

Business Skills for International Hotel Industry

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Student: Antonella Quarantiello

Student number: 1815852

Lecturer: Dale Clark

Written assignment part 2



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Introduction

In this report, I have been asked to analyze the legal legislative risks which must be considered in the hotel sector. The most important points I'm going to analyse are *liability, data protection, health&safety, food hygiene, risk management, licensing, including key provisions within the Hotel Proprietors Act 1956.*

Even today, the hotel industry is one of the largest economies in the world that offers different services to customers. The major and most important services that the hotel sector offers are food and drinks, in the catering sector, and accommodation for rooms and other common areas of the hotel. To satisfy the needs of customers, hotel employees and managers have some legal obligations to consider, so that these services work perfectly.

Legal risk is defined when a company has a financial loss due to the lack of attention to the rules to which they apply to the company's products and services. **(Whalley and Guzelian, 2016).**

Legal risk is the most important of many risks faced by companies and they should be prioritized by spotting "legal issues" before they become "legal problems". **(Bagley and Dauchy, 2017).**

After defining what a legal risk is, I will define and explain the other points I mentioned above.

Analysis and discussion

Data protection

According to (C. Doyle, 2011), *Data protection is "A range of security measures used to protect valuable data. Gathered data on a database needs to be protected against hackers as well as software and network system failures. Many software packages exist which password-protect information and also provide data back-ups so that important information will not be lost."*

Data is a mix of information collected about a person, a service or a company and to be useful it must be processed and analyzed. In the hospitality industry, analyzing data is important because it allows managers and employees to customize services and preferences for customers. To protect customers' personal and private information, staff and management must follow laws and regulations.

Control how personal information is used by organizations and companies, and all those responsible for this information must follow rules. (Data protection.gov.uk, 2018)

They must make sure the information is:

- Used fairly;
- Used for specified, explicit purposes;

There is also legal protection for other types of information, such as:

- ethnic background;
- political opinions;
- religious beliefs;
- health;
- sex life or orientation;

Health&Safety

Health and Safety legislation protects us from damage at work. The Act 1974 state that *employers have a legal responsibility to ensure that employees, customers and guests work in a healthy and safe environment, employees have a responsibility to ensure your safety and that of others.*

To ensure that these practices are respected by employers, labour inspections are carried out by the Health and Safety Executive (HSE). These will check that the employer is following the correct procedures to have a safe workplace.

Successfully overcoming health and safety controls means having good working conditions, respecting personnel, making customers happy and no less important, it means following the legislation. By paying little attention to this legislation, you will face penal actions, fines and even imprisonment.

The role of the employer is:

- Have insurance that covers you in case you get hurt at work or ill through work;
- Provide you with any equipment and protective clothing you need;
- Ensure you are given the health and safety training you require to do your job;
- Provide adequate first aid facilities;

Not only the employer has responsibilities to ensure that you work in a safe environment, but also the employee has to a responsibility for the own safety and that of others.

The role of the employee is:

- You also have the responsibility of your safety and the others;
- Follow the training you have received when using any work equipment your employer has given you;
- Inform your employer if you believe that a tool or machine is faulty and that it may endanger your safety and the others.

Is necessary to follow small rules of common sense, such as:

- Dry the floor immediately;
- Remove broken glass and throw them in the appropriate container;
- Be careful in handling some equipment such as knives;
- Use dry cloths in taking baking trays from the oven;
- Be careful when doing a deep cleaning to avoid cutting with machinery or equipment.
- All these little precautions will make your work and that of your employer easier and will help you to better follow the Health and Safety legislation.

Food Hygiene

Food hygiene is a process of ensuring that foods are free from contaminated of *food micro bacteria*, which could be done via proper *food storages, food handling, food preparation* and proper *Sanitization of equipment, utensils, workspaces* that are likely to come in contact with food.

Food is produced, transported, stored, handled and assisted. Food safety analyses this food process and refers to **HACCP** (*Hazar Analysis Critical Control Points*).

During preparation and storage, the food must be separated into types: raw meat divided by cooked meat and the same is for fish, vegetables together on one side and dairy products on the other.

There are four types of contamination:

- Biological: when bacteria contaminate food;
- Physical: when bacteria are transferred to the food by utensils;
- Chemical: when the food is contaminated by a chemical product;
- Cross-contamination: when bacteria are transferred to the food through another object.

This often happens if for example a cutting board is used where the meat has just been cut, to cut the vegetables or if a dirty knife it been already used for the fish, to cut the meat.

To avoid these contaminations, each of us should take the right precautions when preparing food.

As an example:

- Wash your hands between one food and another;
- Wash the utensils and cutting boards after each use;
- Use the right cutting boards for each type of food;

Risk Management

A process that aims to help organizations understand, evaluate, and take action on all their risks. (A Dictionary of Accounting, 2010)

All companies face risks, some can cause serious losses while others even fail the company itself. There are many types of risks:

- ***Strategic risk***: a successful company needs a complete and careful business plan. But things can always change negatively. This is the risk that the strategies of your company become less effective with the difficult achievement of the objectives.
- ***Compliance risk***: Laws and regulations are constantly changing and for this reason, companies must always update the rules.
- ***Operational risk***: Refers to an unexpected failure in a company's operations. It could be a technical error or it could be caused by people or processes. In some cases, it can also result from events like a natural disaster, a power outage or a problem with the host of your website.
- ***Financial risk***: Refers specifically to the money flowing in and out of the business, and the possibility of a sudden financial loss.
- ***Reputational risk***: Reputation is everything in a company. If it is damaged, you will see a loss of income as the customer will become suspicious of you. In this case, the employees can suffer and may leave and it will also be difficult to replace them for your bad reputation. (***A. Blackman, 2014***)

Licensing

A **license** is official permission to do, use, or own something. When we want to open a business, we must follow laws and above all have licenses, this also applies to the hospitality industry.

In the UK, the most frequent licenses are:

- Tv License: any Hotel or business in the UK showing tv programmes or films is required to hold a license;
- Alcohol License: Without the possession of this license, the company or local can not sell alcohol.

Act of 1956

The Hotel proprietors Act 1956 It helps to regulate the responsibility of the hotel in terms of assets owned by customers or any other person within the hotel facility. It refers to the structure as an inn and the hotelier as an innkeeper.

The innkeeper's responsibility for the damage of any customer is related to the period of stay and the period between the previous midnight and the next, as the client was a guest and had the right to use the hotel accommodation and premises.
(Legislation.gov.uk, 2019)

Conclusion

After analyzing this assignment, I better understand and improve my knowledge about the duties and laws that a hotel company must follow. Maintaining standard hygiene standards is important for the company as well as for the customer. The rules on hygiene must be followed to perfection to avoid food contamination towards the customer. At the workplace, employees must always be careful to avoid injuries, even to customers. Having a good data protection system is very expensive, but in this way, it will make the company safe and away from hackers.

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