

Safety & Security Self Inspection Checklist for Hotels

Jim Stover, Arthur J. Gallagher, via Conrad N. Hilton College of Hotel & Restaurant Management,
University of Houston

❖ Hazardous Materials/MSDS (Material Safety Data Sheets) Training:

1. Are all new employees informed and properly trained in the correct usage of workplace chemicals?
2. Is Human Resources' role in coordinating all HAZCOM programs and maintaining MSDS files properly maintained? (Other departments or offices may be assigned this responsibility at management's discretion).
3. Are MSDS sheets adequately explained so that employees are familiar with the physical characteristics of chemicals used, exposure limits, precautionary measures, and emergency and first aid procedures?
4. Are signed forms verifying the employee's HAZCOM/MSDS training kept in their personnel file?
5. Are employees informed as to where MSDS sheets are located? Are they readily accessible 24 hours a day?
6. Is there an alphabetical list of chemicals used at the hotel at the front of each MSDS book?
7. Is annual refresher training done (and documented) for all employees?
8. Is personal protective equipment (PPE) available to those employees who handle chemicals that require them? (Does supervision enforce this requirement?)

❖ Bloodborne Pathogen Training:

1. Is bloodborne pathogen training given to all new employees and documented in their personnel file?
2. Are employees who have been identified as having occupational exposure to bloodborne pathogens – Room Attendants, Housemen, Laundry Attendants, Security, MODs, Housekeeping Supervision, Food Service staff, Lifeguards, and all CPR trained personnel - informed that hepatitis B vaccination is available? Is a record of this maintained in the employee's file?
3. Is personal protective equipment (PPE) – eye and/or face protection, gloves, apron, sharps boxes, biohazard bags – available for employees who may need it?

4. If an exposure incident occurs, are the proper procedures followed regarding documentation and medical care?
5. Are first aid responders designated in writing? Are employees familiar with who they are?

❖ Driver Safety Program:

1. Do all drivers, or other employees whose job function include driving company vehicles, complete an approved hotel/resorts driver safety course or a course prescribed by local authorities?
2. Are MVD checks done initially? Quarterly? Do they meet the criteria?
3. Was a pre-employment drug and alcohol screen performed for the driver? Is the proper paperwork on file?
4. Does the Hiring Manager conduct a road test for the driver?
5. Are the checklist and test results of the driver kept in his/her file?
6. Do employees know they are to complete a Driver Inspection and Mileage Report of the vehicle at the beginning of each shift?
7. Do employees know they are to complete the Mileage Log?
8. Does the Front Office/Guest Service Manager know that he/she is to ensure that Engineering does a preventative maintenance check weekly, monthly, and every 24,000 miles?
9. Do employees know how to complete accident procedures?
10. Is the van or vehicle safety equipment (battery cables, safety triangle, fire extinguisher, spare tire, jack and handle, flares, umbrella, camera, and first aid kit) in good condition?

❖ Respirator Training Program:

1. Are respirator wearers properly trained in the selection, maintenance, and use of the respirator by a qualified (generally the Chief Engineer) instructor?
2. Is adequate supervision given to employees to ensure proper handling of the respirator?
3. Are the devices in good working condition?

4. Has a physician done a physical evaluation of employees whose duties require respiratory protection?
5. Are respirators inspected on a monthly basis?
6. After training, did the employees sign the Respiratory Protection Training sheet. Is it in their files?

❖ Ongoing Training:

1. Do managers and supervisors have a detailed department and general checklist for safety review?
2. Is there a key issue safety checklist for departments? Is the checklist communicated to the employees?
3. Are there formal training classes reviewing proper techniques for lifting and avoiding slips, trips, and falls?
4. Is there a formal department training for Guest Services? Engineering? Housekeeping?
5. Is the safety committee meeting conducted monthly? Are the minutes filed and sent to the home office?
6. Are there representatives (management and hourly employees) from different departments assigned to the safety committee?
7. Are there records of inspections? Are follow-ups done on discrepancies?
8. Are accidents reviewed as needed?
9. Is there safety awareness at management, supervisory, and employee levels throughout the lodging establishment?

❖ Fire Safety System:

1. Are emergency fire safety plans written, posted, and available for review?
2. Is basic fire safety training conducted and reviewed as part of new hire orientation?
3. Is specific MOD fire safety training conducted and reviewed consistently?
4. Are fire systems (i.e., sprinkler system, Ansul or similar system, fire extinguishers, etc.) tested and inspected as required?

5. Are sprinkler valves equipped with anti-tamper switches or other physical locking devices?
6. Are fire drills conducted and documented on a regular basis?
7. Are fire maps available with the gas, water, and electricity cut-offs marked as well as fire detection devices and pull stations?
8. Are emergency communication devices checked regularly (i.e., public address systems, fire runner radios, etc.)?

❖ Security Training:

1. Have all employees been instructed they are part of the security team? Is there a signed acknowledgement in the personnel file?
2. Are all employees instructed not to risk injury to themselves or to a guest in the event of a crime?
3. Are all employees instructed to cooperate fully in the event of a robbery?
4. Do all employees understand the hotel will prosecute all crime, involving employees as well as outsiders?

❖ Incident reports:

- Is the property using the proper/current form for reporting incidents?
- Are reports filled out for all appropriate reasons? (accidents/injuries involving guests, guest report of theft/missing property, automobile accidents/incidents, etc.)
- Are the reports maintained on file for review?
- Are reports reviewed/signed off by the general manager prior to being submitted?
- Are the reports being filled out completely/accurately with all pertinent information clearly noted?
- Is management staff trained on writing incident reports?
- Are major incidents being communicated to the appropriate personnel?

❖ Background Investigations:

- Are criminal background investigations completed for all specified employees prior to their hiring? Are the background checks confidentially protected?

❖ Security Officers:

1. Are officers fully trained and do they understand their duties and responsibilities?
2. Has each officer completed a “Vendor Validation Checklist?”
3. Are officers introduced to and interviewed by the hotel management before being scheduled for a shift?
4. Is hotel management receiving at least a monthly visit and evaluation of service from the contract vendor’s management staff?
5. Are vendor’s field supervisors making regular, documented visits to the property?
6. Is vendor’s management staff responsive to calls for service (i.e., call-offs, extra security requests, etc.)?
7. Are officers being well integrated with the rest of the hotel staff (involved in inspection functions, safety and/or security committees, etc.)?

In-house Officers

1. Have officers completed all new-hire paperwork (i.e., background checks, MVR, etc.)?
2. Have all officers completed the Lodging Security Officer training certification training and have a copy in their files?

General

1. Is patrol round system being used the designated number of times per shift?
2. Are patrol round verification reports being reviewed by management?
3. Are reports being completed thoroughly and in a timely manner (i.e., daily security report, incident reports, maintenance requests).
4. Is the security patrol vehicle in good condition and receiving regular preventative maintenance?
5. Are security personnel familiar with post orders, duties, and responsibilities?
6. Are security officer uniforms neat, clean, and pressed?
7. Do officers arrive for shift with the proper equipment (i.e., notebook, pen, flashlight, etc.)?

8. Are officers receiving briefings at the start of each shift from hotel management?
9. Are officers using proper radio etiquette (i.e., brief, concise, and professional messages, correct use of codes)?
10. Do officers attend departmental sessions and hotel operational and security sessions, as appropriate, and offer input?

Swimming Pool/Spa/Exercise Room/Sauna

1. Are pool and spa drain covers in place, secure, and in good condition? Are they cone rather than flat surfaced?
2. Are childproof locks in place on pool gate/doors and exercise room doors?
3. Are buoy ropes separating shallow and deep portions of the pool in place?
4. Are depth markings clearly visible in at least 3-inch high print around pool coping and on pool deck? Have you indicated meters as well as feet for foreign visitors?
5. Are international no-diving signs in place around pool coping and on the pool deck?
6. Are life safety devices (i.e. Shepherds hook, life rings, etc.) in place, highly visible, easily accessible, and in good repair?
7. Are life ring throw ropes at least ¼ inch in diameter and of the proper length (1 and ½ times the width of the pool or 50 feet)?
8. Are pool/spa chemical quality assurance checks made daily and documented (more frequently if indicated through heavy usage)?
9. Are ladders and handrails in place, secure, and in good repair?
10. Is an emergency phone in place, clearly marked, and in working order?
11. Is spa equipped with emergency shut-off switch, timer (15 minute maximum), and temperature controls?
12. Have two remote drains been installed? Is there an accessible and clearly visible pool-side stop switch for turning off the pump in an emergency?
13. Is health and safety signage in place and clearly visible at pool, spa and exercise room?
14. Are life guards or Certified Pool Operators (CPO) qualified and their training documented?

15. Is there a visual contrast between the spa floor and stairs?
16. Is the flow of the spa textured in order to prevent slips?
17. Are exercise equipment instructions posted and maintained in legible condition in exercise rooms?
18. Are pool, spa, and exercise areas free from trip hazards?
19. Are self-closing mechanisms in place and in working order on all pool gates?
20. Is pool pump room kept neat and clean and is personal protective equipment available and in good repair?
21. Is sauna clean, neat, and in good repair?
22. Is exercise equipment in good repair? Is it on a regular maintenance schedule?

❖ Public Areas:

Lobby

1. Is lobby neat, clean, and free from trip hazards?
2. Are wet floor signs being used as needed?
3. Are CCTV cameras functioning, monitored or recorded, and well placed? (Editorial: If recording only, have you provided a sign alerting the public and guests to that fact?)
4. Are front desk staff careful to not say guest names or guest room numbers out loud and are PBX operators trained in guest room privacy issues?
5. Are lobby doors being kept free of obstructions, such as bell carts and trash?

❖ Safety & Security Audit:

Outlets and general safety considerations:

1. Are electrical outlets, cords, and appliances in good repair?
2. Do all wet areas have non-slip walk off mats?
3. Are all stairs free of trip hazards? Are they free of items that could impede an emergency evacuation?
4. Are emergency lights operational?

5. Are exit signs in good working order?
6. Are exits free from obstructions?
7. Are hand rails secure and in good repair? (Editorial: Use light-colored hand rails and keep them clean. Individuals are more likely to use the hand rails when they are not dark and grimy in appearance.)
8. Are coolers and freezers in good repair (free from slip hazards, holding proper temperatures)?
9. Are all food items properly labeled, covered, and stored?
10. Are fire extinguishers available, inspected, and charged?

Back of the house

1. Are hallways dry and free of trip hazards?
2. Are exits and electrical access panels kept clear?
3. Are non-slip walk-off mats available in wet areas where needed?
4. Are all safety stations properly stocked (broom, mop, dust pan, “wet floor” sign, etc.)?
5. Are emergency lights operational?
6. Are exit signs in good working order?
7. Are fire extinguishers available, inspected, and charged?
8. Are ice scoops properly stored in sanitary condition when not in use?
9. Are gas cylinders chained or strapped to a wall or rack to prevent them from falling?
10. Is access controlled to the back of the house areas? Is signage appropriate?
11. Is there an eyewash station readily available? Is the water changed every 90 days, if applicable?
12. Is the employee entrance clearly designated?

Laundry and Housekeeping

1. Is the work area clean and free of trip hazards?

2. Are exits and electrical access panels kept clear?
3. Do all machine guards and automatic shut-offs work properly?
4. Are all safety stations properly stocked (broom, mop, dust pan, “wet floor” signs, etc.)?
5. Are emergency lights operational?
6. Are exit signs in good working order?
7. Is there personal protective equipment available? Eyewash station?
8. Is lint cleaned from behind the dryers, all pipes, ducts, and overhead fixtures on a regular basis?
9. Are lost and found items logged in daily and properly secured?
10. Are all housekeeping keys signed in/out by supervisors and stored in a secured place?
11. Do room lists display the room but not the guest’s name?
12. Are fire extinguishers available, fully charged, and recently inspected?
13. Is access controlled to these areas?

Engineering Shop

1. Are equipment safety guards in place?
2. Are flammable materials stored in UL approved storage containers?
3. Is there personal protective equipment available for employee’s use?
4. Is the shop kept clean?
5. Is access to the shop limited?
6. Is access to the key cutting machine controlled?
7. Are proper key control measures in place?
8. Is an eye wash station readily available?
9. Are fire extinguishers charged and recently inspected?

Kitchen

1. Is personal protective equipment (goggles, aprons, gloves, etc.) available for use?
2. Is there an emergency eyewash station available?
3. Are fire extinguishers present, fully charged, and recently inspected?
4. Do sprinkler heads have 18-inch clearance?
5. Is the Ansul system in good repair, recently inspected? Are sprinkler heads free of debris and functional?
6. Is the hood on a regular cleaning schedule by a contractor?
7. Is the overhead area, including pipes and ducts, maintained free of grease and dirt?
8. Are non-slip walk off mats available in wet areas?
9. Are freezers, coolers maintaining proper temperatures, free of slip hazards?
10. Are food items properly wrapped, stored?
11. Are electrical outlets in good repair?
12. Are all machines properly guarded and grounded? Are personnel properly trained in their use?
13. Is the safety station readily accessible, fully stocked (mop, broom, dust pan, "wet floor" signs, etc.) ?
14. Is access to the kitchen strictly controlled?
15. Is the back dock neat and free of obstructions?
16. Is the compactor properly maintained and free from obstructions? Is the key for the hydraulic ram removed after each use?
17. Do all employees understand their responsibility concerning workplace safety?

Meeting Rooms

1. Are rooms neat and clear of obstructions?
2. Does the emergency lighting function properly?

3. Are electrical outlets in good repair?
4. Are fire extinguishers present, fully charged, recently inspected?
5. Is access to the meeting room strictly controlled?
6. Are security arrangements made to safeguard a client's property when the group is on break or the meeting has ended for the day?

Storage Rooms

1. Is the storage room in a good state of housekeeping?
2. Are fire extinguishers present, fully charged, recently inspected?
3. Do sprinkler heads have 18-inch clearance?
4. Is the lighting adequate and properly maintained?
5. Are electrical panels unobstructed?
6. Are laundry and trash chutes in good repair? Kept locked if accessible to the public? Are the chutes appropriately sprinklered?
7. Are storage rooms kept locked at all times?

Stairwells

1. Are the fire doors self-closing/latching and functioning correctly?
2. Is emergency lighting working properly and checked regularly?
3. Are all stairwell lights functioning and in good repair?
4. Are staircases clean, in good repair, and free from trip hazards and obstructions?
5. Are fire system valves equipped with either an anti-tamper switch or a physical locking device?
6. Are emergency exits properly secured and/or alarmed after hours?

Guestroom Corridors

1. Are all publicly accessed electrical boxes locked?
2. Are carpets free from trip hazards?

3. Are all lights functioning and in good repair?
4. Are pull stations located next to all designated fire exits?
5. Are fire extinguishers in their designated areas charged and within inspection dates?
6. Are vending areas well lit and easily accessible?
7. Are electrical outlets in good repair?
8. Are fire detection devices in place and functioning properly?

Guestrooms

1. Are Innkeepers Liability statements clearly posted on guestroom doors?
2. Are fire/emergency plans clearly posted on guestroom doors?
3. Are door viewers in place and in good repair? Have they been reversed?
4. Are guestroom doors equipped with a self closing mechanism that is functioning correctly?
5. Are doors equipped with safety chains or U-bars as well as dead bolts?
6. Are tubs and showers equipped with non-slip coating?
7. Are rooms free of trip hazards? (i.e., electrical cords, loose carpet, loose tile.)
8. Is hot water temperature controlled?
9. Are handrails (and grab bars) in place and secure?
10. Are secondary locks in place on corridor doors?
11. Are smoke detectors in place and in working order?
12. Are traveler safety tips/fire safety tips provided in the room?
13. Is window access restricted (maximum of 4 inches as required)?
14. Are electrical cords and outlets in good repair (i.e., no frayed cords or broken outlet covers)?
15. Are sliding glass doors equipped with secondary locking devices? (Charley bar, locking pin insert, etc.)?