



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Business Skills:

Legal Issues and Group learning

*Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales*

www.uwtsd.ac.uk



Understanding Health and Safety Regulations

Legal Framework

Explore the UK's health and safety laws applicable to the hotel industry. Understand the role of regulatory bodies, such as the Health and Safety Executive (HSE).

Responsibilities

Learn about the responsibilities of hotel management and employees in ensuring safety. Understand the consequences of non-compliance with health and safety regulations.

Safety in Hotel Facilities



What do you think you would need to know as a GM regarding Health and safety within your hotel?

Fire Safety

- Why is Fire Safety important?
- What things can you think of that link to fire safety?

Types of Fire Extinguishers



<https://www.hightspeedtraining.co.uk/hub/different-types-of-fire-extinguishers/>

TYPE Extinguisher Type	File Type	Class A	Class B	Class C	Class D	Class E	Class F	Businesses that may need this types of extinguisher
		Organic Materials (e.g. Paper & Coal)	Flammable Liquids (e.g. Petrol & Paint)	Flammable Gases (e.g. Butane & Mathane)	Flammable Metals (e.g. Lithium & Magnesium))	Electrical Equipment (e.g. Computers & Servers)	Cooking Oils (e.g. Olive Oil & Fat)	
Water		✓	✗	✗	✗	✗	✗	Schools Hospitals Offices Shops
Foam		✓	✓	✗	✗	✗	✗	Apartments Hospitals Offices Shops
Dry Powder		✓	✓	✓	✓	✓	✗	Garages Welding Boiler Rooms LPG Plants
CO2		✗	✓	✗	✗	✓	✗	Server Rooms Offices
Wet Chemical		✓	✗	✗	✗	✗	✓	Kitchens Canteens

<https://www.businesswatchgroup.co.uk/fire-services/fire-extinguishers/types/>



What would you do if the fire alarm sounded?

- **Verify the Alarm** – Check if false alarm or real
- **Follow Emergency Protocols** - Alert key staff.
- **Alert guests** – Announce and direct them
- **Assign roles to staff** – who does what
- **Assist Vulnerable Guests** – Identify and support.
- **Guide Evacuation**
- **Prevent Re-Entry**

- **Account for all guests**
- **Coordinate with Emergency Services.**
- **Communicate updates to guests**
- **Arrange for Post-Evacuation Comfort – Temporary shelter etc.**
- **Document the Incident**

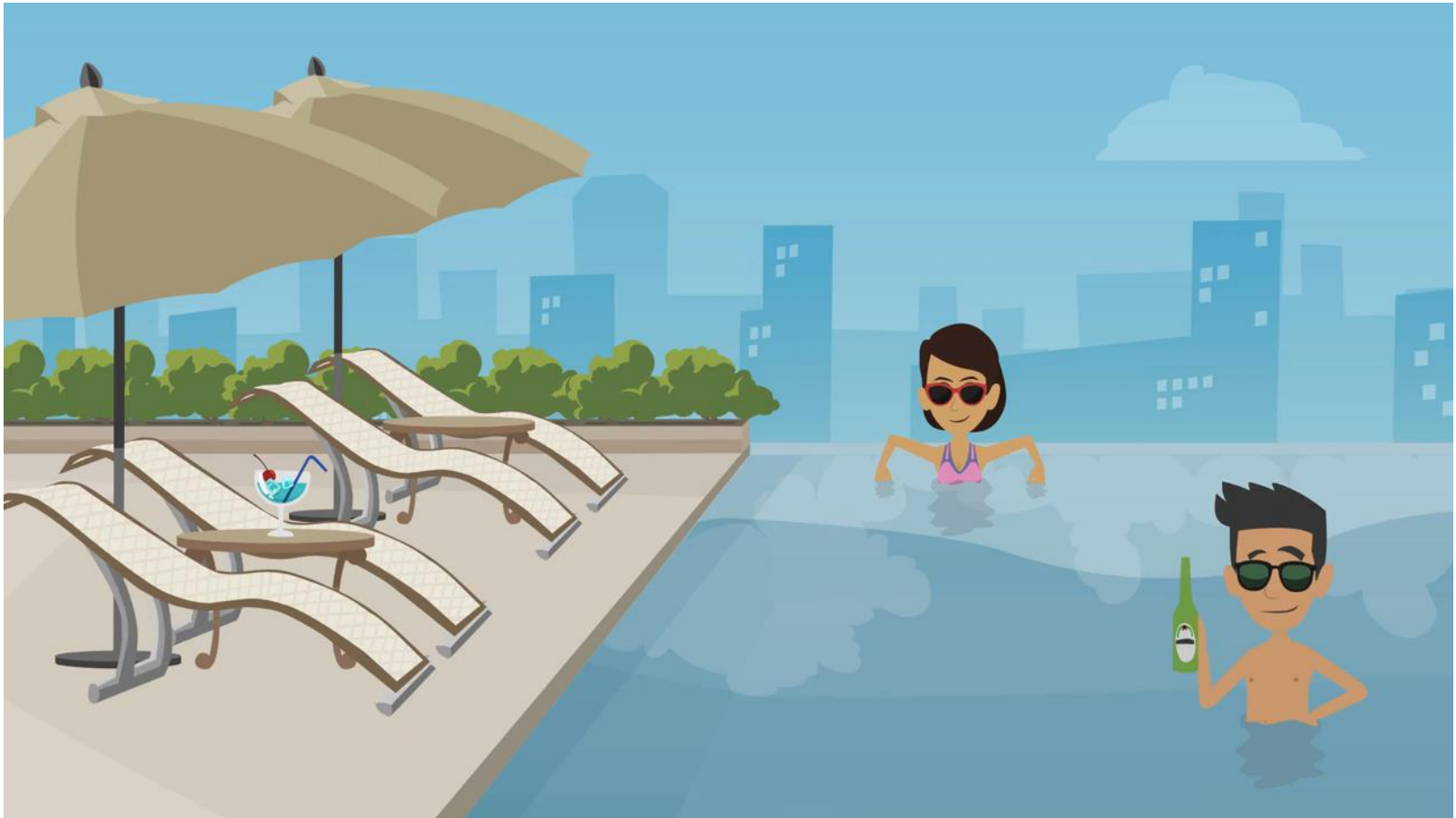
Other areas to
consider



Swimming Pools and Spas

- Water Quality Maintenance
- Lifeguard Duties





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Guest Safety



Reception and Check-In

- Guest Verification
- Handling Guest Information
- Handling key cards securely

Room Safety

- What do you think of when I say room safety?
- Locks
- Safe
- Emergency Exits
- PAT testing

Health and Hygiene

- Laundry – External and In house
- Cleaning Products and how to store them
- Waste disposal
- Cleanliness of the facilities – Rooms and public areas

Employee Health and Safety



Staff Training

- Induction
- Ongoing training programs
- Specialist Roles – Fire warden

Ergonomics

- What are Ergonomics?
- Prevent workplace injuries
- Desk assessment

Reporting Incidents

Why is it important to report incidents?

- Incident book
- Becoming accountable in the workplace

Food Standards Agency Website



Food
Standards
Agency

Present key health and safety regulations from the Food Standards Agency (FSA) website.

- Explore Food Hygiene: Visit the website and navigate to the "Food Hygiene" section.
- Summarise key hygiene practices recommended for businesses.
- Allergen Management: Review the "Allergy and Intolerance" section.
- Identify two legal requirements for managing allergens in hospitality.
- Create a team presentation to discuss the importance of these practices in ensuring customer safety in hospitality settings



Crisis Management



Security

- Guest Security
- Handling Security and Safety Incidents
- Law Enforcement



Pandemic Preparedness

- Preparation is the key

Covid-19

- Multiple areas to consider
 - Hygiene
 - Social Distancing
 - Communicating Effectively

Health and Safety Role-Play



- **Scenario:**

You are a part of the management team at a busy city-center hotel. It's mid-afternoon, and the hotel is at 75% occupancy, with guests in both common areas and their rooms. Suddenly, the fire alarm begins to ring throughout the building.

As a team, you are responsible for ensuring the safety of both guests and staff during this emergency. However, there is no visible sign of fire or smoke at the moment.

Your Task:

1. Initial Response

1. Decide on immediate actions to ensure guest and staff safety. What protocols should be followed?
2. How will you confirm whether this is a false alarm or a real emergency?

2. Guest Communication

1. Determine how you will communicate with guests and guide them. What should guests do when they hear the alarm?
2. Consider guests with limited mobility or those who may be in the pool or spa areas.

3. Coordination with Staff

1. Outline roles for different departments, such as front desk, housekeeping, and security.
2. How will each department contribute to managing the situation effectively?

4. Post-Evacuation Actions

1. After evacuating, outline the next steps, including checking for missing persons, coordinating with emergency services, and ensuring guest comfort and safety.

Outcome: Create a comprehensive **Safety and Evacuation Plan** to present to the class. Be prepared to explain each step and justify your decisions based on best practices for hotel safety and crisis management.

Conclusion

Health and safety in the UK hotel industry is a crucial aspect of the business. By mastering the regulations and best practices outlined in today's session, you will be better equipped to ensure the safety and well-being of guests and employees.

As you embark on your journey in the hotel industry, remember that prioritising health and safety not only complies with the law but also enhances the reputation and success of your hotel.

Good luck and stay safe!

Assignment Recap

Assignment Title:	Portfolio – 4 Elements (4 Tasks)	Word count (or equivalent):	3000
Handout Date:	30th September 2024	The return date of provisional marks & written feedback:	<u>Written Assessment mark and feedback</u>
Submission Title:	<u>Draft Deadline</u>		
Draft Deadline:	During the session 9th December		Monday 22nd January 23.59 pm
Submission Deadline:	<u>Final Submission</u> Monday 16th December 23:59 pm		

Please read the following information carefully. Ask your lecturer if there is anything you do not understand.

Tasks 1 and 2 must be compiled into *one Word document*

***Written in First Person*, produce a reflective journal on what you have learned/experienced in Business Skills.**

Task 1: 1000 words +/- 10%

Task Description

Reflective Journal:

Using the ERA model of reflection for guidance, you are required to reflect on your learning and what you experienced during weeks 2-8 of Business Skills (1000 words).

Task 2: 500 words +- 10%

Task Description

Action Plan

Conclude your reflective journal with an action plan discussing areas for improvement and/or you may wish to discuss areas you excel in and how you could further enhance your core strengths opening up opportunities for professional practice (500 words).

You must provide a **minimum of 2 references for your action plan** referring to the sources of information that informed your response. Please ensure these are accurately cited within your action plan. Your reference list should be included on a new page after your action plan.

- This is a **reflective journal** – an account of what you have learned/experienced during weeks 2-8 of Business Skills. It is advised that you take notes during the sessions and **write up** every week so it is fresh in your mind.
- Consider the limitations of word count for both your reflective journal and action plan. You cannot possibly reflect on all you have learned or experienced in great depth – choose what to include carefully.
- Poor planning or a lack of planning results in students falling behind with assignments and deadlines being missed.

Task 3):

Task Description

Professional development: build a personal brand and promote a professional identity. (700 words)

1. Produce a professional CV using a professional template Canva
2. Create a LinkedIn profile and start to build your industry connections .

Use the attributes outlined in your CV to build a LinkedIn Profile to manage your personal brand and promote your employability. Your LinkedIn summary should contain around 200 words and should be well written to highlight achievements that best demonstrate your values, skills, and/or progress towards your goals.

A LinkedIn profile is a professional landing page for you to manage your personal brand. Your profile will be your personal storyboard where people can find you and stay updated on your activity, so make sure your profile is complete and representative of you.

Having a profile on LinkedIn helps:

1. Manage your professional brand
2. Create opportunities for you
3. Build your network and track your professional milestones

Remember to fully complete your LinkedIn profile as it will increase your discoverability. Click on the link below to watch the video for tips on how to get started to create a good LinkedIn profile.

<https://bit.ly/3j15Bo2>

You will then be required to screen shot the LinkedIn profile and paste the image along with a link to the page into the final document for submission.

Task 4):

Presentation

Task Description

Using the information gathered throughout your module. Present a 5 minute PowerPoint presentation. The presentation should include the key attributes that a person working within the hospitality industry should possess. Showcase both the information you have acquired over the module and your personality and skills for employment.

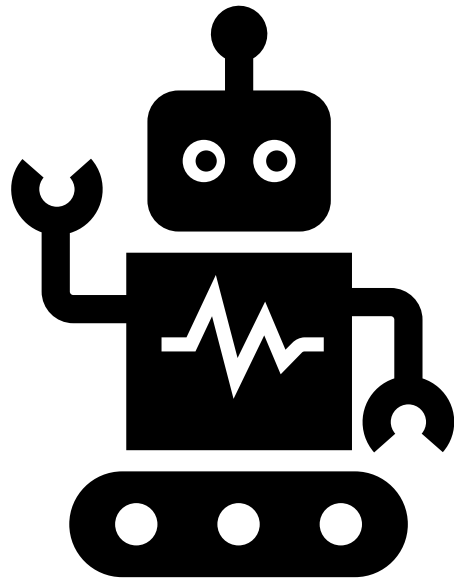
**** Please note you will be assessed individually. Your lecturer will let you know the time of your presentation.***

Marks and feedback for task 4 will be included within your Portfolio of Evidence submission on Turnitin.

Requirements:

- Use Microsoft word and use Arial Font 12, 1.5 line spacing and Justify Text

AI Guidance



- Check the Moodle page for further guidance.
- Copy declaration into the final submission document.

AI Guidance Acknowledgement

Students are now required to include a statement that declares any use of AI in an assignment:

Basic Acknowledgement format of AI tool use

I acknowledge the use of [AI Tool] [(AI Tool url)] on [Date] to [Purpose my work]. I used the prompt(s):

1. [Prompt]
2. [Prompt]
3. [Prompt]

I confirm that I have not presented any AI generated text as my own work. I confirm I have copies of my drafts, notes, and other resources I used before, and after the use of AI tools which I may be asked to provide in evidence.

AI Acknowledgement Guidance

If you have not used AI tools

If you have not used AI tools, whether because it is not allowed or because you have chosen not to use AI tools at all, you need to include the following acknowledgement.

I confirm that I have not used any AI tools in the research and creation of this assignment. I confirm that I have not presented any AI generated materials as my own work. I confirm I have copies of my drafts, notes, and other resources I used, which I may be asked to provide in evidence.



THANK YOU!