Report a suspicious person to security or MOD. | <i>Suspicious</i> is hard to describe; if someone does not fit the environment, let someone else know. |
| 24 | Practice safe storage in all areas. | To help in strain prevention, a good rule of thumb is to store items you use most frequently on middle shelving, lightweight items on top shelving, and those boxes with heavier and infrequently used on bottom shelving. Use a step stool or ladder to lessen overhead stretching. |
| 25 | 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. |
| 26 | Clean up or report all spills, leaks, and wet areas immediately. | Immediately attend to wet spots to prevent trip and fall injuries to yourself, other associates and guests. If immediate cleanup is not possible, clearly mark or barricade the hazard and report it to maintenance, your supervisor, or another responsible person. |

February | May | August | November

| Day | Statement | Response |
|-----|---|--|
| 27 | 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?' |
| 28 | 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. |
| 29 | 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> <p>That is, one in every five deaths is caused by heart disease. To help prevent heart disease:</p> <ul style="list-style-type: none"> * Eat a healthy diet. * Maintain a healthy weight. * Exercise regularly. * Do not smoke. * Limit alcohol use. |
| 30 | Hand washing basics. | <p>When washing your hands:</p> <ul style="list-style-type: none"> * Place hands together under water (preferably warm). * Apply soap (according to the manufacturer's directions) and rub your hands together for at least 20 seconds. * Wash all surfaces well, including wrists, palms, backs of hands, fingers, thumbs, and under the fingernails. * Clean dirt from under your fingernails. * Rinse the soap from your hands. * Use a towel to turn off the faucet. * Dry your hands completely with a clean towel, if possible. If towels are not available, it is okay to air dry your hands. * Pat your skin rather than rub to avoid chapping and cracking. * Avoid turning off the water with your clean hands. Use your paper towel or elbow. Then use your towel to open any doors before towel disposal. |
| 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. |

March | June | September | December

| Day | Statement | Response |
|-----|---|--|
| 1 | Do you know how to report a visitor injury? | Any witnessed visitor injury should be promptly reported according to company policy. In addition, offer assistance and seek advice from management if the injured visitor requests medical attention. |

March | June | September | December

| Day | Statement | Response |
|-----|--|--|
| 2 | 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. |
| 3 | 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. |
| 4 | Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe. | You are asking a fellow associate to break at least two rules: <ul style="list-style-type: none"> * By signing, you now have joint responsibility for possible wrong doing. * Falsification is against company policy. |
| 5 | 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. |
| 6 | Keep your cash drawer closed and locked. You are responsible for the money in there. | Cash drawers have locks for a purpose - use them. |
| 7 | 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. |
| 8 | Will I get in trouble if I report that safety violation? | If your company practices a positive safety culture, reporting unsafe conditions and acts should be rewarded, not punished. Using this calendar as a daily reminder of your safety responsibilities shows that your company is acknowledging their commitment to safety. |
| 9 | 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. |
| 10 | 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. |
| 11 | 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. |
| 12 | Use good judgment and take action to eliminate unsafe acts! | Most injuries are the result of an unsafe act instead of an unsafe condition. Your actions can help to minimize unsafe acts, which can help prevent you from being injured. For example, use good judgment and if an item is too heavy to lift, use a mechanical assist or co-worker to help lift it. |
| 13 | 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. |
| 14 | Have the folios of guests who have checked out been left on the front desk so others may see them? | These frequently show information the guest may wish to have kept private. |

March | June | September | December

| Day | Statement | Response |
|-----|---|---|
| 15 | Good shoes are essential to preventing slips, trips, and falls. | Shoes should be slip resistant and in good condition. Sports shoes are not all slip resistant. When you walk, your heel hits the ground first, so watch for wear and tear in the heel areas. |
| 16 | Do you have a working fire extinguisher in your home? | Include a working fire extinguisher in your disaster preparedness plans at home. Like all fire extinguishers, regularly inspect it to guarantee you have full charge when you need it. |
| 17 | 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. |
| 18 | When guests request over-the-counter medications or treatment supplies, you should... | It is 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 | Housekeeping reminders. | Housekeeping is not just the responsibility of employees who regularly clean your area. Housekeeping is everyone's responsibility. It means cleaning up after yourself and keeping your work area safe and orderly. |
| 20 | A guest spills water on the lobby floor. You should... | Clean it up! Take ownership of any hazard you see. |
| 21 | Practice a fire safety plan at home with your family. | Develop a fire safety plan with your family and other members of your household. Update your plan, if needed, as your household changes. Practice your plan: <ul style="list-style-type: none"> * At least twice a year * When anything changes in your household |
| 22 | When do I report an injury or accident to my supervisor? | Report all incidents immediately to your supervisor and staffing company representative (if applicable). |
| 23 | 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. |
| 24 | Clean up any spill you discover! | Clean up the spill and put out a <i>Wet Floor</i> sign. If you cannot leave the front desk, be sure someone else takes care of it promptly. |
| 25 | Is the front office staff trained to handle a guest requesting a sharps container? | Sharps containers are very inexpensive; have several available. |
| 26 | 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. |
| 27 | 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? |
| 28 | 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? |

March | June | September | December

| Day | Statement | Response |
|-----|--|--|
| 29 | 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. |
| 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 | They say hindsight is a perfect science... | However, having foresight can prevent incidents. Do your part in reporting hazards promptly. |

January 2024

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