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BUSINESS SKILLS FOR INTERNATIONAL HOTEL INDUSTRY

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In the world, the hotel industry is one of the biggest economies, that offers a range of services for customers, such as: food and beverages(bars and restaurants), and accommodation (rooms and common areas). For employees and managers, this is not easy to deliver those services, both they have some legal obligation to consider.

1. LIABILITY

Like any business from this industry , hotels and restaurants must be aware of liability, where the most type of liability is the form of slips and falls. This kind of problems can be combated using a special sign in the problem area and after that remove the danger. However, to avoid all the possible injuries, need to follow some rules of safety at workplace.

To keep very low the possibility of an injury, there's some few tips to follow:

1*The managers should held regularly safety meetings with the reason to refresh the knowledge about safety ay workplace. “ Hotels can save a lot of money following small rules”.

2* Hotels, for streamling the guests experience in different areas, are adopting more and more services , involving new technology, such as keycards to open the doors.

3* The most important is training the employee, this can prevent problems before they appear.

4* Another important think for safety is using outdoor lighting, especially in parking area together with security people

2. DATA PROTECTION

Data as definition is a mix of information collected about a person, service and company and to be processed and analysed. It can be obtained from Primary sources(directly) and Secondary(other sources).In this industry analyse data is very important ,first reason is that allows managers and employees to tailor the service and all preferences for all customers and they have laws and regulation to follow.

Data must be obtained and processed lawfully, kept up to date, accurate and discarded when not necessary .Records of personal information are kept in many forms, like credit cards receipts, home addresses, CCTV footage, all of them,in the UK, are protected by the Data Protection Act. The Information Commissioner may issue fines and could be criminal liabilities for failure to comply with the DPA.

3. HEALTH and SAFETY

For any workplace in the Hotel Industry, health and safety is an important consideration and it is a high priority to keep employees and guests in safe situation all the time. To run very well a business for a hotel, is important to have for that hotel a health a safety checklist,including everything from fire safety to cleaning procedures. In every hotel needs to be a documented safety plan and to assign someone to be responsible for maintaining the plan. For all departments in a hotel should be documented training and written emergency and disaster response plan, and, also, should be a person who maintaining and updating this plan.

Hotels should training the staff rigorously on emergency procedures, because everyone should know what their role is in case of emergency, if staff aren't trained for all cases of emergency procedures, when problem arise the lack of preparation can result in bad publicity for the hotel, or compromised safety for the guests and staff.

4. FOOD HYGIENE

It is very important for all employees how to handle , prepare and store food in order to prevent cross-contamination ,and ,food-borne illness. Food safety's practice analyse the whole process and refers to HACCP. Important tasks are related in a special file, to keep recorded temperatures, handling measures.

The UK Foods Standards Agency has guides for hygiene and food safety ,here are some quick and important checks to keep your food safe:

- All stored food must be kept covered and labelled in the fridge or freezer, off the floor
- The storage area in the kitchen should be clean, well-organised, with adequate floor mats.
- Meats must be stored separate from other foods, cooked meat on top shelves and raw meat on lower shelves.
- All food containers must be labelled and "best by" and "use by" dates should be checked everyday.
- All kitchen staff needs to be responsible for checking received goods to confirm quality of daily deliveries.
- Perishable cold food never be transported at 5* C or below, hot food should be transported at 60* C or above, frozen food transported at -15 * C or below. At this range of temperatures the danger of growing bacteria is null.
- All fridges and freezers must be fitted with temperature gauges, and all the kitchen staff needs to record manually twice per day the temperatures
- All food staff should be trained on appropriate hygiene and food safety measures, and they be subject to health screening, like blood testing
- All chemicals are not stored near food, just in a special place, far away from any food
- Storage area must be in clean condition,pest proofed and dry goods are stored in close fitting lid containers.

Also, there is some rules for managers, they should confirm that:

- All kitchen and food service staff must be trained in personal hygiene on a regular basis, such as less jewellery ,keeping the mobile phones in a private locker, wearing clean uniform and safety boots if the job required.

- All frozen food is thawed under refrigeration, food already thawed can not be frozen again
- Thawed food in the microwave must be cooked immediately
- All food and vegetables should be washed in a separate sink with clean water upon receiving and again before to use.
- Internal temperature of food is a minimum 75* C before serving, meats and poultry products is at least 80*C before serving.
- Cooling food ,when is necessary, is not left out for more than 1 hour
- All perishable food are kept on display at 5* C or below, hot food on display, is stored at 60*C or above.
- Raw and cooked food must be stored and displayed separately
- All kitchen staff needs to follow a program to clean entire food preparation and food services areas on a regular basis
- All chemicals for cleaning are safe to use around food, all cleaning equipment must be cleaned after use and worktops wiped after use.

In conclusion ,there's certainly a lot to think about when running a hotel business ,and about safety and health, it is better to be over prepared than under prepared.

5. RISK MANAGEMENT

The risk management identifies, evaluate and prioritize risks in order to concentrate, coordinate and apply resources to minimize or control an adverse event or to maximize opportunities. Inside of an organization three different types of risks can be identified:

- Hazard risks
- Opportunity risks
- Control risks.

The management teams ,to clear that in order, needs to focus and operate in the following phases:

1. Identification the risk and analysing the source of the problem
2. Assessment , evaluate the worst-case of scenario with negative impact
3. Action against the problem, creating a plan to cancel or avoid the problem.

An effective risk management strategy is essential for members of the hospitality industry and helps employees to identify ,analyse asses and avoid risks coming from a variety of sources(legal, natural, technological sources).

To keep the risk management at lower risk, there's some rules to follow by the hotel staff:

- Control access: keeping guests safe begins with controlling building access
- Control room key distribution ,station security personnel and surveillance system working properly to monitor all public areas
- Make cyber security a priority: business computers and guests Wi-Fi networks are secure
- Review key card access systems- have your key card access system checked out for vulnerabilities to hacking or unlawful access.
- Training staff on appropriate security procedures for all high-traffic areas, such as lobby, front desk, baggage storage area, guests entry, valet and parking.

- Educate guests to understand their safety and security responsibilities, in a way that doesn't negatively impact their experience
- Patrol public area security cameras and security personnel must offer an escort for guests to and from parking area

6. LICENSING

The hospitality industry is a subject of a lot of laws and regulations and licenses, where in the UK some licenses are individuals or for premises and all of them are released from public authorities; all hotels and restaurants need to adhere to the licensing Act 1964. To run a restaurant or hotel, there are a number of licenses and certificates that you need to remain compliant with the relevant laws and regulations:

1* Food Hygiene Certificate- proves that you are aware of, and operate under, the appropriate food hygiene and health and safety regulations. It goes without saying that food hygiene laws are extremely comprehensive. Environmental health officers make regular and unannounced visits to food-based businesses to check all about this law. If they think you're not following the rules, they have power to close the business down

2* Pest control regulations for restaurants is a legal requirement to have adequate procedures in place to ensure the pests are under control.

3* Food premises approval, the restaurant handles any meat, fish, egg, dairy products, must be inspected and approved by the local council to get Food Premises Approval.

4* Restaurant Insurance, every restaurant needs public Liability Insurance to protect the business against in the event of legal action if any customer suffers personal injuries.

5* PRS for Music License you need to obtain legal permission from the relevant copyright owners

6* Alcohol Licence you need to obtain an Alcohol On-Licence, to allow to sell alcohol to be consumed on site.

7* Planning Permission is used to make any physical changes to a building, or to check permission to use the building as a restaurant.

The Food standards Agency (FSA) is appointed by the government to oversee all food safety standards and their "Safer Food, Better Business" guide will help you to ensure that you comply fully with the law and your premises is safe for the public.

7. Hotel Proprietors Act 1956

The Hotel Proprietors Act 1956 is a guide and helps to regulate the hotel's liability and it refers to the structure as Inn (by definition is a place that offers accommodation) and to the hotelier as Innkeeper (the person that manages that business). The Innkeeper is responsible for everything brought in although some security measures and changes can be applied for important objects

8. CONCLUSION

Analysing this work, it is clear that keeping high level of hygiene standards is important for the business and guests. Safe environments are expensive to maintain and is beneficial for both employees and customers.

9* REFERENCES

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