OSH GUIDELINES FOR THE HOTEL INDUSTRY
Injuries and diseases in the workplace occur due to unsafe acts and conditions. **Unsafe acts** occur when employees do not conform or depart from an established standard, rules or policy. These often happen when an employee has improper attitude, physical limitations or lacks knowledge or skills. Examples include improper posture when lifting, not using appropriate gloves when handling chemicals or reporting to work under the influence of liquor or drugs.

**Unsafe conditions** are the physical or chemical properties of a material, machine or the environment which could possibly cause injury to people, damage to property, disrupt operations or other forms of losses. These conditions could be guarded or prevented. For example, the lack of safety guards on machinery or the presence of slippery and wet floors.

Accidents and diseases in the workplace can be prevented by identifying the risks and then taking the appropriate preventive measures. Employers are required to conduct risk assessments to evaluate how work is organized and performed and to identify potential hazards. After identifying potential hazards:

- Assess the risks to workers
- Eliminate or minimize the risks
- Educate and train workers in safe work practices and procedures.

The common workplace hazards in hotels and the preventive measures possible are described in this section.

**Cuts**

Cuts are among the major risks in the hotel industry. They may occur from the use of knives and machinery in kitchens, laundry shops and engineering workshops. You may be injured while using or cleaning machinery/equipment as a result of coming into contact or being trapped between moving parts. Cuts may also arise from handling broken glass or porcelain by room attendants.

Machinery used in the kitchens and laundries like mincers, food mixers, meat slicers and ironing machines should be properly guarded. Where this is not feasible, sensors or two-hand controls can be used. A guard that is provided but not put in position would not serve its intended purpose. Regular maintenance would also reduce accidents that result from faulty machinery. Staff should be encouraged to maintain good housekeeping at the workplace.

**Use Machinery with care**

- Do not wear loose or frayed clothing or jewelry that could get caught between moving parts.
- Ensure that safety guards are in place before operating any machinery.
- Follow the operating instructions from the manufacturer or supplier.
Do not try to reach into any moving parts of the machinery with your fingers. Use a pusher/tool to avoid contact.

Make sure equipments are switched off prior to cleaning.

**Use Knives with care**

- Use the right knife for the job.
- Always use a proper cutting board.

- Make sure the knife is sharp.
- Store knives in proper racks with the blade pointing down in a visible place.
- Cut away from your body when cutting, trimming or de-boning.
- Use protective gear such as mesh gloves.
- Wash and clean sharp tools separately from other utensils.

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**SLIPS, TRIPS AND FALLS**

Many workplace injuries also result from workers slippery floors, tripping over physical obstructions or falling from height. This could be due to insufficient lighting, poor housekeeping, wet and slippery floors, and lack of handrails on platforms or staircases, unsafe use of ladders or carelessness.

**Preventing Slips, Trips and Falls**

- Avoid creating obstacles in work areas and floors.
- Keep floors and stairs dry and clean.
- Wear footwear appropriate to the type of floor surface like non-slip working shoes or make use of anti-slip flooring.
- Ensure carpets and rugs are free of holes and loose edges.
- Create and maintain proper lighting.
- Hang power cords over aisles or work areas to prevent tripping accidents.
- Ensure elevated platforms are guarded against the fall of persons. Provide alternatives like safety harnesses where physical guards are not feasible.

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**STRAIGHT AGAINST/BY OBJECTS**

Injuries can occur when persons are hit by hard, heavy or sharp objects. When materials are not properly stacked they may collapse, causing injuries to persons nearby. Narrow and cluttered passageways can contribute to the risk of such accidents. When trolleys and carts are not handled with care, accidents may also arise.

**Prevent being Struck**

- Ensure goods and materials are stacked properly.
- Make use of the appropriate personal protective equipment.
- Do not rush through swing doors, especially with trolleys.

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**BURNS AND SCALDS**

The use of ovens and deep fryers without due care can cause burns and scalds. A blast of heat or steam can be released when opening hot oven doors, saucepan lids, etc. Staff should know the possible hazards and the preventive measures when handling such appliances or hot liquids.

**Handle Hot Items with Care**

- Organize your work area to prevent contact with flames and hot objects.
- Don’t reach across hot surfaces.
- Keep the floors clear.
- Use gloves for handling hot objects.
- Ensure safe temperature levels for hot liquid like oil or boiling water.
- Ensure that the handles of pots and pans do not stick out from the counter or stove.
- Do not open cookers and steam ovens that are still pressurized.
- Open lids towards the direction away from you.
- Open hot water and hot liquid faucets slowly to avoid splashes.

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Safe use of ladders

- Inspect the ladder before and after each use.
- Do not use defective ladders e.g. broken or missing rungs: loose hinges, or missing screws or bolts.
- Set ladders on a stable and level surface using slip-resistant heels or have someone hold the ladder.
- Maintain three points of contact when using ladders. “Three points of contact” means two feet and one hand or two hands and one foot are always in contact with the ladder.
- Face the ladder when standing on it and when climbing up or down, gripping two sides with both hands to maintain a three-point contact.
- Stay within the side rails. Do not stretch the body to reach spots on either side of the ladder. Move the ladder to the preferred position instead.
- Use barricades and warning signs to keep vehicle and foot traffic away from ladders.
The hotel environment is generally quiet but there are certain areas where staff may be exposed to a noise hazard (i.e. engineering workshops, boiler rooms and disco). Hearing loss may result from long-term exposure to hazardous noise levels. According to the Occupational Safety and Health Standards of the Department of Labor and Employment, a person should not be exposed to noise levels exceeding 90dBA for 8 hours a day to prevent hearing loss. Where the permissible noise exposure level is exceeded, measures should be taken to lessen the noise exposure.

### Some Noise Control solutions
- Replace noisy machinery.
- Keep sources of noise away from hard walls or corners.
- Isolate or enclose sources of noise.
- Construct suitable noise barriers.
- Line interior surfaces with sound absorbing materials.
- Maintain machinery and equipment at regular intervals.
- Wear PPEs such as ear plugs or ear muffs.

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<th>SOUND LEVEL (DB)</th>
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### Extreme Temperature
Kitchen, boiler room and laundry staff may be subjected to heat stress from the machinery or equipment used in their workplace. This can cause headaches, fatigue and discomfort. It may also result in heat related illnesses such as prickly heat, heat exhaustion (fainting) or heat stroke.

- Wear appropriate clothing.
- Drink water and rest in a cool area.
- Improve the ventilation in the workplace.
- Be aware of emergency / first aid procedures associated with heat related illnesses.

Staff can also be exposed to cold temperatures while retrieving or storing items in cold storage rooms. Freezing of the tissues results in frost nip or frost bite. They should wear warm clothing while working in such cold environments.

### Electrocution
Electrocution occurs when the human body becomes part of an electric circuit through which current passes. Electrical hazards include electrical shock, burns sustained at the point of contact, and injuries due to muscle spasm causing, for example, a fall from a ladder. Electrical equipment and appliances should be regularly inspected by a qualified electrician to ensure good working condition.

#### Handle Electrical Appliances with Care
- Report any damaged plugs, wires, electrical equipment.
- Ensure faulty equipment is taken out of use until repaired (label as faulty or remove the plug to prevent use).
- Keep power cords away from heat, water and oil.
- Do not clean electrical equipment with flammable or toxic solvents.
- Do not overload electrical points.
- Pull the electrical plug, not the cord.
- Establish a set of lockout-tagout procedures for the repair and maintenance of electrical equipment.

### Fire and Explosion
Workplaces which use flammable substances (i.e. LPG) or high-pressure applications, like kitchens, laundries and boiler rooms are at risk for fire and explosion. The main hazards are gas leakage followed by ignition (when mixed with air it is highly flammable and potentially explosive). Improper usage or faulty electrical installations could also result in fires.

Some hotels use pressure vessels like steam boilers for supplying their laundries and guests with steam and hot water. These steam boilers are usually located in specially designated boiler rooms. Air receivers are also used in the tool rooms and workshops. These pressure vessels should be inspected regularly as required by law. Regular maintenance should also be carried out by the boiler attendants. Staff, especially those working in the kitchens, should be taught on how to detect gas leakage.
LPG/Gas Safety
► Know where the gas shut off valve is and how to use it. It should be located in a safe area (away from cookers and heat) with proper signage.
► Store all cylinders (full or empty) in an upright position externally in a secure well ventilated area. Do not store below ground level, or adjacent to openings of buildings or drains.
► Keep storage areas clear of combustible materials and ignition sources and clearly mark with warning such as no smoking and fire procedure signs.
► Provide and maintain suitable fire fighting equipment, e.g. dry powder extinguishers, and ensure it is readily accessible.
► In rooms where LPG appliances are used, ensure plenty of high and low level ventilation and provide a readily accessible isolation point to switch off the supply quickly in case of an emergency.
► Turn off cylinder valves at the end of each working day.

In Case of Fire
► Do not panic. Be calm, but act quickly.
► Know the types of fire extinguishers and how to use them.
► Take note of the location of the fire extinguishers and alarms.
► If the fire is small and localized, put it out with a fire extinguisher. If the fire is large, don’t risk your safety. Don’t attempt to fight it with a fire extinguisher.
► Sound the alarm to inform other staff and customers. Make sure that people are leaving the building. Do not allow anyone to go back into the building.
► Don’t use elevators. Use the stairs.

WALK, NOT RUN, TO EXITS
Staff must not go to lockers to get personal belongings

Fire Extinguishers - Types & Usage
► Fire extinguishers are designed to put out small fires, not large ones.
► Extinguishers are labeled A, B, C, or D or a combination of these letters to indicate what type of fire it can be used on.
► A - use for fires from burning paper, wood, drapes, or upholstery.
► B - use for fires from burning gasoline, solvents, cooking shortening, or grease.
► C - use for fires from burning wiring, fuse boxes, or electrical sources.
► Fire extinguishers must be recharged/ refilled professionally after any use. A partially used one is as good as an empty one.
► Fire extinguishers are to be serviced and checked semi-annually by an authorized agent.
► Extinguishers should be installed away from potential fire hazards and near an escape route.

How to Use a Fire Extinguisher
P - Pull the pin.
A - Aim nozzle at the base of the fire.
S - Squeeze the handle.
S - Sweep from side to side.

CHEMICAL HAZARD

Some chemicals are hazardous and may be flammable, toxic, corrosive or carcinogenic. The most common risks are through contact with the skin or eyes, breathing in or swallowing. Many cleaning chemicals are hazardous because they are corrosive and can cause burns or rashes from allergy or irritation from direct skin contact. Volatile chemicals such as solvents can be inhaled. Chemical spills and splashes may harm the eyes. High concentrations of vapor or gas can accumulate particularly in poorly ventilated and confined areas. It is therefore important that employees who work with chemicals are aware of the hazards.

Safe work practices when working with Hazardous Chemicals
► Make sure every chemical has a Material Safety Data Sheet and all containers are properly labeled.
► Always follow instructions and information in the use of cleaning chemicals.

Chemicals are used mainly for cleaning in hotels. Persons at risk include housekeepers, stewards, laundry workers and engineering or maintenance personnel.
► When handling substances, especially concentrates (if unavoidable), always wear PPE, e.g. rubber gloves. If there is any danger of splashing, wear eye protection suitable for splash risks, e.g. goggles or visors.
► Ensure that rubber gloves are free from holes, tears or thin patches. If any of these faults are present ask for replacements immediately.
► Never mix cleaning chemicals.
► When diluting always add the concentrated liquid to water, not the water to the concentrate.
► If cleaning chemicals are accidentally splashed onto your skin or eyes, flush the infected area with running water. Seek medical advice if irritation persists.
and tell your employer.

► If you are dispensing powders, always use a scoop; never use your hand.
► Open windows or air vents for proper ventilation. A suitable fume mask and goggles may also be required depending on manufacturer’s instructions.
► Always store chemicals as manufacturers advise, for example away from heat, sunlight, foodstuffs and humans, especially children.
► Check chemical containers regularly for damage or leakage.
► Ensure chemicals are disposed of properly by following the instructions given in the safety data sheet.

GHS - Globally Harmonized System of Classification and Labeling of Chemicals

Physical Hazards
- Explosives
- Flammables
- Oxidizers
- Compressed Gases
- Corrosives

Health Hazards
- Acute Toxicity
- Skin Corrosion
- Skin Irritation
- CMR, STOT, Respiratory Toxicity
- Hazardous to the Environment

1) Carcinogenic, Mutagenic, Reproductive Toxicity
2) Specific Target Organ Toxicity

Biological Hazards

Staff can be exposed to blood and other body fluids through needlestick and other sharp injuries. They may accidentally get in contact with used needles between bed sheets, under beds, in garbage containers, and hidden in washrooms.

These items could be contaminated with blood and body fluids infected with microorganisms that can cause diseases. These are known as bloodborne pathogens. The bloodborne pathogens of most concern are the human immunodeficiency virus (HIV) and the hepatitis B and C viruses. These viruses cause diseases that can lead to death.

Preventing exposure to HIV/AIDS, and Hepatitis B and C

► Wash your hands frequently.
► Never handle broken glass with your bare hands. Use tongs or pliers or a broom and dustpan to pick up the glass. Place the broken glass in a separate and secure container.
► Don’t compress garbage or reach into garbage containers with your bare hands. Remove the contents by lifting out the bag or liner.
► Hold garbage bags away from the body.
► Sheets, bedspreads, towels or linens contaminated with blood or other body fluids should be handled with care.
► Contaminated laundry should be appropriately identified.
► Always wear rubber or latex gloves when handling used linen or cleaning the bathroom. For protection from blood spatters or splashes into the eyes or mouth eye and face protection should be worn.
► Always discard the gloves after use or after a contamination incident. Remove gloves in a way that prevents your unprotected skin from contacting the outside, or contaminated portion of the gloves. After removing the gloves, wash your hands with an antibacterial soap.
► If the mucous membranes of the eyes, nose, or mouth are affected, flush with lots of clean water at a sink or eyewash station.
► If there is a wound, allow it to bleed freely. Then wash the area thoroughly with non-abrasive soap and water.
► If an area of non-intact skin is affected, wash the area thoroughly with non-abrasive soap and water.

Workplace Violence

Workplace violence is a situation in which a person is abused, threatened, intimidated or assaulted in his or her employment. Workplace violence includes threatening behavior, verbal or written threats, harassment, verbal abuse and physical attacks.

Dealing with Irate Customers

► Avoid escalating the situation. Remain calm and polite, and try to calm the other person.
► Once you think the customer has remained his calm, you can ask polite questions to gather more information on the incident. This will help you resolve the problem better and effectively.

Ergonomic Stresses

Musculoskeletal injuries are injuries and disorders that affect the human body’s movement or musculoskeletal system (i.e. muscles, tendons, ligaments, nerves, etc.). It could be due to a single incident such as lifting a very heavy load or slipping and falling. However, it is more often due to gradual wear and tear from frequent and repetitive activities.

The chance of sprains and strains increases with the effort and frequency of lifts, and with the awkwardness of postures required to access and move these materials. Slips and falls can also cause serious strains and sprains. Risks for slips and falls include uneven or slippery floor surfaces, the presence of spilled materials, and excessively worn footwear soles.

Recovery from some of these injuries may take time and further damage may happen, making the problem worse. Most of the problems can be avoided through applying good ergonomic principles in work design and work practices, which need not be complicated or costly.
A. ACKNOWLEDGED POSTURES

Working with the body in a neutral position reduces stress and strain on the muscles, tendons, and skeletal system. Awkward postures are deviations of body parts from their neutral position. Awkward body posture leads to exhaustion, discomfort, and increased risk of injury.

Neutral position is when the body is relaxed, lengthened, and aligned. Neutral position can be either sitting or standing.

Working in a neutral position reduces stress and strain on the muscles, tendons, and skeletal system. Awkward postures are deviations of body parts from their neutral position. Awkward body posture leads to exhaustion, discomfort, and increased risk of injury.

Examples of awkward postures include bending the back during bed making, reaching overhead during cleaning, and improper posture while sitting.

Poor workstation design fosters awkward body posture. Awkward body posture hinders breathing and blood circulation and contributes to musculoskeletal injuries.

Examples of awkward postures include:
- Bending the back during bed making
- Reaching overhead during cleaning
- Improper posture while sitting

Preventing disorders from Awkward Postures

- Use tools that will allow you to work in neutral postures.
- Don’t overstretch yourself. Reach only as high as is comfortable for you.
- Use height-adjustable workbenches and chairs.
- Avoid bending over by using lift devices to hold items at waist-height.
- Use step stools or ladders to avoid reaching overhead.
- Use long-handled tools to decrease reaching and stooping.
- Store heavier or frequently used items at a height between workers’ hips and chest to reduce awkward postures when handling these items.
- Perform work at the proper heights:
  - Above the elbows for precision work such as cleaning or sorting.
  - At the elbows for light work such as peeling and cutting vegetables.
  - Between the waist and elbows for heavy work demanding downward forces such as cutting or slicing meat.
- When awkward postures cannot be avoided:
  - Take regular breaks
  - Perform a variety of jobs to change postures.
  - Complete forceful actions closer to neutral posture.

Avoid Awkward Sitting Positions

- Avoid bending forward and to the sides.
- Do not slouch.
- Make sure the height of your chair is just right. Avoid chairs that are too high or too low.
- Ensure proper height for your work table. Do not work with shoulders and arms raised to prevent neck and shoulder pain.

B. MANUAL HANDLING

Strains and sprains to the lower back and even the neck and limbs, may occur among hotel staff involved in manual materials handling activities. Improper lifting may cause painful back injuries and muscle strain.

Manual Handling involves moving or supporting objects by one or more employees. It includes lifting, putting down, pushing, pulling, carrying objects.

Preventing injuries from Manual Handling

- Assess the weight. Make sure you can lift the load without over-exertion.
- Do not lift objects beyond your physical strength. Get help.
- Use mechanical aids such as trolleys, pushcarts, hoists, or conveyors if available.
- Push rather than pull.
- Prepare for the lift by warming up the muscles.
- Use the muscle power of the legs, not the back when lifting. Stand over the object and bend your knees.
- Use a wide stance to gain balance.
- Keep the load as close to the body as possible.
- Keep your back comfortably straight.
- Hold the object securely and check for slipping.
- Make sure you can see over the object while carrying it.
- Avoid sudden movements or jerking.
- Avoid twisting and bending to the side while lifting.
- Do not bend over when setting a load down.
- Small steps are best when walking with a load.
- Don’t store heavy items in small, confined areas where the worker may not be able to use proper lifting techniques.
- Wear proper gloves or other personal protective equipment when handling objects with sharp edges, objects that are very hot or cold.
- Wear safety shoes to protect your feet.

Workplace factors associated with musculoskeletal injuries and disorders include:

- Neutral position is when the body is relaxed, lengthened and aligned. Neutral position can be either sitting or standing.
- Poor workstation design fosters awkward body posture. Awkward body posture hinders breathing and blood circulation and contributes to musculoskeletal injuries.
- Examples of awkward postures include bending the back during bed making, reaching overhead during cleaning, and improper posture while sitting.
C. PROLONGED STANDING
Most jobs in the hotel involve standing work for many hours. Standing for a long period of time can contribute to aches and pain in the lower limb.

- Use foot rails or footrests to be able to shift body weight from one leg to the other to reduce stress on your back and legs.
- Change working positions frequently.
- Controls and tools should be positioned so the worker can reach them easily without twisting or bending. Avoid overreaching.
- Wear shoes with well-cushioned insteps and soles to relieve the stress on your knees and back.
- Wear shoes that allow your toes to move freely.
- DO NOT wear shoes with heels higher than 5 cm (2 inches).

D. REPETITIVE MOVEMENTS
Repetitive use of the hands and upper limb may cause pain in wrist, elbow and shoulder. Persons at risk include room attendants, laundry operators and kitchen staff.

- Position hand and wrist comfortably.
- Reduce repetition as much as possible by pacing your work at a comfortable rate. Vary your tasks and take a few minutes to do something that uses different muscles.
- Use ergonomically designed tools.
- Maintain tools in good working condition to avoid the need to exert excessive force.
- Take “micro pauses”. Let muscles rest by pausing for 5 to 10 seconds.
- Once in a while, return to an upright posture and let your arms hang loosely by your sides.
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**HANDLING LUGGAGE**, particularly when loading and unloading from vehicles, carts, and hotel rooms, can cause fatigue, discomfort, and risk of injury. Awkward body postures increase the stress on ligaments and joints. This can lead to strain and injury to the back, shoulders and hands if the load or frequency is excessive or if incorrect lifting methods are used.

Proper equipment and training in the proper lifting and carrying techniques should be provided to prevent back strain and injury.

**Luggage Handling**

- Use ramps rather than stairs.
- Use a trolley for heavy luggage or when carrying over long distance.
- Push rather than pull trolleys.
- Ensure trolleys are properly maintained. e.g. tyres are fully inflated and wheels aligned.
- Wear proper shoes.
- Plan your lift before doing it.
- Use the muscle power of the legs, not the back when lifting. Don’t twist or bend your body to the side. Move your feet to face the load.
- When lifting bags from a car trunk, face the trunk squarely with both feet firmly on the ground. Use a wide stance to gain balance.
- Keep the load as close to the body as possible. Pull luggage that are in the back of the trunk close to you first before lifting.
- Bend your knees, not your back.
- Do not bend over when setting a load down.

**INSPECTION CHECKLIST**

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<td>Are trolleys used to transport heavy luggage?</td>
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<td>Are luggage properly stored to minimize sprains and strains during handling?</td>
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<td>Are aisles and passageways clear of materials or equipment?</td>
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<td>Are carpets or tiles in good condition, free of tripping hazards?</td>
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<td>Are floors clean, dry and non-slippery?</td>
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<tr>
<td>Are doorways and passageways wide enough for movement of trolleys?</td>
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FRONT DESK STAFF spend many hours standing to serve customers at the reception counter. They work with visual display units, answer phone calls and handle payment. This may involve repetitive work, awkward postures and prolonged standing.

Excessive bending of the neck and back during writing, keyboard work or using the calculator when the height of the desk is too low can cause neck and back aches. The monitor height may be also too low for the standing position and there may also be glare problems if not positioned properly.

Prolonged standing with high heel shoes may contribute to aches and pain in the legs and feet and the back.

Sprains and strains can be prevented by proper workstation design and placement of equipment and adopting proper work postures.

**Working at the Front Desk**

- Do not overstretch yourself. Avoid bending and twisting to reach the telephone or keyboard.
- Avoid bending your back. Make sure the computer monitor is neither too low nor too high.
- Hold the telephone receiver while writing or typing. Don’t clip it between your ear and shoulder.
- Put one foot on a step or rail to reduce stress on your back and legs when standing for long periods. From time to time, alternate the foot you have on the rail.
- Wear shoes with enough cushioning to relieve the stress on your knees and back when standing for long periods.
- Vary your working position often.

**INSPECTION CHECKLIST**

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<td>Is there enough space available in your work area?</td>
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</table>
ROOM ATTENDANTS are prone to strains from bending, pushing, repeated lifting and reaching when making beds, cleaning bathrooms, vacuuming carpets, wiping furniture and pushing carts. Awkward postures, repetitive forceful movements and manual materials handling can lead to strains and injuries to the back, shoulder, arm and hand.

Strains and injuries can be prevented by working correctly. Room attendants should be given appropriate equipment and training in proper work methods and postures to reduce the risk of strains and injuries.

Housekeeping
► Bend your knees when changing pillow covers or duvet covers. Avoid bending your back.
► Use a tool with long handles or use a step ladder to reach high furniture or lighting.
► Kneel when cleaning low furniture.
► Use light-weight and easy to use vacuum cleaners.
► Kneel when vacuuming under furniture to avoid bending the back.
► Carts should not be overloaded and obstruct the vision. They should be stable and easy to move.
► Push carts rather than pull.
► Maintain good working condition of the carts. Wheels should be aligned and turn smoothly.
► Kneel next to the bath tub to avoid excessive back bending and arm reaching when cleaning the tub.
► Use tools with long handles for cleaning hard to reach areas.

INSPECTION CHECKLIST

|YES | NO |
|---------------------------------|

Are staff trained in the safe use of housekeeping tools and equipment? □ □
Are all electrical equipment properly grounded and in good condition? □ □
Are measures taken to prevent slips and falls in the bathroom? □ □
Are the housekeeping carts maintained in good condition? □ □
Are staff trained in good ergonomic work methods and postures? □ □
Are proper equipment provided for cleaning the room and bathroom? □ □
Are all cleaning chemicals properly labelled? □ □
Are protective gloves provided and used? □ □
Are chemicals properly stored? □ □
Are staff trained in proper handling of chemicals? □ □
Are material safety data sheets available for all chemicals used? □ □
CHEFS AND OTHER KITCHEN STAFF are involved in food preparation (cutting, grinding, mixing, arranging), baking or cooking, food transfer and dishwashing.

Working in the kitchen involves prolonged standing, awkward postures, manual handling and repetitive hand motions. These can increase the risk of sprains and injuries involving the hands, shoulders, back and neck.

**Working in the Kitchen**

► Use trolleys whenever possible for heavy items.
► Provide tables, counters and trolleys of the same height to enable items to be slid across.
► Use a work surface that is waist level for forceful tasks (e.g. chopping).
► Use a work surface that is elbow height for finely detailed work (e.g. creaming cakes).
► Stand close and use the front of the work surface to avoid over-reaching.
► Position frequently used items close to your work area and at a convenient height.
► Select utensils designed to reduce awkward postures and force (e.g. good grip).
► Avoid twisting or bending back.
► Hold the rinse nozzle at mid-body height.
► Use a platform to reduce depth of deep sink to reduce bending.

**INSPECTION CHECKLIST**

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is machinery securely guarded?</td>
<td></td>
</tr>
<tr>
<td>Are knives and other sharp tools properly stored?</td>
<td></td>
</tr>
<tr>
<td>Are the floors dry or made of non-slippery material?</td>
<td></td>
</tr>
<tr>
<td>Are there measures to prevent burns &amp; scalds?</td>
<td></td>
</tr>
</tbody>
</table>
WAITERS AND SERVERS often carry trays of dishes or glasses; bend and reach to clear, wipe, set tables and serve customers at tables. They also carry heavy tables, chairs and other equipment when setting up function rooms.

Repetitive heavy lifting and awkward postures can put a lot of strain on the neck, back, shoulder, arms and hands.

Training in proper lifting, use of appropriate equipment such as trolleys and proper work practices are important in preventing injuries and strains.

Waiters and Servers
► Balance the load and keep the tray dry and clean.
► Place heavy items close to the center of the tray.
► Carry most of the load over the shoulder.
► Keep the shoulder, elbow and wrist in neutral posture whenever possible.
► Carry reasonable number of plates at a time.
► Carry the tray as close to your body as possible.
► Balance the tray on both your arm and hand when carrying small trays of drinks.
► Use both hands for support and balance when carrying large trays.
► When pouring, move the glass or cups as close to you as possible to avoid over-reaching.
► Move around the table to serve guests.
► Use trolleys when carrying tables and chairs whenever possible.
► Ensure a good grip when carrying.
► Avoid bending or twisting the back.
► Limit the number of chairs stacked together when lifting.
► Have two or more people carry heavy or bulky items.

INSPECTION CHECKLIST
Are aisles and doorways clear of materials or equipment? YES | NO
Are carpets or tiles in good condition, free of tripping hazards? YES | NO
Are floors clean, dry and non-slippery? YES | NO
Are all electrical units properly grounded and in good condition? YES | NO
Are the steps to the stage or platform in safe condition? YES | NO
Are precautions taken to protect against scalds and burns? YES | NO
Are all staff trained in proper methods of lifting, carrying and serving? YES | NO
Are carts and trolleys available for moving heavy items? YES | NO
Are carts and trolleys maintained in good working condition? YES | NO
Is additional help available for lifting heavy items? YES | NO
**LAUNDRY OPERATIONS** in a hotel include sorting, washing, drying, folding of linens as well as washing, drying and ironing of uniforms and guests’ laundry.

Handling laundry requires force and some tasks may be repetitive and involve awkward postures and prolonged standing which can be stressful on the hands, wrists, back, shoulders and lower limbs.

Proper work design and automation of certain processes as well as training in proper work methods and postures can help to reduce the risk of strains and injuries. Job rotation and scheduled rest breaks are also important measures.

**Laundry Operations**
- Reduce manual handling of laundry through design of work flow or automation.
- Reduce bending to retrieve laundry from the bottom of the bins by using bins with a self-elevating base.
- Reduce pulling and pushing forces by using lighter bins with wheels designed for hard floors.
- Make sure the bins are serviced regularly with particular attention to the wheels.
- Use a foot bar to be able to switch the weight of the body from one foot to the other.
- Use anti-fatigue mats and shoes with good insoles to reduce discomfort due to prolonged standing.
- Practice job rotation or vary job tasks during the shift.
- Hangers should be at a lower position (i.e. shoulder level) to reduce excessive reaching and working overhead.
- Take regular breaks and perform stretching exercises.

**INSPECTION CHECKLIST**

- Are the laundry equipment in good working condition and properly maintained? [ ] [ ]
- Are floors clean, dry and non-slippery? [ ] [ ]
- Are measures in place to prevent electrocution or burns and scalds? [ ] [ ]
- Are measures in place to reduce excessive back or neck bending? [ ] [ ]
- Are measures in place to reduce work with arms above shoulder height? [ ] [ ]
- Are staff protected from excessive heat and noise? [ ] [ ]
- Are measures in place to prevent excessive chemical exposure? [ ] [ ]
- Are workers trained in the proper handling of chemicals? [ ] [ ]
- Are there adequate facilities and procedures to deal with chemical spills and splashes? [ ] [ ]
- Are chemicals properly labelled and stored? [ ] [ ]