

**Great hotels  
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This program is designed to introduce employees to the need and importance of recreational safety.

**10 MINUTE SAFETY TRAINER**

Target Audience  
 All Staff

Training Tip:

- ◆ Ask the employees to name the recreational areas in the hotel (e.g. fitness center, pool, whirlpool, playgrounds, etc.).
- ◆ Review the recreational areas at the hotel.
- ◆ As you discuss each point, give some examples related to that particular area. For example, if an employee mentions "fitness center." Discuss some of the safety features related to the fitness center (e.g. signage, emergency phone, cord covers, etc.).

Questions, Comments & Suggestions Contact Risk Management Training at [risktraining@ihg.com](mailto:risktraining@ihg.com)

# RECREATIONAL SAFETY

- Recreational areas such as fitness centers, swimming pools, and saunas are popular attractions for hotels. However, they could also become problems if not maintained properly. Helping to maintain safe recreational areas is the responsibility of every employee.
- A safe, recreational area begins with limiting access to the area. Doors or gates leading into the recreational areas should be self-closing and self-latching. If you notice a door/gate staying open when someone enters or exits the area, close and latch the door/gate and report the situation to Security or Manager on Duty immediately. Doorstops or any other propping devices should not be used to hold open doors/gates leading to recreational areas. If you notice a doorstop or other propping device being used, remove it and verify the door self-closes and self-latches.
- Children should be supervised by an adult to help ensure their safety when they are in recreational areas such as pools, whirlpools, and saunas (if applicable). Children under the age of 18 should not be allowed in the fitness center. If you become aware of unsupervised children within these areas, you should ask them to leave the area immediately and notify the Manager on Duty or Security. Depending on the age of the children, you may have to accompany them to the hotel lobby and notify their parent(s) or guardian(s).
- Appropriate warning and/or instructional signage should be posted in the area. For example, signage should be posted in the fitness center to alert guests to the fitness center's regulations. The lettering on the signage must be large enough to be easily read. If you notice any signs missing or vandalized, notify the Manager on Duty or Security.
- All glass products should be kept out of recreational areas. Glass can be broken creating a safety hazard for guests and employees. If you see any glass products in use, you should ask the guest to remove them. Where appropriate, offer the guest a plastic disposable cup. If you see any broken glass, you should clean it up immediately and notify the Manager on Duty or Security.
- Maintain a trip-free environment. Periodically inspect for discarded items such as towels and paper. Discarded items should be removed from the area. In addition to making the area look clean, removing these items may prevent an incident from occurring. Electrical cords should be covered properly and/or removed from walking paths.
- If a guest complains about any issue involving the recreational area whether it pertains to water quality, liquid spill, damaged equipment, or minor electric shocks, report it to the Manager on Duty or Security, immediately.

- 1. Helping to maintain safe recreational areas is not your responsibility.**
  - A. True.
  - B. False.
- 2. If you notice a towel or other propping devices holding open a door/gate leading to the fitness center/pool, you should:**
  - A. Do nothing about it.
  - B. Remove the towel and place a doorstop in its place.
  - C. Remove the doorstop or other propping device.
  - D. All the above.
- 3. If you become aware of unsupervised children within recreational areas such as a pool or fitness center, you should:**
  - A. Never disturb them.
  - B. Ask them to leave the area immediately.
  - C. Report it to your supervisor at the end of your shift.
  - D. All the above.
- 4. It is not necessary to inspect recreational equipment and areas.**
  - A. True.
  - B. False.
- 5. If you notice any signs missing or vandalized, you should notify the Manager on Duty or Security.**
  - A. True.
  - B. False.
- 6. All glass products should be kept out of recreational areas because they could break creating a safety hazard for guests and employees.**
  - A. True.
  - B. False.
- 7. Discarded items such as towels and paper should be removed from the area.**
  - A. True.
  - B. False.
- 8. If a guest complains about damaged fitness equipment, you should:**
  - A. Complain to the guest.
  - B. Do nothing about it.
  - C. Report it to the Manager on Duty or Security, immediately.
  - D. All the above

When you have completed this quiz, turn it in to your supervisor.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

1. **(b)** False. Maintaining recreational areas should be the responsibility of every employee.
2. **(c)** If you notice a doorstop, towel, or other propping device being used, remove it and verify the door self-closes and self-latches.
3. **(b)** If you become aware of unsupervised children within these areas, you should ask them to leave the area immediately and notify the MOD or Security.
4. **(b)** False. Recreational equipment and areas should be inspected for protruding objects such as nails, screws, or other sharp objects.
5. **(a)** True. If you notice any signs missing or vandalized, you should notify the Manager on Duty or Security.
6. **(a)** True. All glass products should be kept out of recreational areas. Glass can be broken creating a safety hazard for guests and employees.
7. **(a)** True. Employees should periodically inspect for discarded items such as towels and paper. Discarded items should be removed from the area.
8. **(c)** Report it to the Manager on Duty or Security, immediately.



INTERCONTINENTAL  
HOTELS & RESORTS

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HUALUXE  
HUALUXE

CROWNE PLAZA  
HOTELS & SUITES

hotel  
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EMERALD  
HOTELS

Holiday Inn

H

H

H

H

STAYBRIDGE  
SUITES

CANDLEWICK  
SUITES

IHG Rewards  
Club

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Date

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Hotel

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Training Facilitator

I agree to observe and follow the working practices described to me in this training. I understand that if I have any further questions regarding this program or any safety issue, I should ask my supervisor.

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