



# HOSPITALITY RISK CONTROL TRAINING

## Prevent Slips and Falls to Protect Your Guest Scores

Despite a great location or the hotel brand, TripAdvisor reports that 81% of guests will consult online reviews before selecting a hotel for travel. The reason: “People Trust People”. Additionally, almost half of all guests will leave a Bad Review if they have a Bad Experience in a hotel. Therefore, a slip and fall in the lobby while checking in or an embarrassing slip at the buffet are incendiary events that can poison a guest’s stay, initiate a bad review, reduce property guest satisfaction scores and ultimately reduce bookings and revenue.

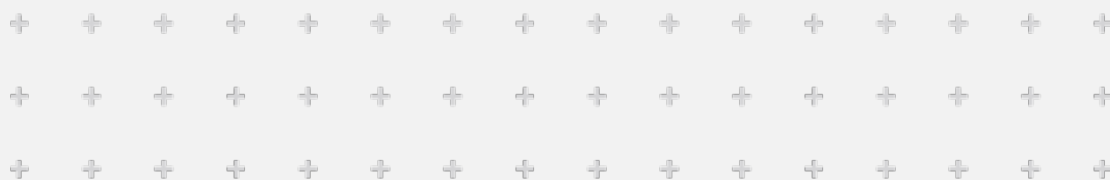
The good news is that Expedia reports that guests will pay **35% more for a hotel with a 4.4 rating over one with a 3.9 rating.**

Therefore, planning ahead for weather events and having the right equipment on hand can generate **Good Reviews** and **Repeat Stays**.



### The best Hotels deploy these Best Practices to ensure continued Top Notch Guest Scores:

- + Place two sequential walk-off mats from the exterior door into the lobby during snowy or rainy days and extra scheduled public areas staff to monitor floors during check-in and checkout hours.
- + Use Wet Floor signs with built-in battery powered blowers to hasten floor drying or signs with air blowers placed on the edge of the walkway.
- + Use a “clean mop” for front of the house restaurant use, and a second mop for back of the house use.
- + Place mats in front of self-serve drink stations.
- + Schedule cleaning public area floors to low traffic time in the early afternoon.
- + Use soap dispensers/dilution units to prevent unnecessary soap build up on floors.
- + Immediately barricade spills or water on the floor, and radio for assistance to mop floors dry.
- + Help guests to move their luggage out of the walkway or load it on carts.
- + Report to Engineering tears or bubbles in carpets and loose edges on stair treads.
- + Ensure employees wear non-slip footwear, with oil-resistant soles in good condition.



## Decision Point: What would you do if you observed...

OBSERVATION	ACTION
Small pools of water in the lobby.	+ Immediately barricade spills or water on the floor with a wet floor sign, and radio for assistance to mop floors dry.
Spilled coffee on a conference area walkway	+ Use paper towels or rags to clean up immediately, followed by quick flow mop. Barricade while floor is wet.
Small pools of water on a stairway	+ Use paper towels or rags to clean up immediately,
Edge treatments on exist stairway treads peeling up.	+ Report to engineering and secure with duct tape as a short-term fix.
Liquid on the floor around drink and coffee stations.	+ Barricade with signs and mop, then place a mat in front of self-serve drink stations
Boxes or luggage in the lobby walkway or near the front desk.	+ Help guests to move their luggage out of the walkway or load it on carts.
Water on the floor outside of restrooms or the entry door to the pool.	+ Immediately barricade spills or water on the floor with a wet floor sign, and radio for assistance to mop floors dry.
Beginning of snow accumulation on the front entry.	+ Notify engineering.
Accumulation of snow or ice on exterior walkways, ramps or stairs.	+ Notify engineering.
Bubbles in carpet in the guest room hallway or around the elevator.	+ Report to engineering.
Boxes or food trays in the guestroom hallways.	+ Make it a priority to pick up and personally remove boxes, food trays and trash in the guest room hallways.
Hoses or extension cords across walkways without securement.	+ Secure electrical cords with duct tape and put up barricade around hoses across outdoor walkways.
Boxes, mops, vacuums or trash bags blocking walkways within housekeeping closets.	+ Make it a priority to pick up and personally remove boxes, trash bags, and other obstacles in housekeeping closets.

