



# Hotel Manager Safety Risk Assessment

## Developing an Effective Job Safety Analysis Program

In the hotel industry, implementing a Safety Risk Assessment process, also known as a Job Safety Analysis (JSA), is a key strategy for reducing workplace incidents, accidents, and injuries. This process is particularly beneficial for orienting new employees, during training, and in conducting investigations.

To begin the JSA process, hotel managers identify specific tasks or jobs. Tasks that carry hazards or potential risks are prime candidates for a JSA, especially those that are uncommon or rarely performed. While the forms or worksheets used may vary from hotel to hotel, the core objective remains consistent: **identify all steps, hazards, and safe work procedures before any job is started.**

### The JSA involves several key steps:

- **Basic job steps:** Break the job down into a series of steps, each associated with a major task, and examine the required movements for each, sequencing these movements accordingly.
- **Potential hazards:** Identify and document any hazards or potential hazards for each job step, considering the entire environment to uncover all possible risks.
- **Recommended safe job procedures:** Determine the necessary actions to eliminate, control, or minimize the identified risks.

In the hotel industry, a broad range of positions exists, each with specific responsibilities and associated hazards. Here's a consolidated overview of various roles within a hotel, along with potential hazards for each:

- **Front Desk Staff / Concierge**  
**Hazards:** Musculoskeletal problems from prolonged standing, mental health impacts from stressful guest interactions.
- **Housekeeping Staff**  
**Hazards:** Chemical exposure, repetitive motion injuries, slips, trips, and falls.
- **Kitchen Staff (Cooks, Dishwashers)**  
**Hazards:** Burns from hot surfaces, cuts from sharp utensils, slips and falls.
- **Wait Staff (Restaurant, Room Service)**  
**Hazards:** Slips, trips, and falls due to spills, strain from carrying heavy trays, burns.
- **Event Planner**  
**Hazards:** Stress, ergonomic risks, trip hazards during event setups.
- **Bellhop/Porter**  
**Hazards:** Musculoskeletal injuries from lifting, slips, trips, and falls.
- **Security Personnel**  
**Hazards:** Physical confrontations, musculoskeletal issues, stress from vigilance.
- **Laundry Staff**  
**Hazards:** Chemical exposure, machinery risks, lifting and sorting injuries.
- **Fitness Center Instructor / Spa Therapist**  
**Hazards:** Musculoskeletal injuries, overexertion, exposure to germs, chemical exposure, slips and falls.
- **Maintenance Workers / Groundskeeping Staff**  
**Hazards:** Electrical shocks, falls from heights, injuries from power tools.
- **Valet Parking Attendant**  
**Hazards:** Vehicle accidents, exposure to exhaust, musculoskeletal injuries.
- **Swimming Pool Attendant**  
**Hazards:** Chemical exposure, drowning risks, slips and falls.

**Addressing** the wide array of hazards associated with different roles within the hotel industry necessitates the implementation of specific safety measures and training programs, meticulously tailored to cater to the unique demands of each position. This involves providing employees with the necessary personal protective equipment (PPE) to shield them from physical hazards, ensuring that workstations are ergonomically designed to prevent musculoskeletal injuries, and offering comprehensive conflict resolution training to equip staff with the skills needed to de-escalate potentially volatile situations.

Moreover, these preventive strategies extend beyond immediate safety measures. They encompass conducting regular risk assessments to stay ahead of potential hazards, fostering a culture of safety where employees feel valued and protected, and maintaining open lines of communication for reporting unsafe conditions without fear of reprisal. Training programs should be dynamic, reflecting the evolving nature of workplace hazards and incorporating feedback from staff to address real-world challenges effectively.

Additionally, emergency response plans tailored to specific scenarios—such as fire, natural disasters, or medical emergencies—should be well-documented and regularly rehearsed to ensure swift and coordinated action when seconds count. Investing in continuous education on safety standards and compliance regulations is crucial for staying aligned with industry best practices and legal requirements.

This comprehensive approach to job safety analysis in the hotel industry is not just about mitigating risks; it's about building a resilient, informed workforce that prioritizes safety and well-being. By embedding these principles into the DNA of the hotel's operations, managers can create an environment that not only protects employees but also enhances overall efficiency and productivity.

The utilization of a structured worksheet as part of your overall JSA and safety management system plays a pivotal role in this process. It serves as a practical tool for systematically identifying potential hazards, evaluating the risks associated with various job tasks, and documenting the preventive measures in place.

This not only helps in safeguarding your personnel but also in protecting property and ensuring the profitability of your business. Embracing a holistic safety management system underscores your commitment to creating a safe, healthy, and engaging workplace where employees can thrive, ultimately leading to improved guest satisfaction and business success.

## We're HUB

When you partner with us, you're at the center of a vast network of experts. We advise you on how to confidently identify, quantify and reduce risk through tailored solutions, so that you can protect what matters most: your people, your property, and your profitability.

Learn more at [hubriskservices.com](https://hubriskservices.com)

## DISCLAIMER

All consulting services performed by Hub are advisory in nature. All resultant reports are based upon conditions and practices observed by Hub and information supplied by the client. Any such reports may not identify or contemplate all unsafe conditions and practices; others may exist. Hub does not imply, guarantee, or warrant the safety of any of the client's properties or operations or that the client or any such properties or operations are in compliance with all federal, state, provincial or local laws, codes, statutes, ordinances, standards or recommendations. All decisions in connection with the implementation, if any, of any of Hub's advice or recommendations shall be the sole responsibility of, and made by, the client.

# Hotelier Job Safety Analysis

<b>Job Safety Analysis Worksheet</b>	<b>Job to be performed:</b>		
<b>Department:</b>	<b>Task performed by:</b>		<b>Date:</b>
<b>JSA written by:</b>	<b>Name:</b>	<b>Position:</b>	<b>Supervisor name:</b>
	<b>Name:</b>	<b>Position:</b>	
	<b>Name:</b>	<b>Position:</b>	
	<b>Name:</b>	<b>Position:</b>	
	<b>Name:</b>	<b>Position:</b>	
			<b>Supervisor signature:</b>

Step No.	Sequence of basic job steps	Potential hazards	Recommended safe job procedures, personal protective equipment (PPE), special tools and other equipment required
1			
2			
3			