

A basic training presentation for the housekeeping team members



Today's main topic:
Training guide on health and safety for
Estena outsourced company



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(Hotel Placement –
Operating Hotel Facilities)

Summary - Topics



1. **Hotel Housekeeping Health and Safety Guideline – In general**
2. **The content of the guideline typically covers various aspects of health and safety**
3. **Important Tips for Cleaning the Office Properly**
4. **The importance of hygiene, cleanliness, and social distancing in case of COVID or flu season**
5. **Points to follow in the Laundry Room – Safeguards**
6. **Attention**
7. **After work stretching exercises for your health**
8. **Questions?**
9. **References**

Hotel Housekeeping Health and Safety Guideline – In general [1], [2], [4], [5], [6], [7], [8], [9]



Hotel management is committed to providing a safe and healthy working environment for all housekeeping staff. This health and safety guideline outlines the procedures and practices to be followed to prevent accidents, injuries, and promote overall well-being.

The goal of such guidelines is to create a safe and healthy working environment for hotel housekeeping staff, promoting a culture of awareness, prevention, and prompt response to potential risks. These guidelines are often customized to fit the specific needs and policies of each hotel. Regular reviews and updates are essential to ensure the ongoing relevance and effectiveness of the health and safety measures in place.

The content of the guideline typically covers various aspects of health and safety, including but not limited to [1], [2], [3], [6], [7]



- 1. Personal Protective Equipment (PPE):** Specifying the use of appropriate protective gear such as gloves and eyewear.
- 2. Chemical Handling:** Providing instructions on the safe handling, storage, and disposal of cleaning chemicals.
- 3. Manual Handling:** Guidelines for proper lifting techniques to prevent strains and injuries during tasks that involve physical effort.
- 4. Emergency Procedures:** Information on evacuation routes, emergency exits, and contact numbers in case of emergencies.
- 5. Ergonomics:** Ensuring that workstations and equipment are designed to prevent musculoskeletal issues, with recommendations for breaks and stretches.
- 6. Slip, Trip, and Fall Prevention:** Measures to prevent accidents related to wet floors, spills, and tripping hazards.
- 7. Electrical Safety:** Procedures for the safe use of electrical equipment and reporting any malfunctions.
- 8. Fire Safety:** Training on the use of fire extinguishers, knowledge of emergency exits, and regular fire drills.
- 9. Infection Control:** Practices to prevent the spread of infections through proper sanitation.
- 10. Training and Communication:** Regular training sessions for staff on health and safety procedures, along with open communication channels for reporting concerns.
- 11. Incident Reporting:** Procedures for reporting accidents, incidents, or near-misses, and the use of incident report forms for documentation.

Important Tips For Cleaning The Office Properly



- Workplace injuries often occur due to cuts, trips, and falls. Keep floors clean and dry (including storage rooms) and areas where wet processes are high should have adequate drainage [5].
- Use appropriate cleaning products. Oil and grease, for example, will leave the surface in good shape even if it looks clean [5].

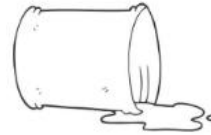


1

Most injuries at work are due to slips, trips and falls.

2

Use the correct cleaning materials.



3

Report and clean all spills and leaks.

4

Exits and passageways must be free of items.



5

Put up warning signs where necessary.

6

Store flammable materials in designated locations.

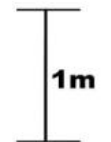


7

Do not store items in stairwells.

8

There must be at least one metre distance between piled material and the ceiling.



9

Inspect personal protective equipment (PPE) and tools regularly.

10

All housekeeping policies should be put in writing.



The importance of hygiene, cleanliness, and social distancing in case of COVID or flu season [4], [10]



- Intensive sanitization of common areas and guest rooms
- The elimination of high-touch items in guest rooms
- Follow the physical distancing guidelines
- Enhanced cleaning standards and dedicated 'cleanliness' teams
- Ibis Hotel is expected to practice precisely what they preach. That includes an extensive and thorough sanitization of everything a guest might come in close contact with – including the TV remote control.



Points to follow in the Laundry Room – Safeguards [9]



01

Ensure machines are properly guarded [6]

02

Ensure proper precautions in relation to hot surfaces [7]

03

Ensure that a smoke alarm is installed in the laundry area

04

When not in use, especially for cleaning, maintenance, etc. Make sure all machines are isolated from the power source beforehand [7]

05

Make sure the dryer has adequate “cooling” cycles

06

Check cabinets and cupboards to make sure they are secure

07

Keep the area reasonably clean and tidy. Do not leave laundry lying around the floor [6]

ATTENTION!



Do not come into contact with any chemical [7], [9]

Do not smell, breathe or taste the chemical [7], [9]

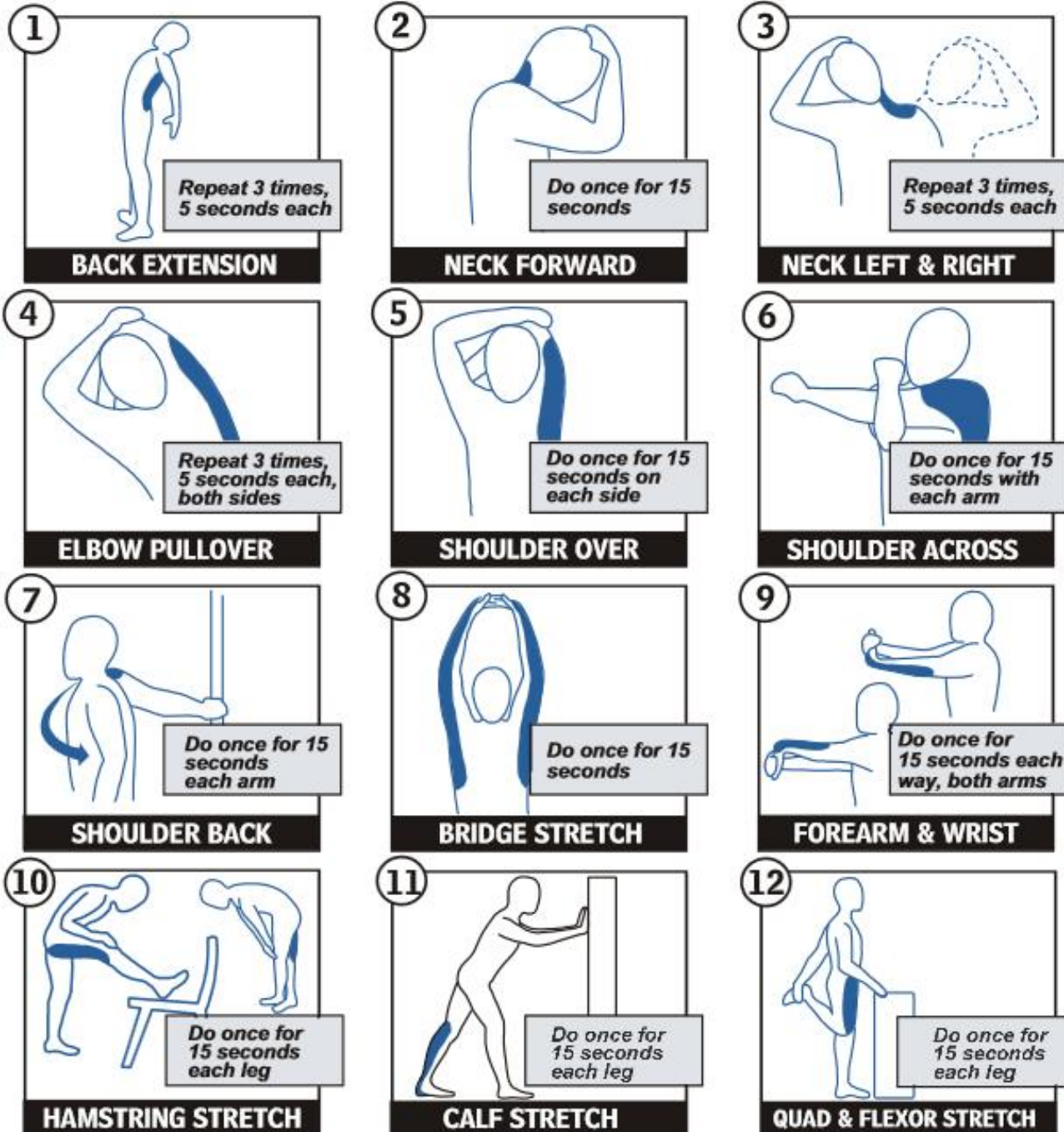
Wash your hands and arms with soap and water after removing gloves and before leaving the rooms [7], [9].

Avoid touching broken glass; use pliers or other tools for safe cleanup [6], [9]

Phone, appliance, door etc. Remove gloves before touching equipment [7], [9].

Dress appropriately: Tie long hair back, remove nails or jewelry, wear comfortable clothes, close-up shoes [8], [9].

Do these quick stretches regularly to reduce fatigue and avoid injury:



After work stretching exercises for your health



Stretching after housekeeping is crucial for muscle relaxation, flexibility improvement, and joint mobility. It enhances circulation, prevents injuries, and provides relief from discomfort. Proper stretching also contributes to stress reduction, promoting overall well-being for housekeeping staff. Incorporating both dynamic and static stretches is recommended for a balanced routine

[2], [8].



Thank you

Any question?

References

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