

Best Practices Hospitality Checklist

General Liability	Yes	No	Action Needed
Slips/Trips/Falls			
Spill response housekeeping program in place	<input type="checkbox"/>	<input type="checkbox"/>	
Balcony railing systems inspected for corrosion or other deterioration; maximum opening not to exceed four inches	<input type="checkbox"/>	<input type="checkbox"/>	
Security			
Locked door policy after designated time; entrance only via room key on side doors	<input type="checkbox"/>	<input type="checkbox"/>	
Panic alarm at front desk; employee training regarding front desk security scenarios	<input type="checkbox"/>	<input type="checkbox"/>	
Hotels with 350 rooms or more have full-time security personnel	<input type="checkbox"/>	<input type="checkbox"/>	
Room key/magnetic card controls in place, including Housekeeping and Maintenance staff. Photo ID required to obtain replacement room key/mag-card. Room mag-card re-coded when reported missing.	<input type="checkbox"/>	<input type="checkbox"/>	
Monthly inventory record of “master” keys signed by the highest ranking manager. Master keys kept to the absolute minimum number of individuals.	<input type="checkbox"/>	<input type="checkbox"/>	
Electronic key restriction that provides housekeepers with access only to their assigned rooms	<input type="checkbox"/>	<input type="checkbox"/>	
Bed Bugs			
Mattress inspection program and replacement program in place	<input type="checkbox"/>	<input type="checkbox"/>	
Use mattress covers to reduce spread	<input type="checkbox"/>	<input type="checkbox"/>	
Swimming Pools / Spas / Fitness Centers			
No diving boards	<input type="checkbox"/>	<input type="checkbox"/>	
Slides designed and installed to reduce the risk of injury	<input type="checkbox"/>	<input type="checkbox"/>	
Lifeguards on duty for larger pools and lakes	<input type="checkbox"/>	<input type="checkbox"/>	
Glass not permitted under any circumstances, including private parties	<input type="checkbox"/>	<input type="checkbox"/>	
Spas and exercise facilities operated by third parties, with indemnification and hold harmless in favor of hotel	<input type="checkbox"/>	<input type="checkbox"/>	
Intake covers for water recirculation systems meet the requirements of the CPSC-D Virginia Graeme Baker Act	<input type="checkbox"/>	<input type="checkbox"/>	
During check-in, guests sign acknowledgement form agreeing to comply with pool / spa, etc. safety rules (listed on form and posted on sign)	<input type="checkbox"/>	<input type="checkbox"/>	

Liquor Liability			
100% of servers are TIPS, RAMP, etc. certified, regardless if state or local regulations permit fewer to be certified	<input type="checkbox"/>	<input type="checkbox"/>	
Call-A-Cab program in place. Hotel policy is to cover lost tip if patrons refuse to tip after being cut-off by wait staff / bartender.	<input type="checkbox"/>	<input type="checkbox"/>	
Child Cribs for Guests			
Consumer Product Safety Commission recall notices periodically checked to determine which cribs are under a mandated or voluntary recall	<input type="checkbox"/>	<input type="checkbox"/>	
Recalled cribs are removed from service and destroyed, not placed in a dumpster or taken by employees	<input type="checkbox"/>	<input type="checkbox"/>	
Written sanitation procedures in place	<input type="checkbox"/>	<input type="checkbox"/>	
Sheet, blanket, and mattress selection based on limiting risk of injury	<input type="checkbox"/>	<input type="checkbox"/>	
Inspected by trained hotel personnel prior to every loaning; written documentation filed with room reservation record	<input type="checkbox"/>	<input type="checkbox"/>	
Resort Activities			
Recreational activities such as golf courses, marinas, boat rental, water skiing, trap and skeet shooting, horseback riding, hiking, rock climbing, etc. all require very specialized safety / risk management programs that must be custom tailored to the specific events / activities	<input type="checkbox"/>	<input type="checkbox"/>	
If present, a specific safety plan has been developed and implemented to address potential liability risks to the public	<input type="checkbox"/>	<input type="checkbox"/>	
Waivers signed by participants for resort activities	<input type="checkbox"/>	<input type="checkbox"/>	
Day Care Services			
Criminal and sex offender background checks for all employees involved with providing child care services	<input type="checkbox"/>	<input type="checkbox"/>	
Standard operating procedures for injury, food allergy, medication, illness, sanitations, supervision, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Child areas inspected thoroughly for potential hazards at least monthly with written documentation	<input type="checkbox"/>	<input type="checkbox"/>	
Daily visual inspections conducted prior to child arrival	<input type="checkbox"/>	<input type="checkbox"/>	
Workers Compensation			
Lifting			
Use of well maintained rolling carts with larger wheels for housekeeping and bell operations	<input type="checkbox"/>	<input type="checkbox"/>	
Use spring-loaded laundry carts to minimize bending	<input type="checkbox"/>	<input type="checkbox"/>	
"Bed Made EZ" or other similar devices used to minimize musculoskeletal stressors during bed-making tasks	<input type="checkbox"/>	<input type="checkbox"/>	

Cuts and Lacerations			
Use of Kevlar “cut” gloves during food prep	<input type="checkbox"/>	<input type="checkbox"/>	
Sharp knives are safer; in kitchen have knife sharpening procedure in place	<input type="checkbox"/>	<input type="checkbox"/>	
Safety/Security			
If an employee must enter a guest room alone, plan for security to be in the area, for both employee and guest safety	<input type="checkbox"/>	<input type="checkbox"/>	
Bar Operation			
Provide serving training or Training for Intervention Procedures (TIPS) for employees	<input type="checkbox"/>	<input type="checkbox"/>	
Train servers to know the signs of an intoxicated guest and empower them to take appropriate action	<input type="checkbox"/>	<input type="checkbox"/>	

For more Risk Consulting best practices, see our General Liability, Workers Compensation, Automobile Liability and Property and Quick Reference Guides.