

# Guest services manager's 2020 Safety Calendar





## How the calendar works

Each calendar date has a daily safety topic listed. After the month of December, beginning on page 15 of the calendar, there are talking points listed that correspond with the safety topic for that date. Guest services managers can use the talking points to assist in communicating the safety message for the day. The safety topics in the calendar repeat every other month.

The information in this calendar is a **compilation of effective discussion points** to help reduce your overall risk. The calendar should be of great value to your operation. Management generating safety awareness is a key practice to help control and reduce claims and related expenses.

The safety topics provided cover slip, trip and fall prevention, powered material handling, manual material handling, cutting safety, fire extinguisher safety, sprinkler system testing, industrial rack/module safety and a large number of other topics.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			<p><b>1</b> What do you do in the event of a weather emergency?</p> <p><b>New Year's Day</b></p>	<p><b>2</b> Keep the door to the back of the front desk locked.</p>	<p><b>3</b> Keep travel paths and exit ways clear of storage.</p>	<p><b>4</b> Be suspicious of \$20 and larger bills.</p>
<p><b>5</b> If a weather emergency begins during an off shift, you should...</p>	<p><b>6</b> Know what your state's innkeepers' law says about giving receipts for stored luggage.</p>	<p><b>7</b> Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.</p>	<p><b>8</b> You receive a call asking for 'Room 207.' You should...</p>	<p><b>9</b> Require a photo ID for all cash-paying guests.</p>	<p><b>10</b> Cribs should be checked for cleanliness and safety before they are delivered to guests.</p>	<p><b>11</b> Is a master key available for fire department use if needed?</p>
<p><b>12</b> Don't sign the witness log if you didn't see the deposit go in the safe.</p>	<p><b>13</b> If someone asks at the front desk where it is safe to go jogging, you should...</p>	<p><b>14</b> Report broken locks and fill out a work order.</p>	<p><b>15</b> A guest spills water on the lobby floor. You should...</p>	<p><b>16</b> If guests ask if the area is safe, you should...</p>	<p><b>17</b> Don't leave luggage in the path of travel where guests may trip over it.</p>	<p><b>18</b> Women traveling alone should not be placed on the first floor unless they request so.</p>
<p><b>19</b> Has your cashier drop envelope been properly dropped and witnessed in the safe?</p>	<p><b>20</b> What is the procedure for releasing messages and faxes to guests?</p> <p><b>MLK Jr's Birthday</b></p>	<p><b>21</b> It is illegal to allow minors to buy cigarettes from machines or the gift shop.</p>	<p><b>22</b> Maintain two-way communication with the front desk and security during night shift.</p>	<p><b>23</b> Have guests demonstrate that laptops are operational before accepting them for storage.</p>	<p><b>24</b> When a fire trouble signal sounds at the fire alarm panel, you should...</p>	<p><b>25</b> Do you have first aid kits, know what's in them and where they are located?</p>
<p><b>26</b> If guests ask you about babysitting, you should...</p>	<p><b>27</b> Is the front office staff trained to handle a guest requesting a sharps container?</p>	<p><b>28</b> Know your fire alarm panels.</p>	<p><b>29</b> What do you do in case of power loss?</p>	<p><b>30</b> Keep a combustible-free zone around electrical, television, and telephone equipment.</p>	<p><b>31</b> Jogging maps should be for the sole purpose of showing distance.</p>	<p><b>Happy New Year</b> Let's Kick off a safe new year!</p>

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<p><b>Post OSHA Log</b> By Feb 1, Post OSHA 300A summary log in a conspicuous place or places where notices to employees are customarily posted.</p>						<p><b>1</b> Report a suspicious person to security or MOD.</p>
<p><b>2</b> Keep your cash drawer closed and locked. You are responsible for the money in there.</p>	<p><b>3</b> Just because a person is middle-aged and dresses well doesn't mean he/she is honest. What do thieves look like?</p>	<p><b>4</b> Report missing or damaged fire equipment.</p>	<p><b>5</b> You receive a bomb threat. What do you do?</p>	<p><b>6</b> If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p>	<p><b>7</b> The front desk is where guests go to complain and mention a potential claim.</p>	<p><b>8</b> If asked to park a guest's car, check for damage before entering the driver's seat.</p>
<p><b>9</b> A guest's room number should be kept confidential from everyone but the guest.</p>	<p><b>10</b> Can your hotel's luggage tags be identified as distinctive?</p>	<p><b>11</b> Always require ID when issuing additional keys after check-in.</p>	<p><b>12</b> Know what type of handicap room equipment is available, its location, and how to operate it.</p>	<p><b>13</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p><b>14</b> Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p> <p>Valentine's Day</p>	<p><b>15</b> Do not store bell carts in the exit stairwell.</p>
<p><b>16</b> Clean up any spill you discover!</p>	<p><b>17</b> What are the emergency phone numbers, and when should they be called?</p> <p>President's Day</p>	<p><b>18</b> Report lights that are not working</p>	<p><b>19</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p><b>20</b> Report missing or inoperative security equipment.</p>	<p><b>21</b> When guests request over-the-counter medications or treatment supplies, you should...</p>	<p><b>22</b> Know your duties during a fire emergency.</p>
<p><b>23</b> Bell staff should point out the safety and security features of a guest room to the guests.</p>	<p><b>24</b> Only the person who signed for the safety deposit box should be allowed into it.</p>	<p><b>25</b> Senior citizens should be placed as close to the elevator as possible.</p>	<p><b>26</b> Know what fire protection equipment has been installed at the hotel.</p> <p>Ash Wednesday</p>	<p><b>27</b> Someone approaches the front desk, pulls a gun and demands your money. You should...</p>	<p><b>28</b> If a guest asks if it is okay to leave valuables in a car, you should...</p>	<p><b>29</b> Have the folios of guests who have checked out been left on the front desktop so others may see them?</p>

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<p><b>1</b></p> <p>What do you do in the event of a weather emergency?</p>	<p><b>2</b></p> <p>Keep the door to the back of the front desk locked.</p>	<p><b>3</b></p> <p>Keep travel paths and exit ways clear of storage.</p>	<p><b>4</b></p> <p>Be suspicious of \$20 and larger bills.</p>	<p><b>5</b></p> <p>If a weather emergency begins during an off shift, you should...</p>	<p><b>6</b></p> <p>Know what your state's innkeepers' law says about giving receipts for stored luggage.</p>	<p><b>7</b></p> <p>Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.</p>
<p><b>8</b></p> <p>You receive a call asking for 'Room 207.' You should...</p> <p><b>Daylight Savings Begins</b></p>	<p><b>9</b></p> <p>Require a photo ID for all cash-paying guests.</p>	<p><b>10</b></p> <p>Cribs should be checked for cleanliness and safety before they are delivered to guests.</p>	<p><b>11</b></p> <p>Is a master key available for fire department use if needed?</p>	<p><b>12</b></p> <p>Don't sign the witness log if you didn't see the deposit go in the safe.</p>	<p><b>13</b></p> <p>If someone asks at the front desk where it is safe to go jogging, you should...</p>	<p><b>14</b></p> <p>Report broken locks and fill out a work order.</p>
<p><b>15</b></p> <p>A guest spills water on the lobby floor. You should...</p>	<p><b>16</b></p> <p>If guests ask if the area is safe, you should...</p>	<p><b>17</b></p> <p>Don't leave luggage in the path of travel where guests may trip over it.</p> <p><b>St. Patrick's Day</b></p>	<p><b>18</b></p> <p>Women traveling alone should not be placed on the first floor unless they request so.</p>	<p><b>19</b></p> <p>Has your cashier drop envelope been properly dropped and witnessed in the safe?</p>	<p><b>20</b></p> <p>What is the procedure for releasing messages and faxes to guests?</p>	<p><b>21</b></p> <p>It is illegal to allow minors to buy cigarettes from machines or the gift shop.</p>
<p><b>22</b></p> <p>Maintain two-way communication with the front desk and security during night shift.</p>	<p><b>23</b></p> <p>Have guests demonstrate that laptops are operational before accepting them for storage.</p>	<p><b>24</b></p> <p>When a fire trouble signal sounds at the fire alarm panel, you should...</p>	<p><b>25</b></p> <p>Do you have first aid kits, know what's in them and where they are located?</p>	<p><b>26</b></p> <p>If guests ask you about babysitting, you should...</p>	<p><b>27</b></p> <p>Is the front office staff trained to handle a guest requesting a sharps container?</p>	<p><b>28</b></p> <p>Know your fire alarm panels.</p>
<p><b>29</b></p> <p>What do you do in case of power loss?</p>	<p><b>30</b></p> <p>Keep a combustible-free zone around electrical, television, and telephone equipment.</p>	<p><b>31</b></p> <p>Jogging maps should be for the sole purpose of showing distance.</p>	<p><b>Spring Forward Daylight Savings Starts: Check the batteries in your smoke and carbon monoxide detectors and replace if necessary.</b></p>			

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			<p><b>1</b> Report a suspicious person to security or MOD.</p>	<p><b>2</b> Keep your cash drawer closed and locked. You are responsible for the money in there.</p>	<p><b>3</b> Just because a person is middle-aged and dresses well doesn't mean he/she is honest. What do thieves look like?</p>	<p><b>4</b> Report missing or damaged fire equipment.</p>
<p><b>5</b> You receive a bomb threat. What do you do?</p>	<p><b>6</b> If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p>	<p><b>7</b> The front desk is where guests go to complain and mention a potential claim.</p>	<p><b>8</b> If asked to park a guest's car, check for damage before entering the driver's seat.</p> <p>Passover/Good Friday</p>	<p><b>9</b> A guest's room number should be kept confidential from everyone but the guest.</p>	<p><b>10</b> Can your hotel's luggage tags be identified as distinctive?</p>	<p><b>11</b> Always require ID when issuing additional keys after check-in.</p>
<p><b>12</b> Know what type of handicap room equipment is available, its location, and how to operate it.</p> <p>Easter</p>	<p><b>13</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p><b>14</b> Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p>	<p><b>15</b> Do not store bell carts in the exit stairwell.</p>	<p><b>16</b> Clean up any spill you discover!</p>	<p><b>17</b> What are the emergency phone numbers, and when should they be called?</p>	<p><b>18</b> Report lights that are not working</p>
<p><b>19</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p><b>20</b> Report missing or inoperative security equipment.</p>	<p><b>21</b> When guests request over-the-counter medications or treatment supplies, you should...</p>	<p><b>22</b> Know your duties during a fire emergency.</p>	<p><b>23</b> Bell staff should point out the safety and security features of a guest room to the guests.</p>	<p><b>24</b> Only the person who signed for the safety deposit box should be allowed into it.</p>	<p><b>25</b> Senior citizens should be placed as close to the elevator as possible.</p>
<p><b>26</b> Know what fire protection equipment has been installed at the hotel.</p>	<p><b>27</b> Someone approaches the front desk, pulls a gun and demands your money. You should...</p>	<p><b>28</b> If a guest asks if it is okay to leave valuables in a car, you should...</p>	<p><b>29</b> Have the folios of guests who have checked out been left on the front desktop so others may see them?</p>	<p><b>30</b> Guest information should be maintained in a confidential and secure manner.</p>	<p><b>Save OSHA Log</b> At the end of the month, take down and file the OSHA 300A summary log with your permanent records.</p>	

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					1 What do you do in the event of a weather emergency?	2 Keep the door to the back of the front desk locked.
3 Keep travel paths and exit ways clear of storage.	4 Be suspicious of \$20 and larger bills.	5 If a weather emergency begins during an off shift, you should...  Cinco de Mayo	6 Know what your state's innkeepers' law says about giving receipts for stored luggage.	7 Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.	8 You receive a call asking for 'Room 207.' You should...	9 Require a photo ID for all cash-paying guests.
10 Cribs should be checked for cleanliness and safety before they are delivered to guests.  Mother's Day	11 Is a master key available for fire department use if needed?	12 Don't sign the witness log if you didn't see the deposit go in the safe.	13 If someone asks at the front desk where it is safe to go jogging, you should...	14 Report broken locks and fill out a work order.	15 A guest spills water on the lobby floor. You should...	16 If guests ask if the area is safe, you should...
17 Don't leave luggage in the path of travel where guests may trip over it.	18 Women traveling alone should not be placed on the first floor unless they request so.	19 Has your cashier drop envelope been properly dropped and witnessed in the safe?	20 What is the procedure for releasing messages and faxes to guests?	21 It is illegal to allow minors to buy cigarettes from machines or the gift shop.	22 Maintain two-way communication with the front desk and security during night shift.	23 Have guests demonstrate that laptops are operational before accepting them for storage.
24 When a fire trouble signal sounds at the fire alarm panel, you should...	25 Do you have first aid kits, know what's in them and where they are located?  Memorial Day	26 If guests ask you about babysitting, you should...	27 Is the front office staff trained to handle a guest requesting a sharps container?	28 Know your fire alarm panels.	29 What do you do in case of power loss?	30 Keep a combustible-free zone around electrical, television, and telephone equipment.
31 Jogging maps should be for the sole purpose of showing distance.						

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	<p><b>1</b> Report a suspicious person to security or MOD.</p>	<p><b>2</b> Keep your cash drawer closed and locked. You are responsible for the money in there.</p>	<p><b>3</b> Just because a person is middle-aged and dresses well doesn't mean he/she is honest. What do thieves look like?</p>	<p><b>4</b> Report missing or damaged fire equipment.</p>	<p><b>5</b> You receive a bomb threat. What do you do?</p>	<p><b>6</b> If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p>
<p><b>7</b> The front desk is where guests go to complain and mention a potential claim.</p>	<p><b>8</b> If asked to park a guest's car, check for damage before entering the driver's seat.</p>	<p><b>9</b> A guest's room number should be kept confidential from everyone but the guest.</p>	<p><b>10</b> Can your hotel's luggage tags be identified as distinctive?</p>	<p><b>11</b> Always require ID when issuing additional keys after check-in.</p>	<p><b>12</b> Know what type of handicap room equipment is available, its location, and how to operate it.</p>	<p><b>13</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>
<p><b>14</b> Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p>	<p><b>15</b> Do not store bell carts in the exit stairwell.</p>	<p><b>16</b> Clean up any spill you discover!</p>	<p><b>17</b> What are the emergency phone numbers, and when should they be called?</p>	<p><b>18</b> Report lights that are not working</p>	<p><b>19</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p><b>20</b> Report missing or inoperative security equipment.</p>
<p><b>21</b> When guests request over-the-counter medications or treatment supplies, you should...</p> <p><b>Father's Day</b></p>	<p><b>22</b> Know your duties during a fire emergency.</p>	<p><b>23</b> Bell staff should point out the safety and security features of a guest room to the guests.</p>	<p><b>24</b> Only the person who signed for the safety deposit box should be allowed into it.</p>	<p><b>25</b> Senior citizens should be placed as close to the elevator as possible.</p>	<p><b>26</b> Know what fire protection equipment has been installed at the hotel.</p>	<p><b>27</b> Someone approaches the front desk, pulls a gun and demands your money. You should...</p>
<p><b>28</b> If a guest asks if it is okay to leave valuables in a car, you should...</p>	<p><b>29</b> Have the folios of guests who have checked out been left on the front desktop so others may see them?</p>	<p><b>30</b> Guest information should be maintained in a confidential and secure manner.</p>				

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			<p><b>1</b> What do you do in the event of a weather emergency?</p>	<p><b>2</b> Keep the door to the back of the front desk locked.</p>	<p><b>3</b> Keep travel paths and exit ways clear of storage.</p>	<p><b>4</b> Be suspicious of \$20 and larger bills.</p> <p>Independence Day</p>
<p><b>5</b> If a weather emergency begins during an off shift, you should...</p>	<p><b>6</b> Know what your state's innkeepers' law says about giving receipts for stored luggage.</p>	<p><b>7</b> Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.</p>	<p><b>8</b> You receive a call asking for 'Room 207.' You should...</p>	<p><b>9</b> Require a photo ID for all cash-paying guests.</p>	<p><b>10</b> Cribs should be checked for cleanliness and safety before they are delivered to guests.</p>	<p><b>11</b> Is a master key available for fire department use if needed?</p>
<p><b>12</b> Don't sign the witness log if you didn't see the deposit go in the safe.</p>	<p><b>13</b> If someone asks at the front desk where it is safe to go jogging, you should...</p>	<p><b>14</b> Report broken locks and fill out a work order.</p>	<p><b>15</b> A guest spills water on the lobby floor. You should...</p>	<p><b>16</b> If guests ask if the area is safe, you should...</p>	<p><b>17</b> Don't leave luggage in the path of travel where guests may trip over it.</p>	<p><b>18</b> Women traveling alone should not be placed on the first floor unless they request so.</p>
<p><b>19</b> Has your cashier drop envelope been properly dropped and witnessed in the safe?</p>	<p><b>20</b> What is the procedure for releasing messages and faxes to guests?</p>	<p><b>21</b> It is illegal to allow minors to buy cigarettes from machines or the gift shop.</p>	<p><b>22</b> Maintain two-way communication with the front desk and security during night shift.</p>	<p><b>23</b> Have guests demonstrate that laptops are operational before accepting them for storage.</p>	<p><b>24</b> When a fire trouble signal sounds at the fire alarm panel, you should...</p>	<p><b>25</b> Do you have first aid kits, know what's in them and where they are located?</p>
<p><b>26</b> If guests ask you about babysitting, you should...</p>	<p><b>27</b> Is the front office staff trained to handle a guest requesting a sharps container?</p>	<p><b>28</b> Know your fire alarm panels.</p>	<p><b>29</b> What do you do in case of power loss?</p>	<p><b>30</b> Keep a combustible-free zone around electrical, television, and telephone equipment.</p>	<p><b>31</b> Jogging maps should be for the sole purpose of showing distance.</p>	

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						<p><b>1</b> Report a suspicious person to security or MOD.</p>
<p><b>2</b> Keep your cash drawer closed and locked. You are responsible for the money in there.</p>	<p><b>3</b> Just because a person is middle-aged and dresses well doesn't mean he/she is honest. What do thieves look like?</p>	<p><b>4</b> Report missing or damaged fire equipment.</p>	<p><b>5</b> You receive a bomb threat. What do you do?</p>	<p><b>6</b> If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p>	<p><b>7</b> The front desk is where guests go to complain and mention a potential claim.</p>	<p><b>8</b> If asked to park a guest's car, check for damage before entering the driver's seat.</p>
<p><b>9</b> A guest's room number should be kept confidential from everyone but the guest.</p>	<p><b>10</b> Can your hotel's luggage tags be identified as distinctive?</p>	<p><b>11</b> Always require ID when issuing additional keys after check-in.</p>	<p><b>12</b> Know what type of handicap room equipment is available, its location, and how to operate it.</p>	<p><b>13</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p><b>14</b> Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p>	<p><b>15</b> Do not store bell carts in the exit stairwell.</p>
<p><b>16</b> Clean up any spill you discover!</p>	<p><b>17</b> What are the emergency phone numbers, and when should they be called?</p>	<p><b>18</b> Report lights that are not working</p>	<p><b>19</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p><b>20</b> Report missing or inoperative security equipment.</p>	<p><b>21</b> When guests request over-the-counter medications or treatment supplies, you should...</p>	<p><b>22</b> Know your duties during a fire emergency.</p>
<p><b>23</b> Bell staff should point out the safety and security features of a guest room to the guests.</p>	<p><b>24</b> Only the person who signed for the safety deposit box should be allowed into it.</p>	<p><b>25</b> Senior citizens should be placed as close to the elevator as possible.</p>	<p><b>26</b> Know what fire protection equipment has been installed at the hotel.</p>	<p><b>27</b> Someone approaches the front desk, pulls a gun and demands your money. You should...</p>	<p><b>28</b> If a guest asks if it is okay to leave valuables in a car, you should...</p>	<p><b>29</b> Have the folios of guests who have checked out been left on the front desktop so others may see them?</p>
<p><b>30</b> Guest information should be maintained in a confidential and secure manner.</p>	<p><b>31</b> A guest's wife shows up to surprise him for their anniversary. You should...</p>	<p><b>School Starts</b> The new school year is coming, watch for buses!</p>				

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		<p><b>1</b> What do you do in the event of a weather emergency?</p>	<p><b>2</b> Keep the door to the back of the front desk locked.</p>	<p><b>3</b> Keep travel paths and exit ways clear of storage.</p>	<p><b>4</b> Be suspicious of \$20 and larger bills.</p>	<p><b>5</b> If a weather emergency begins during an off shift, you should...</p>
<p><b>6</b> Know what your state's innkeepers' law says about giving receipts for stored luggage.</p>	<p><b>7</b> Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.</p> <p><b>Labor Day</b></p>	<p><b>8</b> You receive a call asking for 'Room 207.' You should...</p>	<p><b>9</b> Require a photo ID for all cash-paying guests.</p>	<p><b>10</b> Cribs should be checked for cleanliness and safety before they are delivered to guests.</p>	<p><b>11</b> Is a master key available for fire department use if needed?</p>	<p><b>12</b> Don't sign the witness log if you didn't see the deposit go in the safe.</p>
<p><b>13</b> If someone asks at the front desk where it is safe to go jogging, you should...</p>	<p><b>14</b> Report broken locks and fill out a work order.</p>	<p><b>15</b> A guest spills water on the lobby floor. You should...</p>	<p><b>16</b> If guests ask if the area is safe, you should...</p>	<p><b>17</b> Don't leave luggage in the path of travel where guests may trip over it.</p>	<p><b>18</b> Women traveling alone should not be placed on the first floor unless they request so.</p>	<p><b>19</b> Has your cashier drop envelope been properly dropped and witnessed in the safe?</p>
<p><b>20</b> What is the procedure for releasing messages and faxes to guests?</p>	<p><b>21</b> It is illegal to allow minors to buy cigarettes from machines or the gift shop.</p>	<p><b>22</b> Maintain two-way communication with the front desk and security during night shift.</p>	<p><b>23</b> Have guests demonstrate that laptops are operational before accepting them for storage.</p>	<p><b>24</b> When a fire trouble signal sounds at the fire alarm panel, you should...</p>	<p><b>25</b> Do you have first aid kits, know what's in them and where they are located?</p>	<p><b>26</b> If guests ask you about babysitting, you should...</p>
<p><b>27</b> Is the front office staff trained to handle a guest requesting a sharps container?</p> <p><b>Yom Kippur</b></p>	<p><b>28</b> Know your fire alarm panels.</p>	<p><b>29</b> What do you do in case of power loss?</p>	<p><b>30</b> Keep a combustible-free zone around electrical, television, and telephone equipment.</p>			

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<p>Fire Prevention Month Fire Safety Month is here!</p>				<p><b>1</b> Report a suspicious person to security or MOD.</p>	<p><b>2</b> Keep your cash drawer closed and locked. You are responsible for the money in there.</p>	<p><b>3</b> Just because a person is middle-aged and dresses well doesn't mean he/she is honest. What do thieves look like?</p>
<p><b>4</b> Report missing or damaged fire equipment.</p>	<p><b>5</b> You receive a bomb threat. What do you do?</p>	<p><b>6</b> If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p>	<p><b>7</b> The front desk is where guests go to complain and mention a potential claim.</p>	<p><b>8</b> If asked to park a guest's car, check for damage before entering the driver's seat.</p>	<p><b>9</b> A guest's room number should be kept confidential from everyone but the guest.</p>	<p><b>10</b> Can your hotel's luggage tags be identified as distinctive?</p>
<p><b>11</b> Always require ID when issuing additional keys after check-in.</p>	<p><b>12</b> Know what type of handicap room equipment is available, its location, and how to operate it.  Columbus Day</p>	<p><b>13</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p><b>14</b> Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p>	<p><b>15</b> Do not store bell carts in the exit stairwell.</p>	<p><b>16</b> Clean up any spill you discover!</p>	<p><b>17</b> What are the emergency phone numbers, and when should they be called?</p>
<p><b>18</b> Report lights that are not working</p>	<p><b>19</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p><b>20</b> Report missing or inoperative security equipment.</p>	<p><b>21</b> When guests request over-the-counter medications or treatment supplies, you should...</p>	<p><b>22</b> Know your duties during a fire emergency.</p>	<p><b>23</b> Bell staff should point out the safety and security features of a guest room to the guests.</p>	<p><b>24</b> Only the person who signed for the safety deposit box should be allowed into it.</p>
<p><b>25</b> Senior citizens should be placed as close to the elevator as possible.</p>	<p><b>26</b> Know what fire protection equipment has been installed at the hotel.</p>	<p><b>27</b> Someone approaches the front desk, pulls a gun and demands your money. You should...</p>	<p><b>28</b> If a guest asks if it is okay to leave valuables in a car, you should...</p>	<p><b>29</b> Have the folios of guests who have checked out been left on the front desktop so others may see them?</p>	<p><b>30</b> Guest information should be maintained in a confidential and secure manner.</p>	<p><b>31</b> A guest's wife shows up to surprise him for their anniversary. You should...  Halloween</p>

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<p><b>1</b> What do you do in the event of a weather emergency?</p> <p>Daylight Savings Ends</p>	<p><b>2</b> Keep the door to the back of the front desk locked.</p>	<p><b>3</b> Keep travel paths and exit ways clear of storage.</p>	<p><b>4</b> Be suspicious of \$20 and larger bills.</p>	<p><b>5</b> If a weather emergency begins during an off shift, you should...</p>	<p><b>6</b> Know what your state's innkeepers' law says about giving receipts for stored luggage.</p>	<p><b>7</b> Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.</p>
<p><b>8</b> You receive a call asking for 'Room 207.' You should...</p>	<p><b>9</b> Require a photo ID for all cash-paying guests.</p>	<p><b>10</b> Cribs should be checked for cleanliness and safety before they are delivered to guests.</p>	<p><b>11</b> Is a master key available for fire department use if needed?</p> <p>Veterans Day</p>	<p><b>12</b> Don't sign the witness log if you didn't see the deposit go in the safe.</p>	<p><b>13</b> If someone asks at the front desk where it is safe to go jogging, you should...</p>	<p><b>14</b> Report broken locks and fill out a work order.</p>
<p><b>15</b> A guest spills water on the lobby floor. You should...</p>	<p><b>16</b> If guests ask if the area is safe, you should...</p>	<p><b>17</b> Don't leave luggage in the path of travel where guests may trip over it.</p>	<p><b>18</b> Women traveling alone should not be placed on the first floor unless they request so.</p>	<p><b>19</b> Has your cashier drop envelope been properly dropped and witnessed in the safe?</p>	<p><b>20</b> What is the procedure for releasing messages and faxes to guests?</p>	<p><b>21</b> It is illegal to allow minors to buy cigarettes from machines or the gift shop.</p>
<p><b>22</b> Maintain two-way communication with the front desk and security during night shift.</p>	<p><b>23</b> Have guests demonstrate that laptops are operational before accepting them for storage.</p>	<p><b>24</b> When a fire trouble signal sounds at the fire alarm panel, you should...</p>	<p><b>25</b> Do you have first aid kits, know what's in them and where they are located?</p>	<p><b>26</b> If guests ask you about babysitting, you should...</p> <p>Thanksgiving</p>	<p><b>27</b> Is the front office staff trained to handle a guest requesting a sharps container?</p>	<p><b>28</b> Know your fire alarm panels.</p>
<p><b>29</b> What do you do in case of power loss?</p>	<p><b>30</b> Keep a combustible-free zone around electrical, television, and telephone equipment.</p>	<p><b>Fall Back</b> Daylight Savings Ends: Check the batteries in your smoke and carbon monoxide detectors and replace if necessary.</p>				

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		<p><b>1</b> Report a suspicious person to security or MOD.</p>	<p><b>2</b> Keep your cash drawer closed and locked. You are responsible for the money in there.</p>	<p><b>3</b> Just because a person is middle-aged and dresses well doesn't mean he/she is honest. What do thieves look like?</p>	<p><b>4</b> Report missing or damaged fire equipment.</p>	<p><b>5</b> You receive a bomb threat. What do you do?</p>
<p><b>6</b> If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?</p>	<p><b>7</b> The front desk is where guests go to complain and mention a potential claim.</p>	<p><b>8</b> If asked to park a guest's car, check for damage before entering the driver's seat.</p>	<p><b>9</b> A guest's room number should be kept confidential from everyone but the guest.</p>	<p><b>10</b> Can your hotel's luggage tags be identified as distinctive?</p> <p>Hanukkah</p>	<p><b>11</b> Always require ID when issuing additional keys after check-in.</p>	<p><b>12</b> Know what type of handicap room equipment is available, its location, and how to operate it.</p>
<p><b>13</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>	<p><b>14</b> Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.</p>	<p><b>15</b> Do not store bell carts in the exit stairwell.</p>	<p><b>16</b> Clean up any spill you discover!</p>	<p><b>17</b> What are the emergency phone numbers, and when should they be called?</p>	<p><b>18</b> Report lights that are not working</p>	<p><b>19</b> Always tell guests requesting a safety deposit box that the box has only one key.</p>
<p><b>20</b> Report missing or inoperative security equipment.</p>	<p><b>21</b> When guests request over-the-counter medications or treatment supplies, you should...</p>	<p><b>22</b> Know your duties during a fire emergency.</p>	<p><b>23</b> Bell staff should point out the safety and security features of a guest room to the guests.</p>	<p><b>24</b> Only the person who signed for the safety deposit box should be allowed into it.</p>	<p><b>25</b> Senior citizens should be placed as close to the elevator as possible.</p> <p>Christmas</p>	<p><b>26</b> Know what fire protection equipment has been installed at the hotel.</p>
<p><b>27</b> Someone approaches the front desk, pulls a gun and demands your money. You should...</p>	<p><b>28</b> If a guest asks if it is okay to leave valuables in a car, you should...</p>	<p><b>29</b> Have the folios of guests who have checked out been left on the front desktop so others may see them?</p>	<p><b>30</b> Guest information should be maintained in a confidential and secure manner.</p>	<p><b>31</b> A guest's wife shows up to surprise him for their anniversary. You should...</p> <p>New Year's Eve</p>		

## Responses

The purpose of this calendar is to provide management with a daily safety topic that can be discussed at morning meetings or shift change meetings. The idea behind the calendar is repetitive training. However, some of the topics may be new and of great value to management and associates. Management may help verify the correct response to daily conditions through regular training of staff members and hourly associates on these topics. Not every possible scenario is listed on the calendar. The situations that are listed are those we know may occur from time to time that might affect the safety and security of staff and guests at the hotel. These topics repeat approximately every other month.

[Jan](#) | [Mar](#) | [May](#) | [Jul](#) | [Sep](#) | [Nov](#)

Day	Statement	Response
1	What do you do in the event of a weather emergency?	Different areas of the country get different weather emergencies. Know your duties when they occur.
2	Keep the door to the back of the front desk locked.	An unlocked door is not very secure.
3	Keep travel paths and exit ways clear of storage.	During an emergency, clear exit and travel paths are essential to the safety of guests and associates.
4	Be suspicious of \$20 and larger bills.	Ask if there is any information available to train associates on counterfeit money and what to look for.
5	If a weather emergency begins during an off shift, you should...	Confirm that the staff on your 3:00pm-11:00pm and 11:00pm-7:00am shifts know the proper reactions to potential weather emergencies.

## Jan | Mar | May | Jul | Sep | Nov

Day	Statement	Response
6	Know what your state's innkeepers' law says about giving receipts for stored luggage.	It's never wrong to give a receipt, and some states require it to limit hotel liability.
7	Chairs and desktops should not be used as a substitute for stepladders. Guest services personnel fall too.	Guest services personnel, concierges and bell staffs are subject to gravity also.
8	You receive a call asking for 'Room 207.' You should...	Ask the caller 'Who would you like to speak with, please?' Forward the call only if the caller can give the occupant's name or after calling the room and telling the guest you have a call from 'Mr. Smith,' etc.
9	Require a photo ID for all cash-paying guests.	Cash-paying guests are more likely to cause damage and leave the hotel holding the bag for the cost.
10	Cribs should be checked for cleanliness and safety before they are delivered to guests.	The guests' children are more precious to them than diamonds and gold. Care for them accordingly.
11	Is a master key available for fire department use if needed?	Master keys provide easy access and save doors in the event of a fire. Be sure to get them back after the emergency.

## Jan | Mar | May | Jul | Sep | Nov

Day	Statement	Response
12	Don't sign the witness log if you didn't see the deposit go in the safe.	If you sign, you are taking joint responsibility that the deposit envelope was placed in the safe. It is against company policy regarding the falsification of company documents to sign as a witness if you did not see the envelope go into the safe.
13	If someone asks at the front desk where it is safe to go jogging, you should...	Has the hotel checked out a health club with an indoor track? Do you have a map with measured distances? If so, it should have a disclaimer indicating the safety of the area cannot be guaranteed - the map is for the sole purpose of providing distance.
14	Report broken locks and fill out a work order.	The security of the hotel depends upon it; broken locks and security equipment give a false sense of security and are a liability.
15	A guest spills water on the lobby floor. You should...	Clean it up! Take ownership of any hazard you see.
16	If guests ask if the area is safe, you should...	Ask your management to prepare a statement for the operator, should a caller ask about safety. The front desk staff should be trained to answer this type question truthfully reflecting the conditions around the hotel.
17	Don't leave luggage in the path of travel where guests may trip over it.	Reduce trip hazards wherever they may exist. Never place objects in a heavily traveled path unless they are well marked, preferably at eye level.
18	Women traveling alone should not be placed on the first floor unless they request so.	First floor rooms are the most accessible, therefore the least secure.

## Jan | Mar | May | Jul | Sep | Nov

Day	Statement	Response
19	Has your cashier drop envelope been properly dropped and witnessed in the safe?	This is usually hotel policy. Don't ask anyone to sign who did not see the envelope go into the safe.
20	What is the procedure for releasing messages and faxes to guests?	These should only be given to the person to whom they are addressed, unless the guest has left specific instructions that an associate will pick up the messages.
21	It is illegal to allow minors to buy cigarettes from machines or the gift shop.	Cigarette machines are frequently installed in public areas of hotels for the convenience of the smoking public. Persons under the age of 18 (check with your state, it may be 21) should not be allowed to purchase cigarettes here.
22	Maintain two-way communication with the front desk and security during night shift.	It's a good idea to check in with each other on a regular basis so everyone knows that everyone else is okay.
23	Have guests demonstrate that laptops are operational before accepting them for storage.	How else do you know if the laptop was working when received in the event the guest accuses the hotel staff of 'breaking my laptop?'
24	When a fire trouble signal sounds at the fire alarm panel, you should...	The fire alarm panel is frequently at the front desk or in the front office. When a fire trouble signal sounds at the fire alarm panel, you should call the fire department or 911; different hotels have different procedures. The front desk crew should know what they are to do in this situation.

Jan | Mar | May | Jul | Sep | Nov
 

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Day	Statement	Response
25	Do you have first aid kits, know what's in them and where they are located?	<p>Each hotel should have first aid kits available in the front desk, restaurant, and housekeeping areas. The kit should contain an adequate supply of the following materials:</p> <ul style="list-style-type: none"> <li>• Bandages</li> <li>• Scissors</li> <li>• Cotton-tipped applicators</li> <li>• Assorted safety pins</li> <li>• Tweezers</li> <li>• Individually wrapped adhesive dressing</li> <li>• Sterile gauze pads (2' and 4' dressing)</li> <li>• Sterile gauze bandage rolls (1', 2' and 4' wide)</li> <li>• Adhesive tape rolls (1' wide)</li> <li>• 4' bandage compresses</li> <li>• Triangular bandages</li> <li>• Absorbent cotton</li> </ul> <p><b>No medications!</b></p>
26	If guests ask you about babysitting, you should...	<p>Ask your manager about your hotel's procedure. If you don't have a plan, develop one. A list of local services may work. However, if an in-room babysitter is desired, who can you recommend? Do you have rules covering the use of associates? Contact your risk management or loss prevention department or insurance agent or carrier.</p>
27	Is the front office staff trained to handle a guest requesting a sharps container?	<p>Sharps containers are very inexpensive; have several available.</p>

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[Jan](#) | [Mar](#) | [May](#) | [Jul](#) | [Sep](#) | [Nov](#)

Day	Statement	Response
28	Know your fire alarm panels.	<p>Green lights probably mean everything is okay.</p> <p>Amber lights probably indicate trouble or supervisory signal; call engineering.</p> <p>Red lights mean a fire alarm. Call 911 and follow your emergency procedure.</p>
29	What do you do in case of power loss?	Candles are usually a bad idea. Does the hotel have an emergency generator? Check battery-powered emergency lights for proper operation.
30	Keep a combustible-free zone around electrical, television, and telephone equipment.	A very small fire can render these systems - which are vital to guest satisfaction - inoperative.
31	Jogging maps should be for the sole purpose of showing distance.	A disclaimer as to the safety and security of the route should be on the map. If the runner is concerned about safety, suggest that they use the treadmill.

## Feb | Apr | Jun | Aug | Oct | Dec

Day	Statement	Response
1	Report a suspicious person to security or MOD.	'Suspicious' is hard to describe; if someone doesn't fit the environment, let someone else know.
2	Keep your cash drawer closed and locked. You are responsible for the money in there.	Cash drawers have locks for a purpose - use them.
3	Just because a person is middle-aged and dresses well doesn't mean he/she is honest. What do thieves look like?	Some successful robbers and scam artists dress so they 'fit in' with hotel clientele. Keep your security awareness up.
4	Report missing or damaged fire equipment.	The safety of the guests and associates may depend upon the fire protection equipment being present and operational.
5	You receive a bomb threat. What do you do?	Know your procedures! During an evacuation, assemble at least 500 feet from the building.
6	If evacuation is necessary, what is the procedure for assisting and notifying impaired guests?	Impaired guests are not always in the handicapped rooms. Know where they are located and note the nature of the impairment on the folio (i.e., wheelchair, crutches, deaf or hard of hearing, sight impaired).
7	The front desk is where guests go to complain and mention a potential claim.	If a guest reports that he just fell in the parking lot but doesn't want to stick around to file a claim, the front desk clerk should record this information. No need for questions, but record weather conditions, date, time and a description of the person, including footwear worn.
8	If asked to park a guest's car, check for damage before entering the driver's seat.	The valet staff should practice noticing damage as they walk around to greet the driver at the hotel; note findings on the valet ticket.

## Feb | Apr | Jun | Aug | Oct | Dec

Day	Statement	Response
9	A guest's room number should be kept confidential from everyone but the guest.	To protect the security of the guests, room numbers should not be disclosed to others without instruction from the guests to do so. Care should also be taken not to announce the room number openly when the guest checks in.
10	Can your hotel's luggage tags be identified as distinctive?	Generic luggage tags are very common; however, there are no identifying markings on the tags to show where they were issued. Rubber stamp generic tags with your hotel's name and address.
11	Always require ID when issuing additional keys after check-in.	You are responsible for the contents of the rooms your keys open. Electronic keys also leave an audit trail of whose key opened a door.
12	Know what type of handicap room equipment is available, its location, and how to operate it.	If the staff doesn't know where it is and how to use it, it's worthless.
13	Always tell guests requesting a safety deposit box that the box has only one key.	The lock must be destroyed if they lose the key. This ensures the security of their possessions but makes them responsible for the cost of replacing the lock.
14	Don't ask a co-worker to witness your deposit if he or she didn't see it go in the safe.	You are asking a fellow associate to break at least two rules: <ul style="list-style-type: none"> <li>• By signing, you now have joint responsibility for possible wrong doing.</li> <li>• Falsification is against company policy.</li> </ul>
15	Do not store bell carts in the exit stairwell.	The Life Safety Code does not permit storing any combustibles in the stairwell.
16	Clean up any spill you discover!	Clean up the spill and put out a 'Wet Floor' sign. If you can't leave the front desk, be sure someone else takes care of it promptly.

## Feb | Apr | Jun | Aug | Oct | Dec

Day	Statement	Response
17	What are the emergency phone numbers, and when should they be called?	It is a very good idea. It's also a good idea to have a hotline that is answered immediately.
18	Report lights that are not working	Good lighting is necessary for good safety and security. You may be the first to discover the light not working.
19	Always tell guests requesting a safety deposit box that the box has only one key.	The lock must be destroyed if they lose the key. This ensures the security of their possessions but makes them responsible for the cost of replacing the lock.
20	Report missing or inoperative security equipment.	The security of guests and associates may depend upon security equipment being present and operational. Inoperative security equipment presents a false sense of security, as guests may not know it is not working.
21	When guests request over-the-counter medications or treatment supplies, you should...	It's okay to have over-the-counter medications for sale in vending machines or in the gift shop, but you are not doctors or pharmacists.
22	Know your duties during a fire emergency.	The safety of the guests and fellow associates may depend upon it.
23	Bell staff should point out the safety and security features of a guest room to the guests.	Guests should always be informed of safety and security features when luggage is delivered to the room. This may eliminate some confusion or embarrassment about how to use this equipment.
24	Only the person who signed for the safety deposit box should be allowed into it.	If it is desired to have a second person access the safety deposit box, have them also sign the box registration card when the key is issued.

## Feb | Apr | Jun | Aug | Oct | Dec

Day	Statement	Response
25	Senior citizens should be placed as close to the elevator as possible.	This cuts down on the length of the walk down the corridor and lessens the probability of a slip, trip or fall.
26	Know what fire protection equipment has been installed at the hotel.	What does the hotel's fire alarm signal sound like? Do you have a fire sprinkler system? What other fire equipment is present at the hotel?
27	Someone approaches the front desk, pulls a gun and demands your money. You should...	Give him the money! Try to remain calm, don't look directly at the robber, but try to remember as much about him as possible. Call 911 immediately after he leaves.
28	If a guest asks if it is okay to leave valuables in a car, you should...	Inform guests the hotel cannot be responsible for items left in cars, both self-parked and valet-parked.
29	Have the folios of guests who have checked out been left on the front desktop so others may see them?	These frequently show information the guest may wish to have kept private.
30	Guest information should be maintained in a confidential and secure manner.	Keep registration cards and folios off the front desk and out of the sight of guests and casual visitors.
31	A guest's wife shows up to surprise him for their anniversary. You should...	DO NOT GIVE HER A KEY! Whatever else you do is a guest service issue.

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