Risk Management Methods, Part III

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**Employee Safety Program**

The front office of a resort is usually a bustling area of a resort. Some guests keep coming to check-in and others coming in to check out. As such several accidents may occur even though the primary disasters that have been identified are four. The first is falls that may arise as a result of stumbling on luggage. There are cases of being struck by or caught by objects within the working area. There are also ergonomic injuries that arise from strain and constant sitting on the desks. Finally, when helping the guests with their luggage, there are cases where one may strain s their carry weighty objects. In this discussion, an explanation about these injuries is done, and a safety program is, implemented to reduce the ensure employee safety in the front desk department.

**Data on the Occurrences of the Risks**

The resort hotel under study can be said to have had several occurrences of accidents. In total, the resort has recorded about 15 accidents in total including the minor accidents and the serious accidents. The minor accidents have totaled up to ten. In this case, minor accidents are those accidents that have not inflicted severe injuries. In the company, they include bruises, soft tissue injuries and other injuries of the same kind. The severe injuries have been recorded at a total of 5 in which case; the victims have had twisted ankles or legs, deep cuts that require stitching among other injuries that call for dangerous medication. It should also be noted that these injuries have cost the company funds. For instance, the company has to spend over $ 10,000 in total for treatment, which excludes compensations to the employees. When this amount is projected to a whole year of four quarters, then it means that the company is likely to lose over 40,000 of their total revenue on treating employees, which is beside the amount spent on compensation. Roughly, the company could lose up to 10 percent of income in employee injuries lone.

**The Risks Associated with the Employees in the Front Desk Department**

The first most common injuries that have even recorded the highest cause of injuries in the resort’s front desk are fall. Most falls are arising as a result of luggage placed along the corridors or the walking area (Van der Wagen & Goonetilleke, 2015). Additionally, they may appear as a result of employees walking hurriedly without looking and as such accidents resulting from falls occur. Secondly, most accidents happen as a result of office workers getting stuck on hanging objects or being struck by falling objects. Such incidences result from a collision between moving individuals and as such cause head injuries. Other kinds of injuries are fingers caught in a drawer, hairs caught in a paper shredder and injuries from paper cutters, pins and so on. Then there are injuries occurring as a result of ergonomics (Land, 2013). These are injuries from the strain in the kind of work that happens at the front desk. They are characterized by backaches due to long seating hours, eye pains from looking at the computer for hours and headaches. Finally, injuries such as strain or Overexertion emerge due to carrying weighty objects or carrying objects in a wrong way. In order therefore to minimize injuries emerging from these objects and to ensure employee safety, a simple safety program can help.

**Employee Safety Program**

In this employee safety plan, there are DO’s and DON’Ts that are to be observed by the employees to operate safely (Van der Wagen & Goonetilleke, 2015). Additionally, there are facilities that the departments must put in place to ensure that the employees are safe.

**Step one the DO’s and DON’Ts**

It is advised that all employees should have appropriate attire when working at the front desks. Very loose clothes are likely to cause make people get stuck causing accidents (Land, 2013). Moreover, for the ladies, long hair that covers the face and the eyes are also prohibited at the front desk since they hinder the individual from having a proper view and as such can cause collisions and hence accidents. It is advised that the employees should ensure that they walk around the front office desk with caution. Running is not allowed because it can cause severe accidents. On this, the department is also required to create a barrier or boundary to separate the areas where luggage should be carried to or placed from the areas where the employees walk or move (Land, 2013). That should be able to reduce the collusion between workers carrying luggage and those rushing about to sere guests.

Based on the above-mentioned development, employees will be required to use their lanes strictly (Land, 2013). For instance, it is not for an employee carrying luggage to use the path reserved for guests and workers serving the guests. Furthermore, the department shall buy trolleys to help in carrying more luggage and extra heavy and bulky luggage, so that it reduces accidents resulting from falling objects as well as injuries from Overexertion (Van der Wagen & Goonetilleke, 2015). Finally, the department should have in place labels that remind employees and guests where they should move to. For instance, there can be labels such as “luggage lane” to tell people where their bags should be placed or where a person carrying bags should pass through. The safety program shall be made efficient through orientation of the employees and printing and issuing of the safety rules to every employee in the department (Land, 2013). The reason for this process is to ensure that all employees adhere to all the safety rules and also familiarize themselves with these rules.

**Conclusion**

In every workplace, accidents are inevitable, and as such a proper safety program needs to be implemented. In this case, the resort company has focused on its front desk and the possible accidents that may occur there and may cause lack of safety. This study has looked into the major accidents that occur at the front desk and having identified them as fall, struck by dropping objects, or stuck with hanging objects and other injuries from strenuous activities; the study has settled for a simple safety program. The program involves employees adhering to do’s and don’ts and the department creating mechanisms that can reduce the occurrence of such accidents.

References

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