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BUSINESS SKILLS FOR INTERNATIONAL HOTEL INDUSTRY

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1. LIABILITY

Like all the business from hospitality industry, hotels must be aware of liability, where the most common type of liability is the form of slips and falls, they can be combated using of signs in that problem area.

In the last years, technology protected guest property, easier and better than before, using a keycard to get into rooms.

There are five tips of liability concerns:

1. To refresh memories and make employee safety at work, safety meeting must be held regularly.
2. Hotels are adopting more and new services for guest experience, such as keycard just to visit the floor their room is.
3. Training the employee can prevent problems from surfacing before they appear.
4. Hiring security and outdoor lighting will care about the property
5. All the staff must keep an eye to the floor in areas where drinks are often carried, to prevent spills and falls

Hotels save a lot of money following small details.

2. DATA PROTECTION

From employees to guests, people are the lifeblood of this industry, and inevitably involves hotels obtaining personal data, which is a powerful marketing tool and key about relationship between employees and guests, so is very important how the hotels manage they deal with personal information they collect and maintain, in compliance with the Data Protection Act 1998. Personal data of the guests will be kept secure and confidential. The Information Commissioner may issue fines and, also, civil and criminal liabilities for failure to comply with the DPA.

3. HEALTH and SAFETY

For any workplace, health and safety is very important consideration, to keep both workers and guests safe all the time. Everything from cleaning to fire safety procedures and documentation must be covered in a checklist. The hotel or restaurant needs fully trained staff for all departments and guests a safety plan.

Hotels should train the staff often and rigorously on emergency procedures, emergencies do not happen often, all staff should know their role in case of emergency. If staff aren't trained

for all problems in case of emergency, when problem arise the lack of training can result in bad publicity for hotel and compromised safety for guests and staff.

4. FOOD HYGIENE

Food safety is paramount in all hotel restaurants. A good hotel restaurant can generate good publicity, but the hotel restaurant could be slammed by the guests for a food poisoning case or lack of cleaning and hygiene.

There's some quick checks to keep the food safe:

- All stored food in the fridge must be covered and labelled, off the floor
- Storage area in the kitchen must be clean, well-organised, with adequate floor mats
- Cooked meat must be separated of raw meat, prevent cross-contamination
- All labels must be check twice per day
- Checking received goods for quality and normal temperature
- Cold food shouldn't be transported below 5* C, hot food should be transported at above of 60*C and frozen food below of -15*C
- Fridges and freezers must have temperature gauges
- Chemicals must be stored in a special room, far away from food
- Dry good stored in closed containers
- Storage area are pest proofed

All the kitchen managers and people in charge, they need to confirm the follows rules everyday:

- All kitchen staff must be trained for personal hygiene
- Frozen food is thawed in the fridge over 24 hrs, and use immediately, less jewellery, less using mobile phones in food preparing area
- Fruits and vegetables must be washed in a separate sink prior to be used
- Hot food must be served at temperature above 75* C
- All fresh food must be kept in the fridge at temperature between 3*-5* C and in the freezer above – 18* C
- Hot food on display are stored at temperature above 60* C
- Clean entire food preparation and food service area on a regular basis using proper chemicals

There's a lot to think about when running a hotel and it's better to be over prepared than under prepared, considering health and safety.

5. RISK MANAGEMENT

An effective risk management strategy is very important for all members in the hospitality industry, helps employees to identify, analyse, asses and avoid the risks coming from a

variety of sources: financial upset, accidents, natural disasters, legal ramifications, cyber attack. There are few best practices to keep all procedures in balance:

- Control access: keeping guests safe begins with controlling building access, surveillance system working properly.
- Make cyber security: business computers and guests wi-fi are secure
- Review key card access systems: check the system of card access for vulnerabilities to hacking or unlawful access
- Training staff: train all staff for appropriate security procedures for all high-traffic areas: lobby, front desk, baggage storage, guests entry, valet and parking
- Educate guests: they must understand safety and security responsibilities without to impact negatively their experience
- Patrol public area: security camera and escort guests to and from parking area
- Give security personnel a friendly face: role and dress in business clothing to be more approachable

6. LICENSING

All the hotels need to adhere to the Licensing Act 1964 to provide guests with alcohol and food. Assuming a licence has been granted most hotels are free to buy their alcoholic drinks from any sources they see fit.

There are a number of licences and certificates to acquire in order to remain compliant with the law:

- Food hygiene certificate: proves that the hotel is aware of, and operating under, the appropriate food hygiene, health and safety regulations.
- Pest control regulations: requirement to have adequate procedures to ensure pests are under control.
- Food premises approval: the restaurant is serving any meat, fish, egg or dairy products, must be inspected by the local council to obtain Food Premises Approval.
- Restaurant insurance: any restaurant needs Public Liability insurance to protect you in the event of legal action if your customers suffer personal injury or property damage because your business; this insurance covers your legal expenses or compensation claims.
- PRS for Music licence: you need to get legal permission from the relevant copyright owners.
- Alcohol licence: to sell alcohol in your premises, you need to get an Alcohol On-Licence.
- Building Permit: you need a construction permit to build or make additions to an existing structure.
- Planning Permission: you need to check permission to use the building as a restaurant.

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

CONCLUSION:

In This industry the health and safety rules and laws must be followed by all business involved. Is keeping the employees and guests in a very well safety environment.

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