

International Hotel Management

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Lecturer: Dale Clarke

Name: Vanesa Yordanova

Student ID: 1908036

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Introduction

I will create a report which will outline the legal legislative risks which have to be considered by the employers and the employees in the hotel industry. My report will also include areas such as health and safety, liability, data protection, food hygiene, risk management, licensing and key parts of the Hotel Proprietors Act 1956. All of these areas have to be considered by the hotel industry in order to comply with the rules and be successful.

A hotel is a place which people use when they go on holiday or on business trips. They usually accommodate there and eat there as most hotels nowadays offer things such as bed and breakfast, all inclusive (which includes breakfast, lunch and dinner). For all the facilities within the hotel to be kept clean, safe, and in good quality the managers and owners hire staff that are competent in their own area. However, with this the managers are likely to face consequences (legal risk) for loads of things such as failing to maintain the premises of the hotel and keep it safe for its guests, not being able to keep up with the Fair Labour Standards Act which includes overtime pay, minimum pay, child labour, and equal pay. Apart from all this, any manager/owner is potentially risking its business if they have any tax obligations, trademark violations, copyright violations, not complying with guests' rights to privacy as well as denying services to guests. Legal risk on its own means the risk that a manager would take of potential reputational loss or financial loss due to the lack of understanding and awareness of the proper way law applies to a business, products, services and relationships with companies.

Data protection

Data protection is the way how businesses, the government and organisations use your personal details and information. Each and every single organisation which uses personal information in any type of way will have to work by certain rules in order for information leak to be avoided. The Data Protection Act (2018) states that some of the principles for data

protection include: Information to be used respectfully, lawfully and transparently; only used for reasons that are specified and obvious; kept within the premises of the organisation for no longer than necessary. Data protection is very important because nowadays technology and the internet in general are a very developed systems and identity theft becomes more and more common. In most of the cases if DPA is not correctly used there could be an identity theft mostly online. For this to happen only your name, date of birth and your address are needed. If this personal information is leaked, thieves can apply for loans under your name, purchase loads of stuff under your name which will lead you being handful of debts without you even knowing. For this reason, organisations have to strictly comply with the Data Protection Act, and they must inform and ask for consent any individual in order to use their information in any way. The fines which would face an organisation if it doesn't comply with the rules could be more than 20 million pounds. The General Data Protection Regulation (GDPR) covers all business established within the European Union and outside of it. An example of this might be online providers which allow you to book a hotel or a holiday. GDPR's requirements aim to create a safer and more protected place for customers and their personal data being used across the EU nations.

Health and safety

Health and safety mean all the required procedures and steps to be taken in order for an injury or any accident to be prevented within a workplace or a public environment. Any workplace which has more than five people working there must have something called a Health and Safety policy. This explains clearly how an employer will follow the health and safety rules within the business and it will say what, when and how things would be done. Another required step is to manage any risk that might occur at the workplace. The Management of Health and Safety at Work Regulations (1999) states that the least an employer has to do is find out what can cause an injury or illness in the workplace (hazards) and make a decision how serious someone can get harmed by this and also is the chance of it happening high or not (risk). They then have to either remove the hazard, or if by any chance it is impossible for it to be removed then the risk of something happening has to be controlled. Health and Safety is important because it's all about protecting the wellbeing of your employers, and customers. Any workplace which doesn't go by the health and safety rules will lose staff and the profitability of it.

Food Hygiene

Food Hygiene is a vital part in the Hotel industry. As we all know 99% of the hotels nowadays offer food and drink. There will usually be a restaurant in the hotel where guests will be offered breakfast, lunch and dinner. For all that food to be served to customers, it has to be prepared in the kitchen by the cookers and this is where food hygiene comes in place. The term itself means the way food or drinks are being handled, prepared and stored in order for the risk of customers getting any sort of food poisoning to be reduced to minimum. Food hygiene is also known as Food Safety and its principles are all about food not getting contaminated and causing any type of food poisoning to customers. Food hygiene is important because of many reasons. Some include that viruses and bacteria which can be found in food cause food poisoning therefore this is not safe to be served to humans, when looking at the food you are unable to tell if it's contaminated or not because it doesn't look, taste or smell any different from what's normal, food poisoning leads to very serious health problems like dehydration, gastroenteritis, kidney failure and more. Another reason why food hygiene is a key part is that it will stop germs from multiplying in the food kept in the kitchen. An interesting thing is that 33% of food poisoning accounts from hand washing which means that if staff's personal hygiene is not on point and they don't wash their hands as often as they should do that would lead to serious consequences. Important points to be checked in such working environment include the food storage, the temperature at which food is stored, personal hygiene of staff, cleaning and sanitising of the workplace as well as the way food is handled throughout storage and preparation.

Risk management

Risk management gives employees the ability to identify, assess, analyse and probably avoid risks which might occur from variety of sources such as accidents, data or cyber breaches, financial upset and more. There is a process in which risk is managed and it involves three different steps. The first step is the risk assessment and analysis. This assessment estimates the chance of an organisation facing any unwanted events which can

have an impact of its day to day workflow and operations and it gives an idea of how bad the damage might be if those events end up happening. Being able to effectively analyse and assess the risk of something happening will help with protection of assets as well as improve decision making within the team which will lead to more efficient way of working and will save time, money and resources. After this step is completed the risk evaluation is what comes next. A risk evaluation is used to match estimated risks to the organisation's already established risk criteria (this can include things like legal requirements, system faults, costs and benefits). The final step of the risk management process is the treatment of the risks and the response. This step includes the importation of procedures and policies which will eliminate or minimize the risk that is stopping the organisation from normal functioning.

Licensing

Licensing and registration are something that every company/business should have in order to function properly. Nowadays there are a lot of new businesses which are not registered and licenced which is not safe for the people working there and for the customers of this particular business. Having made sure that your business has the correct licence and is registered protects not just yourself and your employees, but it protects your customers too because in case of something happening which might involve going to court, all your assets will be protected. A proper licence will also mean that if there is an injury at the workplace every single employee will be protected. Proper licence will also ensure that all personal information about yourself, your business and everyone involved in it will remain private.

Hotel Proprietors Act 1956

Under the Hotel Proprietors Act (1956) a hotel is defined as a place which offers accommodation, food and drinks without any special contract or obligation as long as the customer/guest is willing to pay a reasonable price to use the facilities of the hotel. The act states that if a damage or loss is caused by the carelessness of the guest, it will not be your responsibility, however, if the damage or the loss is caused by one of your employees you are responsible. A hotel keeper might be asked to pay between £50 and £100 for the loss or damage if they have not put any notice near the entrance or reception that the hotel will not take any responsibility for a damage or a loss which doesn't include motor cars or any other type of vehicles or any property lost in them. If by any chance your hotel has got a bar, or a restaurant and your staff have been rude to the customer and they left without staying

overnight you as a keeper will be responsible for the loss or damage caused. However, in some cases an innkeeper might be liable to make good of any loss or damage to a guest even though it wasn't their fault or their staff's fault.

Conclusion

Based on everything said above about key parts that must be considered when working in the hotel industry I can say that data protection, health and safety and risk management are the most important parts that a hotel or an organisation cannot function without. The reason for that is because they involve customer health and safety and your guests' health and safety while they are on the territory of the hotel. All staff that works there must have good personal hygiene and be tolerant and friendly towards guests because the reputation of the place depends on that. Any food or drink brought in the place have to be handled carefully and stored within the specified places and temperatures in order to avoid any contaminations. Some of the advantages of all this include better and safer working environment, well-handled facilities for the guests as well as providing safety when it comes to their personal information being handled properly and not being leaked to the public. As well as advantages, all this has disadvantages which include all the consequences a business might face if something happens. For example, if personal information is leaked or if there is any contamination within the food, the organisation might face serious penalties and even prison time for the owner of it. Being an owner of a hotel has many risks if all the rules are not being followed.

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