

Planning For and Responding to **EMERGENCY SITUATIONS IN THE HOSPITALITY INDUSTRY**



Assessment

INSTRUCTIONS FOR ASSESSMENT

These assessments should be completed once the text, video and questions have been completed for each section otherwise it is unlikely the assessment taker will perform well.

The questions in this assessment refer to the information given in the text and introductory videos from each module.

If the assessment taker underperforms in any section, it is recommended they review the relevant module, then retry the assessment.

Good luck!

NOTIFICATION

1. It is very important in any emergency situation that the correct staff and external parties are notified. List the Chain of Notification that applies to most organisations:

- a. _____
- b. _____
- c. _____
- d. _____

2. In an emergency, what are five (5) pieces of information the Discovering Person needs to tell the Guest Service Representative or Front Office?

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____

3. Who is responsible for recording a potential emergency situation?

4. Who is responsible for confirming or canceling the emergency?

5. If the emergency is real, what three pieces of information are required to pass on to the Manager on Duty?

- a. _____
- b. _____
- c. _____

6. What information will Emergency Services need to know once they arrive on the scene?

- a. _____
- b. _____
- c. _____

EVACUATION

1. In an evacuation, should you walk or run from the emergency scene?

2. When opening a door in an evacuation situation, how should you check to see if there is a fire on the other side of the door?

3. What should you do if you are unable to evacuate due to a blocked exit or other barrier?

4. List two tasks that should be undertaken if an evacuation is imminent and it is safe to do so:

- a.

- b.

5. Who has the ultimate (i.e the greatest) authority to order an evacuation?

6. All staff should follow four steps when evacuating. Complete the missing steps.

a. Walk. Do not run. Do not raise your voice unless necessary to gain attention. Stay calm.

b. _____

c. Assist guests and other staff, including those with disabilities, as needed.

d. _____

FIRE

1. How are fires generally classified?

2. How many different classes of fire are there?

3. What type of fire extinguishers will be effective at extinguishing ordinary materials such as wood, paper, fabric and most types of rubbish?

4. Where are flammable liquids most commonly found in hospitality properties?

5. What is an example of a flammable liquid?

6. What is the most effective way of extinguishing a liquid fire?

7. Where are flammable gasses commonly found in hospitality venues?

8. What is an example of a flammable gas?

9. What kind of fire extinguisher is best used for extinguishing a gas fire?

10. What hazard exists to firefighters fighting an electrical fire in particular (ie, a hazard that does not exist with other fires)?

11. What must be done first, in order to fight an electrical fire in the same way as other fires?

12. Why should a solid stream of water never be used to extinguish a fire of cooking oils or fats?

13.How can a cooking oil or cooking fat fire be extinguished?

14.True or false: When you first notice a fire, the first thing you should do is shout "FIRE".

15.When you see a fire, there are four action steps required. Complete the main steps below:

N

E

E

D

16.If you are working in the Front Office and a guest calls to report a fire, what should you tell them to do?

17.If you are working in the Housekeeping Department and there is a fire in the department, should you shut off power, steam and gas, or leave that for emergency services to deal with?

18.If you are in the Food and Beverage Department and there is a fire, should you remain in the area to ensure that guests are assisted in the event of an evacuation, or should you go and help extinguish the fire?

19.If the property has a fire alarm and public address (PA) system, what are the four main messages (not instructions) that can be conveyed over the PA system?

1.

2.

3.

4.

20. What is the main fire hazard arising from food preparation?

21. What is the maximum safe cooking temperature of cooking fat or oil?

22. At what temperature can spontaneous ignition of oil and fat occur?

23.What are some other common causes of fire in commercial kitchens?

24.When is it appropriate to leave cooking equipment unattended while a heat source is operating?

25. What should be done with wipes that have been used to mop up spillages of cooking oil?

26. What are the main reasons that hospitality laundries present significant fire hazards?

27. Where must laundry trolleys, bags, chemicals, equipment and supplies not be stored?
Why?

28. What are three (3) common signs that a laundry exhaust needs cleaning?

29. What are three (3) ways to reduce the risk of fire when drying clothes in tumble dryers?

30. What safety items must hand-held irons have to ensure that fire risk is minimised?

TSUNAMI

1. What is a tsunami?

2. What usually causes a tsunami?

3. How can you tell if a tsunami is coming?

4. When the water in a bay, a harbor or along the beach suddenly rushes out to sea, leaving fish and boats stranded, how long will it be when a tsunami will most likely hit?

5. If your property is in a low lying area or identified tsunami zone and there is a tsunami warning and evacuation ordered, when is it safe to return to the property?

6. When searching a room for occupants in the event of a tsunami warning, what areas should be searched?

7. If the room is unoccupied, or once guests have left the room, what should you do?

8. If a guest refuses to leave, what should you do?

9. How do you indicate that a room has been checked and is unoccupied?

10. As well as guest rooms, what other areas of the hotel must be checked and evacuated?

11. After an evacuation, when should staff and guests return to the property?

12. List five (5) dangers that may be present in the property after a tsunami?

FLOOD

1. Identify three (3) common causes of floods.

2. Identify three (3) common impacts of floods on property, people and the environment.

3. Where should guests be moved to if you are advised by authorities that a flood is imminent?

4. What period of time should towels and drinking water and canned food be stocked for in the event of a flood?

BOMB THREAT

1. Who is primarily responsible for handling incidents involving bomb threats?

2. Which department is most likely to receive a bomb threat?

3. If you receive a bomb threat over the telephone and the caller makes demands or attempts to negotiate, what should you do?

4. If you receive a bomb threat over the telephone, what are the six (6) key things you must do?

5. If you are the Rooms Division Manager (or equivalent), what is a very important instruction to give all members of the search parties?

6. When conducting a Bomb Threat Search, what should be done in the first visual sweep?

7. When conducting a Bomb Threat Search, what should be done in the second visual sweep?

8. While conducting visual sweeps, what should the search team members be looking for?

9. When entering a dark environment, what should search team members do, and not do?

10.If you locate a bomb or suspicious item, should you stand next to it and use a radio/mobile phone, or should you move away before using communication devices?

11.Why shouldn't you take a photo of a bomb or suspicious item with a mobile phone?

12.If a bomb or suspicious item is located, how far away from it should people be evacuated?

ACTIVE SHOOTER

1. What is an “active shooter”?

2. What are six (6) good practices for coping with an active shooter situation?

3. In order of what actions are available to you, what are the three (3) most reasonable ways to protect your own life, and the lives of others, when responding to an active shooter?

4. What are five (5) things should you do when law enforcement arrives on the scene of an active shooter?

5. An active shooter in your workplace may be a current or former employee. What should you do if you believe an employee or coworker exhibits potentially violent behavior?



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