

# Breakfast Attendant

## Orientation & Training

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# Job Description



## **Ocean Partners Hospitality Job Description**

**Job Title:** Breakfast Attendant  
**Department:** Food & Beverage  
**Reports To:** General Manager  
**FLSA Status:** Nonexempt  
**Prepared By:** Human Resources  
**Prepared Date:** June 15, 2013

### **SUMMARY**

Set-up and maintain continental breakfast bar while assisting guests during breakfast hours.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Prepares food and positions all items on breakfast bar to ensure the visibility is eye appealing and, is convenient to serving the guests.
- Replenishes foods as needed
- Keeps breakfast bar and breakfast room clean at all times.
- Individual will clean and sanitize counter, tables, equipment and utensils when breakfast hours are over
- Break down and store food and utensils daily upon completion of serving time.
- Takes inventory and orders food supplies and paper

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Individual must possess excellent interpersonal skills and good oral command of English. Spanish is a plus. Ability to effectively respond to guests and employees.

### **MATHEMATICAL SKILLS**

Ability to calculate figures for supply ordering and taking inventory. Individual must be detail oriented. Accuracy is a must.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Employee must possess a food handling certificate issued by the health department or attend classes and pass test to achieve certificate.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee frequently is required to walk, reach with hands and arms, and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel; stoop, kneel, or crouch; and taste or smell. The employee must regularly lift and/or move up to 10 pounds.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

While performing the duties of this job, the employee is inside an air-conditioned and/or heated facility. The noise level in the work environment is usually moderate.

### **RECEIPT OF ACKNOWLEDGEMENT**

I have read the above job description and am capable of performing in a reasonable manner the activities involved in the job or occupation for which I have been employed. I understand this job description does not constitute a contract or employment agreement.

Signature and Date Signed

Employee Printed Name

# New Hire Orientation



## *New Hire Orientation*

### Part One –Orientation and completion of New Hire Paperwork

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			<b>Completion on all New Hire Paperwork</b> <ul style="list-style-type: none"> <li>• Application</li> <li>• Background Check Authorization Form</li> <li>• I-9</li> <li>• W-4</li> <li>• Employee Handbook Receipt of Acknowledgment</li> <li>• Uniform Contract <i>*Uniform Issued</i></li> <li>• Direct Deposit</li> </ul>
			<b>Review of Job Description-Signed and Dated</b>
			<b>Review of the Employee Handbook</b>
			<b>Explanation of Employee Benefits:</b> <ul style="list-style-type: none"> <li>• Health Insurance</li> <li>• Life Insurance</li> <li>• Paid Holidays (review of qualifying holidays)</li> <li>• Paid Vacation Guidelines</li> </ul>
			<b>Review of upcoming training-what to expect</b>
			<b>Satisfying your Customers</b> <ol style="list-style-type: none"> <li>1. The Hotel Guest</li> <li>2. Your Fellow Employees</li> <li>3. Your Management Staff</li> </ol>
			<b>Recap and Review-Question and Answer session</b>

**Part 2: Management Staff & Orientation to Property**

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			<p><b>Meet Management Staff</b></p> <ul style="list-style-type: none"> <li>• General Manager</li> <li>• Assistant General Manager</li> <li>• Department Heads</li> <li>• Supervisors</li> </ul>
			<p><b>Tour of Property:</b></p> <ul style="list-style-type: none"> <li>• Front of House</li> <li>• Back of House</li> <li>• Laundry/Housekeeping</li> <li>• Meeting Space and Restaurant/Lounge (if applicable)</li> <li>• Fitness Center/Pool/Recreational Facilities</li> <li>• Tour of Guestrooms</li> <li>• Employee Break Room</li> </ul>
			<p><b>Time Clock and Payroll</b></p> <ul style="list-style-type: none"> <li>• Location of Time Clock</li> <li>• Review punch in/out procedures</li> <li>• Review meal break options</li> <li>• Employee Lunches (if applicable)</li> <li>• Pay Periods and Pay Dates</li> <li>• Overtime Policy</li> <li>• Policy for Calling Off</li> </ul>

# Training





## *Breakfast Attendant Training Schedule*

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### *Day One: Department Overview*

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Training Schedule Review: <ul style="list-style-type: none"> <li>○ Provide Training Packet or Manual</li> <li>○ New Hire Orientation (BWI – Internal)</li> <li>○ I Care Training (BWI)</li> <li>○ Bed Bug – (must be done within 90 days of hire)</li> <li>○ Provide Skill Breakdowns</li> <li>○ Introduction</li> <li>○ Quality Guest Services</li> <li>○ Food Service Certification</li> </ul>
			Department Overview & Communication Tools: <ul style="list-style-type: none"> <li>○ Breakfast Room</li> <li>○ Breakfast Prep Area</li> <li>○ Storage Rooms &amp; Closets</li> <li>○ Scheduling – Request off Procedures</li> <li>○ Discuss SOP's on SOP website</li> <li>○ Time Clock</li> </ul>
			Review Uniform & Appearance Standards
			Working as a Team With Co-Workers and Other Departments
			Safety in the breakfast area – Blood Borne Pathogens
			Key Control System-Signing Out Keys
			Keeping your Work Area Organized and Tidy
			Lost & Found Procedures

**Notes:**

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# Life Safety



# *Blood borne Pathogens Control Program*

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## **Blood borne Pathogens Control Program**

### **I. POLICY STATEMENT**

Bloodborne diseases can be transferred from source to source. The risk of transmittal can be reduced by following the guidelines provided in Ocean Partners Hospitality's Bloodborne Pathogens Control Program. At Ocean Partners Hospitality, we feel that it is crucial to control exposures to blood borne pathogens through proper work practices, employee training and engineering controls.

It is the policy of Ocean Partners Hospitality that you can work in the printing and bindery industry with minimal risk of contracting any blood borne diseases by following the correct work practices.

#### **A. Purpose**

It is the purpose of this Bloodborne Pathogens Exposure Control Program to minimize exposure to blood borne diseases from body fluids encountered during the work day.

#### **B. Definitions**

Blood - means human blood, human blood components and products made from human blood.

Bloodborne Pathogens - mean pathogenic microorganism that are present in human blood and that can cause disease in humans. These pathogens include, but are not limited to, Hepatitis B Virus (HBV) and the human immunodeficiency virus (HIV).

Contaminated -- means the presence or reasonably anticipated presence of blood or other potentially infectious materials on an item or surface.

Contaminated Laundry -- means laundry that has been soiled with blood or other potentially infectious materials or may contain sharps.

Contaminated Sharps -- means any contaminated object that can penetrate the skin including, but not limited to needles, scalpels, broken glass, broken capillary tubes, and exposed ends of dental wires.

Decontaminated -- means the use of physical or chemical means to remove, inactivate, or destroy the blood borne pathogens on the surface or item to the point where they are no longer capable of transmitting infectious particles and the surface or item is rendered safe for handling, use or disposal.

Disposable -- means any item indicated as single use only.

**B. Definitions (continued)**

Engineering Controls -- mean controls that isolate or remove the blood borne pathogen hazards from the workplace.

Exposure -- Any non Exposure Incident contact with blood or potentially infectious materials. Direct skin contact with intact skin.

Exposure Incident -- means a specific mouth, eye, other mucous membrane, and non intact or parenteral contact with blood or other potentially infectious materials that result from the performance of an employee's duty.

Handwashing Facilities -- means a facility providing an adequate supply of running potable water, soap and single use towels or air drying machine.

Hazard -- means an actual or potential exposure to risk.

HBV -- means Hepatitis B Virus

HIV -- means Human Immunodeficiency Virus

Occupational Exposure -- means reasonably anticipated skin, eye, mucous membrane or other parenteral contact with blood or other potentially infectious materials that may result from the performance or an employee's duty.

Other Potentially Infectious Materials -- mean semen vaginal fluids, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, and any fluid contaminated with blood, and all body fluids when it is difficult to distinguish.

Parenteral -- means piercing mucous membranes or the skin barrier through such events as needle sticks, human bites, cuts and abrasions.

Personal Protective Equipment -- is specialized clothing or equipment worn by an employee for protection against a hazard. General work clothes not intended to function as protection against a hazard are not considered PPE.

Regulated Waste -- means liquid or semi liquid blood or potentially infectious materials, contaminated items, that would release blood or potentially infectious materials in a liquid or semi liquid state if compressed, items that are caked with dried blood or OPIM and are capable of releasing these materials during handling, contaminated sharps, and pathological and microbiological wastes containing blood or OPIM.

**B. Definitions (continued)**

Sterilize -- means the use of physical and or chemical procedures to destroy all microbial life including highly resistant bacterial endospores.

Universal Precautions -- is an approach to infection control where all human blood and body fluids are treated as if known to be infectious for HIV, HBV and or other blood borne pathogens.

Work Practice Control -- Means controls that reduce the likelihood of exposure by altering the manner in which a task is performed.

## **Blood borne Pathogens Control Program**

### **II. METHODS OF COMPLIANCE**

The following sections are intended to give guidelines for working with exposures to potentially infectious materials at Ocean Partners Hospitality.

#### **A. Universal Precautions**

It is Ocean Partners Hospitality's policy to treat all first aid patients and body fluids equally by following the standards for Universal Precautions outlined in the Infection Control Protocols.

The term "Universal Precautions" refer to a system of infectious disease control which assumes that every direct contact with body fluids is infectious and requires every employee exposed to direct contact to bodily fluids to be protected as though such fluids were HBV or HIV infected. Therefore, universal precautions are intended to reduce risk to Ocean Partners Hospitality employees from parenteral, mucous membrane and non-intact skin exposures to blood borne pathogens.

In addition to the body fluids falling under the Universal Precautions, at Ocean Partners Hospitality all sharps and any other items potentially contaminated will be treated using Universal Precautions.

**For more information refer to the Appendix A**

#### **B. Engineering and Work Practice Controls**

Several engineering and work practice controls have been implemented to help reduce exposure to potential blood borne pathogens.

Work practice Control -- Means controls that reduce the likelihood of exposure by altering the manner in which a task is performed. Some work practice controls that are used include:

Potential Exposure

Contact with Fluids during  
first aid treatment

Contact with sharps in room

CPR and Stomach Contents

Body Fluid Spills

Work Practice Control

Gloves, Glasses and CPR Masks

Sharps disposed of at housekeeping cart

CPR Masks

Maintenance employees will wear gloves and  
use an EPA approved disinfectant to clean the  
area.

*OPH will review operations on a periodic basis to determine if additional exposures need to be addressed.*

Engineering Controls -- mean controls that isolate or remove the blood borne pathogen hazards from the workplace. At Ocean Partners Hospitality there are several engineering controls utilized including:

Potential Exposure

Contaminated Sharps

Engineering Control

All sharps will be placed in sharps containers impervious to stick through from needles, etc. Hand washing is one of the most important procedures for preventing infection. Hands must **always** be washed after first aid treatment contacts (following removal of gloves), after touching inanimate objects likely to be contaminated by blood and any time there is a potential of contamination. The rationale for hand washing after the removal of gloves is that gloves become perforated, knowingly or unknowingly, during use and allow bacteria to enter and beneath the glove materials, multiply rapidly.

C. **Hand Washing Facilities (For more information refer to Appendix B)**

D. **Handling of Contaminated Needles and Sharps**

There are limited types of sharps which employees may encounter. These include, but are not limited to needles and other objects found in guest rooms that may become contaminated with blood or OPIM and have the potential of puncturing skin.

In order to prevent accidental parenteral contact with sharps in use at Ocean Partners Hospitality the following procedures and guidelines have been developed.

Disposable Sharps -- Disposable sharps such shall be removed from the room. Sharps will be placed into puncture resistant Sharps containers by the original housekeeper.

Sharp surfaces which are contaminated and that cannot be removed will be disinfected by the original user. An EPA approved disinfectant shall be used.

Personal Protective Equipment -- PPE will be required to be worn when working with any potentially contaminated sharps. Gloves are available at the first aid stations throughout Ocean Partners Hospitality.

E. **Personal Hygiene**

NO EATING, DRINKING OR SMOKING IN ANY OF THE FIRST AID TREATMENT AREAS. In addition, never eat, drink or smoke in any area where there are contaminated items or risk of exposure to potential blood borne pathogens.

Always wash you hands, using the procedures identified in section C, before and after work, as well as before and after meals, even if no patient contact took place.

F. **Personal Protective Equipment**

Personal Protective Equipment (PPE) at Ocean Partners Hospitality is a crucial part of our prevention program. The following protection is required.

Patient Contact (First Aid)-- Personnel must be equipped with Gloves, Glasses (equipped with non-perforated side shields if there is a risk of splashing) or goggles, and masks at a minimum. Personnel falling into this category include First Aid Providers.

Housekeeper Contact -- Personnel must be equipped with Gloves, Glasses (equipped with non-perforated side shields if there is a risk of splashing) or goggles at a minimum. Personnel falling into this category include room attendants and housekeepers

G. **Housekeeping**

Cleanliness is one of the most important aspects to this program and the prevention of contraction of Bloodborne Pathogens from occupational exposures. At Ocean Partners Hospitality, there are definite procedures for cleaning and housekeeping. The following is a synopsis of those procedures.

1. After each First Aid case
  - a. Sharps shall be placed in the puncture resistant container throughout the facilities.
  - b. Disposable items shall be placed in appropriate waste containers. Disposable items include gauze, towels, cotton products, gloves, masks and all barriers.
  - c. The spray, wipe, and spray technique shall be used on all touch and splash surfaces. An EPA registered surface disinfectant shall be applied to the surfaces to be cleaned, wiped off, and then a second coat shall be applied to these same surfaces and allowed to remain in a moist state for the recommended time per manufacturer. Although the areas should remain moist, they should not be dripping wet.

## Blood borne Pathogens Control Program

### III. HEPATITIS B VIRUS VACCINATIONS

- A. All employees who have had a potential exposure to blood borne pathogens will be offered a HBV vaccine within 24 hours of notice of exposure at no cost. This will be communicated to employees during orientation.

Although it is not a condition of employment, we strongly encourage you to protect yourself from Hepatitis B by having and keeping your immunization current if there is an exposure. A simple blood screening test is available to determine if you require the vaccine.

- B. Prior to receiving the vaccine, all employees will be provided with a copy of the Bloodborne Pathogens Standard and Blood borne Pathogens Program.
- C. If an employee refuses the vaccine, documentation must be completed. See below for a sample refusal form:

Ocean Partners Hospitality has made available to me the screening and or vaccination for HBV without cost to me.

Although I realize I am working in a position with potential risk of exposure to HBV, I do not wish to have the blood screening or vaccination at this time.

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Signature

Date

Return to General Manager

## **Blood borne Pathogens Control Program**

### **IV. COMMUNICATION OF HAZARDS**

#### **A. Labels**

Universal markings (red containers) or BIOHAZARD Labels will be affixed to all containers with potentially infectious materials contained within them. Some of the containers include: Sharps Container RED CONTAINERS

#### **B. Signs**

As no laboratories or research facilities exist at Ocean Partners Hospitality no signs will be posted indicating potential exposures areas. This is due to the fact that signs are intended for higher risk operations and to help control patient unease.

#### **C. Employee Training**

All first aid designee employees will receive initial and annual Bloodborne Pathogens training. Training will also be given in the event of change of assignment or process changes. This training will be completed annually by the Workers' Comp Carrier, or internally with assistance from the local preferred providers.

Training topics will include:

1. Copy of standard and explanation of contents
2. General explanation of epidemiology, symptoms and modes of transmission of blood borne diseases.
3. Explanation of Exposure Control Plan with copies or where to get copies
4. PPE Information on use, storage and maintenance, disposal and decontamination.
5. How to recognize tasks that may involve exposure
6. HBV Vaccination information
7. How to handle emergencies involving occupation exposure.
8. Exposure incident management
9. Labeling requirements
10. Question and Answer

## **V. POST EXPOSURE EVALUATION AND FOLLOW-UP**

Exposure Incident -- means a specific mouth, eye, other mucous membrane, and non intact or parenteral contact with blood or other potentially infectious materials that result from the performance of an employee's duty.

- A.** Medical Evaluation and Follow-Up Procedures Immediately after an exposure incident, the employee is required to report the exposure to their supervisor or designated person. Designated Person will document the exposure using the Accident Investigation Form and the exposure Incident Report. The Exposure Incident Report will at the minimum identify: Route of Exposure Circumstances of Exposure Identification of Source Individual
- B.** After the exposure incident has been filed, Designated Person will contact the source patient to obtain consent for blood testing. Designated Person will explain the purpose of the test (to protect employee) and that testing will be performed cost free. A follow up letter shall also be sent with the same information. The source patient will sign a written consent form for testing or a written denial of testing form.

### **C. Exposed Worker**

1. If source individual consents to testing the exposed worker shall be offered information about HIV and HBV infection, methods of preventing infection and the HIV/HBV tests.
2. If source individual denies testing, the employee will be notified by Designated Person and advised to obtain a blood test. Ocean Partners Hospitality will pay all costs associated with the blood tests. The appropriate forms will be provided to the employee regarding these tests.
3. Employees will also have Evaluation of Reported Illnesses, Counseling and other medical assistance upon need or request.

### **D. Health Care Provider**

1. All health care professionals will be provided with a copy of this regulation and the exposure control plan.
2. Additional information will be provided to the health care professional including:
  - Description of exposed employees duties
  - Documentation of route of exposure
  - Results of source individual testing's
  - All relevant medical records.
3. The health care professional will provide Ocean Partners Hospitality a copy of his written opinion which will be supplied to the employee.

## **Blood borne Pathogens Control Program**

### **VI. RECORDKEEPING**

#### **A. Medical Records**

1. Ocean Partners Hospitality will maintain an accurate record for each employee with occupational exposure including:
  - a. Name and Social Security Number
  - b. Copy of HBV Vaccination Status and medical records relative to the employee's ability to receive vaccination.
  - c. A copy of all results of examinations, medical testing and follow up procedures for any exposure incidents.
  - d. Employer's copy of Written Opinion
  - e. A copy of the information provided to health care professionals for exposure incident evaluation.
2. All employee medical records shall be kept confidential and will not be discussed, disclosed or reported without the employee's express written consent to any person.
3. All medical records will be maintained for a minimum of 30 years.

#### **B. Training Records**

1. Training records will include the date of training session, summary of the contents of the training session and the names and qualifications of the persons presenting the training.
2. All attendees to training will sign a log with name and job title.
3. Training records will be maintained for three years from the date on which the training occurred.

#### **C. Availability**

1. All records will be available to the Assistant Secretary and the Director for examination and copying.
2. Training records will be available upon request for examination and copying to employees, their representatives, to the Director and Assistant Secretary.
3. Medical records will be provided upon request to subject employees and to anyone having the written consent of the subject employee.

## **APPENDIX A**

### **UNIVERSAL PRECAUTIONS**

Blood and other body fluids shall be considered potentially infectious materials. These precautions are intended to prevent contact exposure to blood borne pathogens by an employee via parenteral, mucous membrane and/or non-intact skin. All consumers/clients/patients will be assumed to be infectious.

It is the company's policy to treat all patients equally by following the standards for Universal Precautions outlined in the Infection Control Protocols.

The term "universal precautions" refers to a system of infectious disease control which assumes that every direct contact with body fluids is infectious and requires every employee exposed to direct contact with body fluids to be protected as though such body fluids were HBV or HIV infected. Therefore, universal precautions are intended to prevent health care workers from parenteral, mucous membrane and non-intact skin exposures to blood-borne pathogens.

Universal Precautions apply to:

- Human blood
- Human blood products
- Human blood components
- Human unfixed tissue and organs (living or dead) other than intact skin
- All body fluid visibly contaminated with blood
- All body fluids if differentiation is difficult/impossible

## **APPENDIX B**

### **HAND WASHING**

Hand washing is the single most effective barrier to microbial transfer.

Components of hand washing:

- Water
- Agent
- Friction
- Time

Hand Washing Technique:

- Begin water flow
- Remove jewelry
- Moisten hands, other skin surfaces
- Apply cleansing agent
- Apply friction (rub)
  - Finger planes
  - Web Spaces
  - Fingernails
  - Time: Dependent upon exposure
  - Rinse thoroughly under running water
  - Dry thoroughly with disposable towels
  - Utilize drying towel to turn faucet to OFF position
  - Discard drying towel in designated container

## *Material Safety Data Sheets:*

The Federal and state offices of OSHA require full disclosure to employees about any hazardous substances with which they are required to work. Clearly, this specifically applies to your Housekeeping, Food & Beverage, and Maintenance staff and could apply to others should they come into contact with any hazardous substances in the course of their job.

You have the Material Safety Data Sheets on the chemicals you order. These come with the chemicals you receive. However, we are required to do more with respect to full disclosure than simply having these sheets available and training the employees on their use. This memo explains the extent of our obligation. Here is what you need to be doing and you **MUST** document it when you do it.

1. List all hazardous substances; be sure to keep the list current.
2. Make sure that you have a Material Safety Data Sheet for all of the hazardous substances on your list. The manufacturer will send you those you are missing. Make sure to get one when you get anew hazardous substance.
3. Make sure all hazardous substance containers are labeled.
4. Train all of your employees on proper and safe use of all hazardous substances before they begin to work with them. All of this information is found on the Material Safety Data Sheets. Training is to include:
  - a. Chemical and physical properties of materials and methods that can be used to detect the presence or release of chemicals (including chemicals in unlabeled pipes).
  - b. Physical hazards of chemicals(e.g. potential for fire, explosions, etc)
  - c. Health hazards, including signs and symptoms of exposure, associated with exposure to chemicals and any medical condition known to be aggravated by exposure to the chemical.
  - d. Procedures to protect against the hazards (e.g. personal protective equipment required its proper use, and proper maintenance, work practices, procedures for emergency response).
  - e. Work procedures to follow to assure protection when cleaning hazardous chemical spills and leaks.
  - f. Where Material Safety Data Sheets are located, how to read and interpret the information on both the labels and these sheets, and how employees may obtain additional hazard information. This would be to contact their direct supervisor and/or the General Manager who will contact the

manufacturer if necessary.

5. Be sure you document this training (who, what, when) -everything is lost if you fail to document this training.
6. Make sure that the Material Safety Data Sheets are easily accessible to all employees working with these substances. The location of the documents should be close to their immediate work area.

## *Key Control*

- All keys should be labeled with a code not the actual location or space the key opens.
- Key rings should have only the minimum keys required for that employee to use. For example a room attendant's key ring should only have a guest room key, laundry chute key and, storage room key. They do not need access to maintenance closets or other areas of the hotel that are not used to perform their job. Housekeeping management will need to define what keys should be assigned to each key ring.
- All keys should be on a lanyard or key extender ring. These two options allow the keys to be on the employee's person and are more likely not left on maid's carts or in rooms. It is also helpful especially for room attendants that the uniforms have pockets to keep keys on their person.
- Keys should never leave the property. All keys should be inventoried and locked in a secure place at the end of each day. It is important that a manager or supervisor inventory the locked box for all of the keys in your department. To do this a Key Audit sheet must be created which is a list of all of the keys used in the department and a date column so you have a record that the keys were inventoried each day. The list should be typed. If any of the keys are missing they must be found immediately or locks must be re-keyed or changed completely.
- A new key sign out sheet should be used daily. The sign out sheets should be filed by date for one month and kept in an immediate area such as the housekeeping office. After one month the key sign out sheets should be removed and stored with other hotel records for that month.

## *Code Red Procedures*



Our Business operates twenty-four hours a day, seven days a week. The Code Red procedures include the very basic general information necessary in the event of most emergencies at your hotel. The hotels Emergency Handbook has more complete and detailed instructions for you to follow in the case of an emergency. It is important that these procedures be thoroughly understood to ensure competent performance regardless of the nature of the emergency with which you and/or other employees are responsible for.

There is a Code Red stand in each department at the hotel. The stand contains ten different emergencies cards that can happen and the steps that you need to take. Please review each of the cards with your department head so you understand the steps completely.

# Quality





## *Guest Service:*

All positions at the hotel need to offer excellent service to all guests. Your appearance and interactions with the guest could be the first or last our guest has with the property. You should always make sure you look, act and, talk professionally. You are a representative of our business and we trust you to follow through on these key items:

- Always acknowledge guests when you encounter them.
- Be polite and answer questions to the best of your ability. Use appropriate language.
- Welcome them to the hotel and area location. Tell them something about the area that they may not know such as a historic district or major attraction.
- Two things every guest wants to see are eyes & teeth. Make sure you look at them when you are talking to them and smile.
- Take Pride in your Work Area! The cleanliness of our breakfast room is a reflection of you and hotel management

All employees need to be in the appropriate uniform and follow all personal appearance standards of the company. Those standards are:

- All employees wear the approved uniform with a nametag and closed toe shoes. The uniform needs to be clean, neat & ironed; No modifications added.
- Hair is groomed and neat, unnaturally colored hair and extreme hairstyles are not appropriate or professional. Mustaches and beards must be clean and well trimmed.
- Excessive makeup is not permitted. Perfume, cologne and aftershave is used in moderation or avoided altogether.
- Offensive body odor and poor personal hygiene are not permitted
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial Jewelry such as, eyebrow rings, nose rings, lip rings and tongue studs are not allowed. Torso body piercing with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.

- Visible excessive tattoos and similar body art must be covered during business hours.

## *Phone Etiquette*

The kind of service that our guests receive over the phone is as important as the service they get in person at your hotel. It is important that every phone interaction reflect high standards of friendliness and efficiency and be a positive impact on the guest perception of the quality of service at your hotel. Not only does it make a positive impression, it helps business because guests who feel positive about your service will select your hotel to stay at.

### **Techniques**

- All phones are to be answered within three rings.
- When the phone is answered, you should speak clearly and slowly, and have a welcoming upbeat tone to your voice. Remember you want them to feel like they are getting service. Smile when you talk. A smile helps you sound more relaxed and pleasant
- Always Speak Clearly into the receiver
- Always tell the caller your name and try to get theirs, then use it throughout the call
- Answer using the appropriate greeting appointed by your hotel management. It may be something like “It’s a beautiful day at the (Name + Location of your hotel), how may I assist you?”
- If you have to transfer the call to a room, or to an in-house extension, you should always confirm where you are transferring them and use the following line: “ I am transferring you to Room 425, it is my pleasure to connect you”
- If you are answering an in-house line from a guest in the room, use the guest name if your system shows the room number and name along with the following greeting: “Good evening/morning Mr. Smith, this is (your name) in Housekeeping How may I assist you?”
- If you have to place a call on hold, make sure you inform them and ask them if it is OK. When you take them off of hold, you must thank them. The exchange should go like this: “Mr. Smith I will need to put you on hold just for a minute, will that be OK with you?” Then when coming back “Mr. Smith thank you very much for holding, here is the information you asked for....”
- Always take the time to give proper phone service, even if you are really busy. The guests on the phone expect it, and the actual physical time it takes to do it right is only the matter of a few seconds. Do it right every time. Talk to only the person on the phone, not to anyone else around you. If you absolutely have to speak to someone else in the room ask permission to place the caller on hold.
- Do not use slang or lazy vocabulary like, “Huh? Yeah,” etc.
- Do not use technical terms or hospitality words that callers may not understand
- Do not argue with guest. Transfer them to the MOD using the same protocol defined above.

- If you are on a call and another call comes in, you must “stack” the calls. This is done by placing the caller you are with on hold, and answering the incoming call. You must immediately transfer the call (remember the script above!) or get their callback information and offer to call them back. You then go back to your original call and complete that call. It is never OK to not answer every call within three rings.
- Someone must man the phone at all times. During breaks, and busy times, no matter what. If you feel can not give great service on the phone then ask your manager for assistance.
- Closing a call is just as important as the opening and greeting of the call. Always say thank you or you are welcome. Try to use the callers name whenever possible and say “good bye” not “bye-bye” or “buh-bye”

## ***Radio Etiquette***

Each property and department is staffed with a radio. This allows each department throughout the properties to communicate with each other. Using radios at a hotel should be done in a professional and discreet manner. Please remember the following:

- Each hotel should create and use their own form of radio terminology
- Each radio should be equipped with an earpiece for the employee to wear in order to keep hotel communications silenced from guests and other clients that are visiting. If ear pieces are not available then all radios should be kept at medium volume.
- Radio's should be numbered and signed out, just like any other piece of hotel equipment
- Don't forget to charge your radio at the end of your shift.
- If there is something that you don't think should be said over radio communication then ask the appropriate manager to call you back on a land line.

### **Radio Terminology**

Radio Codes:

- \* CODE 0 – ARMED ROBBERY
- \* CODE 1 – TOILET OVERFLOW
- \* CODE 2 – INTOXICATED PERSON
- \* CODE 3 – ELEVATOR
- \* CODE 5 – BUGS
- \* CODE 6 – BED BUGS
- \* CODE 9 – EMPLOYEE HURT
- \* CODE 11 – TRESPASSING ISSUE
- \* CODE WHITE – MEDICAL EMERGENCY
- \* CODE RED – CALL FIRE DEPARTMENT
- \* CODE BLUE – CALL POLICE DEPARTMENT
- \* CODE YELLOW – AMBULANCE
- \* CODE GREEN – EMERGENCY ACCIDENT AT POOL
- \* CODE ADAM – MISSING CHILD
- \* CODE FOX TROT – CHILD WITH NO PARENT

Department names:

- Maintenance for Days Inn – 103
- Maintenance for Best Western – 203
- Front Desk for Days Inn – 101
- Front Desk for Best Western – 201
- Housekeeping for Days Inn – 102
- Housekeeping for Best Western – 202
- Managers – Unit #'s

Words not to be said over the radio: (When ever there is a situation that is sensitive to guest's ears, please ask the department to give you a land line)

- Toilet
- Toilet Paper – instead say TP
- Bad Language
- Bugs, Insects, Roaches, etc  
Elevator not working jammed, etc

## ***Public Space Cleaning & Inspection:***

Cleanliness of the hotel is housekeeping's ultimate responsibility. All areas of the hotel need to be kept clean all of the time. In addition to guest rooms there are other areas that guests use and gather in. These areas are known as the public spaces and could include: fitness room, pool area, business center, guest laundry, public restrooms, lobby, breakfast room and, meeting rooms. All of these areas need to be cleaned each day just like the guest room, and just like the guest room these areas need to be inspected. This task could fall to many different positions within the housekeeping department but, whoever completes this task must know how important it is. Our last inspection is a guest's first impression of the property. Each of the public spaces at your hotel needs to have an inspection checklist form. This specific form will ensure that all components of that area have been cleaned and are ready for the guest to use.

Below are basic items that need to be on every public space checklist and inspection form:

- The appearance of the space is clean, neat and organized. Make sure the space smells fresh and clean. All of the lighting should work, cords should be bundled.
- The temperature should be comfortable.
- Trash has been removed. All trash receptacles are clean.
- All surface areas have been wiped down and or dusted.
- If there is furniture with cushions, the cushions have been removed and inspected for debris.
- If there is hard surface furniture such as breakfast room tables and chairs, each piece has been wiped down from top to bottom.
- The flooring is free of debris, has been swept and wiped down or, vacuumed.
- All electronics and equipment work.

## ***Lost & Found Procedures***

Any Lost and Found article found at the hotel (inside or outside) by a member of the staff (or given to a staff member by a non-employee such as a guest or visitor), must be turned over to a Supervisor, Department Head, Assistant Manager or General Manager. This would include, but not be limited to, items found in guest rooms, in public spaces, food and beverage outlets and on hotel grounds.

### Breakfast Attendant Checklist:

Name:

Date:

Section	Task	Initials
<b>Starting Shift Tasks</b>	<input type="checkbox"/> Sign out Keys	
<b>Breakfast Setup &amp; Operation</b>	<input type="checkbox"/> Put out all food and display items <input type="checkbox"/> Be sure there is fresh coffee made <input type="checkbox"/> Turn TV on to CNN Head line News <input type="checkbox"/> Display Newspapers <input type="checkbox"/> Turn Lights On <input type="checkbox"/> Un-Lock Doors <input type="checkbox"/> Greet Guests and assist with any requests <input type="checkbox"/> Walk around room with coffee carafe and refill <input type="checkbox"/> Remove trash and wipe down tables and chairs after guest leave <input type="checkbox"/> Remove trash if overflowing	
<b>Breakfast Cleanup</b>	<input type="checkbox"/> Lock breakfast room doors <input type="checkbox"/> Put all food away <input type="checkbox"/> Throw old food away and unthaw any items you will need for tomorrow <input type="checkbox"/> Re-stock all non-food items on breakfast bar <input type="checkbox"/> Remove coffee, juice and, milk from machines <input type="checkbox"/> Remove and clean all coffee machine pieces including: trays and interior parts <input type="checkbox"/> Move all items and wipe down breakfast bar <input type="checkbox"/> Wipe inside, on top, and sides of all machines: juice, coffee, milk, microwave, toaster, pancake machine <input type="checkbox"/> Wipe down legs and base of tables <input type="checkbox"/> Wipe down chairs include legs and rungs <input type="checkbox"/> Take trash out <input type="checkbox"/> Wipe down the inside and outside of trash cans <input type="checkbox"/> Sweep and mop floor <input type="checkbox"/> Move all furniture and vacuum carpet <input type="checkbox"/> Throw away all papers except papers dated today <input type="checkbox"/> Clean all dirty Dishes <input type="checkbox"/> Wipe down counter tops in prep room <input type="checkbox"/> Sweep and mop the prep room floor <input type="checkbox"/> Re-stock fridge and freezer in prep room with items for tomorrow and then lock. <input type="checkbox"/> Label all food with day dots (dated when it is good until or when it was opened) <input type="checkbox"/> Take trash out to dumpster <input type="checkbox"/> Turn off TV and lights (DO NOT USE THE DIMMER SWITCH FOR THE LIGHTS) <input type="checkbox"/> Lock kitchen interior & exterior doors	