

	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Theft, Sickness, Fire</b>	<i>CODE:</i> 03.05.029 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 2
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## **Policy & Procedure:**

### **Theft**

- Any occurrence of theft to be reported to the Duty Manager and Security immediately.
- Area to be checked for the lost item, in the presence of a Manager and a security officer.
- Ascertain the team members with access to the area at the time of the theft, should be questioned by Chief of Security and a Manager /Supervisor from their department.
- A report to be filled out with all details of incident.
- For Guests thefts, guest's full statement should be taken.
- The Management will dictate what action to be taken and if any compensation is to be paid.
- Police should be informed at the discretion of the Duty Manager/Chief Security.

### **Fire**

- On hearing the Fire Alarm, follow the correct procedure set by the Hotel and evacuate the building.
- If you find a FIRE raise the alarm and proceed with caution, do not tackle the fire unless you feel confident to do so without causing injury to yourself.

### **Accident**

- Any accident should be reported to the Department Head and Duty Manager immediately.
- The situation should be evaluated and appropriate First Aid administered by a qualified member of team member.
- Doctor, nurse or ambulance should be called depending on the severity of the accident.
- An accident form should be filled out with the relevant details.

### **Team member Sickness**

If a team member falls sick whilst on duty

- First Aid should be administered if necessary.

If able to be moved should be taken to the medical room and examined by the Doctor/Nurse

- Doctor will recommend course of treatment/sick leave.

If a team member reports in sick for duty:

- The Executive Housekeeper should be informed of all team member members calling in sick.
- The person calling, time and time due to report on duty and the reason for sickness to be fully recorded.
- Sick leave can only be sanctioned by Hotel Doctor/Nurse or by a Doctors certificate.
- You must inform the Department before the start of your duty shift.

#### **Guest Sickness/injury**

- The Duty Manager, Front Office manager and the Doctor should be informed. In case of serious accidents or illness Ambulance to be called and RM & GM informed.
- Situation should be evaluated and First Aid administered by a qualified member of team member or doctor.
- Send gift as appropriate with card from the Management.
- Do Not Disturb the Guest unless requested and inform all departments to do the same.