



WorkSafe SmartMove Certificate

Hospitality Industry Module Study Guide



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Hospitality Industry

Learning outcomes

In this module you will:

1. Learn about common hazards encountered in the hospitality Industry
2. Understand how to prevent injuries from common workplace hazards
3. Identify existing and potential hazards at a workplace and learn how to report and record them
4. Learn how to eliminate workplace hazards and reduce risks

The hospitality industry employs a large proportion of young workers aged between 15 and 25 years. Workers provide customer service to everyone visiting the establishment in various settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. Possible job roles include:

- café attendant, barista
- bar attendant, food and beverage attendant, waiter and waitress
- catering assistant, function attendant
- front office assistant, front desk receptionist
- porter, room attendant

In this industry, young workers often work in casual or part-time positions, late nights, public holidays and weekends.

The most common risk factors associated with working in the hospitality industry are:

- slips, trips and falls
- working with machinery and equipment
- strain and sprain injuries from manual handling
- working with hazardous substances
- electrical hazards
- fire hazards
- other health and environmental factors.

Slips, trips and falls

A teenager working at a restaurant tore the ligaments in his right knee after tripping at work. He tripped on a grease trap cover and caught his foot in the hole. He had to have surgery to repair the damage done to his knee.

Slips, trips and falls are common cause of injury in the hospitality industry. They can result in serious harm and lengthy time off work. These types of injuries can also affect young workers in their everyday social and school lives and may mean they cannot play sport or engage in physical activities or hobbies.

A slip, trip or fall may cause injuries, including:

- broken bones when colliding with an object or hitting the ground
- cuts, if it occurs near sharp objects
- sprains or strains

- burns, if it occurs near hot surfaces or while handling hot liquids.

What cause slips, trips and falls?

- Slippery floors from mud, oil or water spills.
- Wearing unsuitable shoes.
- Objects on the floor such as boxes, bags or equipment left in walkways.
- Unstable, loose, or uneven surfaces like broken tiles or torn carpet.
- Stairs or steps, especially when carrying items that obscure the view of the floor.
- Poor lighting.
- Incorrect use of steps or ladders.
- Clothing caught on furniture or appliances.

What can your employer do to prevent slips, trips and falls?

- Allow safe movement in the workplace, including entries and exits that are free of obstructions.
- Ensure floors and surfaces in the workplace are well-maintained and installed with task appropriate surfaces.
- Provide adequate lighting for safe movement.
- Ensure sufficient space to work.
- Maintain workplaces to keep them in a clean and tidy condition.
- Provide tools and equipment to assist you to work safely.
- Ensure workers wear suitable footwear with appropriate treads that are kept clean.
- Provide information, instruction, training and supervision so that workers are not exposed to slip and trip hazards.

How can you prevent slips, trips and falls at work?

- Wear suitable shoes with treads that are kept clean – incorrect footwear can cause slips and trips.
- Clean up spillages straight away and dry the floor to ensure the surface is not left wet. Don't leave spills for someone else to clean up.
- Do not overfill containers and use lids to prevent spills.
- Keep walkways clear of obstacles especially during busy work times.
- Remove waste/rubbish regularly from work areas.
- Do not use items such as flattened cardboard boxes as floor mats.
- Carry items only at a height that you can safely see over to avoid trip hazards and bumping into things.
- Locate mobile equipment near the power supply to avoid trailing cables.
- Attend training on how to prevent slips, trip and falls in your workplace.

Quiz – Slips, trips and falls

1. What safety precautions can help prevent slips?
 - a. Clean up spills right away
 - b. Locate mobile equipment near the power supply to avoid trailing cables
 - c. Wear appropriate shoes for work
 - d. All of the above
2. Which one of these would **NOT** cause trips or falls in a kitchen?
 - a. Oil spills on the floor
 - b. Leaving boxes in passageways

- c. Good lighting
 - d. Wearing high heels
3. A slip, trip or fall may cause injuries, including:
- a. broken bones when colliding with an object or hitting the ground
 - b. cuts if it occurs near sharp objects
 - c. burns if it occurs near hot surfaces or while handling hot liquids
 - d. all of the above.
-

Machinery and equipment

A young worker had his right hand crushed whilst cleaning out a pizza dough rolling machine at an Italian restaurant. The machine had a faulty switch which meant that it could not be switched off properly.

Many injuries to young workers in the hospitality industry are from working with or near machinery and equipment.

The following machinery and equipment are widely used in the hospitality industry:

- bains-marie, hot counters and cupboards
- ovens, including rotisserie, convection and microwave
- stoves, hotplates, griddles and grills
- deep and shallow fryers
- kettles and mixers
- coffee machines and milk steamers
- knives, cutters and slicers
- pressure steamers and cookers
- pasta and rice cookers.

The most common injuries to young workers are from:

- contact with hot substances such as oil, fat, water and steam that can scald or burn skin
- contact with hot appliances, such as ovens, deep fryers, grills, microwaves and bains-marie, can cause burns
- contact with sharp objects or moving parts that can cause cuts, lacerations and amputations, such as knives, scissors, slicers and mincers
- being hit by mobile machinery and equipment such as forklifts and delivery trucks.

Working with hot objects

It is important to understand safe work procedures for working with hot objects and make sure you pay attention during your induction and training.

Some ways to minimise risks with or near hot objects include:

- taking care to avoid splashing hot liquid and dry food before dipping in oil to reduce spitting
- avoiding carrying hot water or other hot liquids to prevent spills and burns (e.g. allow oil to cool before draining it into a container)
- using microwave-safe containers in the microwave
- opening doors and lids of steam heated-equipment away from the body to prevent causing steam burns. When using bains-marie, ensure that steam safety valves vent away from the operator in a safe direction
- using a dry cloth (not wet or damp) to pick up hot items to avoid steam burns
- keeping pot handles away from the edge of the stove

- assuming that whenever a pot or a pan is on the stove, it is hot
- wearing appropriate PPE such as full-length PVC aprons, oven mitts, potholders, boots and gloves.
- Using an oven cloth or wear gloves when handling hot food containers.

Working with sharp tools and equipment

It is important to understand safe work procedures for working with sharp knives, scissors, tools and equipment. You need to understand how to work with these items safely.

Here are some ways of how to minimise risks associated with using sharp equipment and tools:

- keep cutting tools clean and sharp, well maintained and in a good working condition
- wash knives separately from other utensils and do not soak them in deep water. Knives sometimes cannot be seen under the water level, and you may be cut trying to pick them up
- cut away from your body when using knives or trimmers, and cut on a suitable cutting board placed on a firm surface
- always put sharp knives and tools away after use
- avoid placing knives near the edge of a table or with the blade facing out or upwards
- never try to catch a knife if you drop it – step out of the way to let it fall to the floor.

What can your employer do to protect you from harm?

- Have adequate guarding on each machine to protect operators from moving parts, pinch points and splattering oil. The guard should always be on when the machine is in operation unless specifically removed when the machine is off for cleaning and maintenance

**A guard may be any shield, cover, casing, or physical barrier intended to prevent contact between a hazardous machine part and any part of a person or a person's clothing. For example, splatter guards installed around deep fryers and guards around hot surfaces. An authorised person must replace any guard removed during cleaning before the machine is used again.*

- Machinery and equipment must be well maintained.
- When first using machinery and equipment, you must be supervised until you are competent. You may be buddied up with an experienced worker so skills, knowledge and experience can be shared.
- Have a safe procedure in place and train workers in them.
- Install a fire extinguisher and fire blanket in an easy to reach location
- Provide workers with information, instruction and training on machine or equipment use and the functions of controls and guards
- Provide workers with PPE when it is required.

Remember:

If you are unsure about how to use the machine and equipment, or you think the machine is dangerous or not working properly, talk to your employer.

Further information about a machine can be found in the manufacturer's instructions, which contain information for safe use and cleaning.

Quiz – Machinery and equipment

4. What are common hazards while working with machinery and equipment in the hospitality industry?
 - a. Burns from hot liquids or surfaces
 - b. Cuts from sharp objects such as knives
 - c. Being hit by mobile machinery and equipment such as forklifts and delivery trucks
 - d. All of the above

 5. Which of the following should be attached to kitchen machines to help protect workers?
 - a. Instruction manual
 - b. Warning sign
 - c. Machine guard
 - d. Recipe

 6. How should you work safely with knives?
 - a. If a knife falls, catch it
 - b. Cut towards your body
 - c. Always put knives away after use
 - d. All of the above

 7. Why should you not put knives in the sink with other items?
 - a. Knives can scratch or break dishes and glasses
 - b. Knives cannot always be seen under the water level, and someone could get cut
 - c. Knives are harder to clean and should be washed separately
 - d. All of the above

 8. A guard on a meat-slicing machine was removed during cleaning. Before using the machine again, what should you do?
 - a. Turn the machine on and make sure it is running correctly before replacing the guard
 - b. Replace the guard yourself and test the machine on a few slices of meat
 - c. Get an authorised person to replace the guard before operating the machine
 - d. Check the machine is properly cleaned before testing if it is working properly
-

Manual tasks

A worker felt a sharp pain in her abdomen while moving a beer keg. She then vomited blood and fainted. She was taken to hospital, where she was diagnosed with a hernia and needed surgery.

Manual tasks are any activity or sequence of activities that require a person to physically use their body (musculoskeletal system) to perform work.

Musculoskeletal injuries

Most jobs require several types of manual tasks to be performed. However, not all manual tasks are hazardous. The most common injuries and health issues that can arise from performing manual tasks are musculoskeletal injuries, which affect the muscles, bones and/or joints.

Examples of musculoskeletal injuries are:

- sprains and strains of muscles, ligaments and tendons (e.g. back strain)
- joint injuries
- disc protrusion or disc herniation of the back
- nerve injury or compression
- muscular and vascular disorders (e.g. carpal tunnel syndrome or repetitive strain injury)
- soft tissue injuries.

How does performing a manual task result in injury?

Contrary to popular belief, it's not just the weight of an object that creates the risk of musculoskeletal injuries. Workers are at risk of suffering injuries due to overexertion, awkward positions, applying pressure on one part of the body, performing the same action quickly and repeatedly and lifting heavy objects.

Examples of hazardous manual tasks that may lead to adopting awkward postures, repetitive strain and sprain injuries, and add to the effect of fatigue include:

- vacuuming, mopping, cleaning toilets and bathrooms and making beds
- moving laundry, storing and moving linen, and cleaning equipment and other consumables
- handling customer's luggage items
- lifting or carrying items such as heavy plates, hot food dishes, pots, boxes, cartons or beer kegs
- lifting or carrying containers with liquids that may be hot (e.g. out/into fryers, bains-marie, stock);
- accessing and storing food, plates and other items above shoulder height, below mid-thigh and away from the body which may lead to repeatedly adopting awkward postures
- cleaning tables, work benches, kitchens and other service areas which may be repetitive and lead to adopting awkward postures
- washing pots and larger dishes which may require bending over and reaching into sinks, possibly with force while scrubbing
- chopping and cutting food which can be repetitive and may lead to adopting awkward postures
- moving chairs and table.

What can you do to prevent injury from performing manual tasks?

Your employer has a responsibility to provide and maintain a safe workplace. If you are about to perform a hazardous manual task and are unsure how to go about it, ask your employer or supervisor for assistance.

Your employer should provide you with ***risk management** and ****task specific training** where hazardous manual tasks have been identified at your workplace.

***Risk management** are the steps taken to manage workplace hazards described as **SAMM** – **S**pot the hazard; **A**ssess the risk; **M**ake the changes; **M**onitor and follow-up.

****Task specific training** is the practicing of actual tasks that will be performed.

Task specific training should be provided:

- during induction to a new task
- as part of your refresher training
- when work tasks are about to be changed or new ones introduced.

After the training, you should be able to:

- recognise the risks and the sources of those risks, and in discussion with your employer or supervisor decide the best way to minimise them
- prepare the workplace layout and surroundings to perform manual tasks safely
- prepare the load for manual handling, where applicable
- organise the task and work flow to minimise the risk of injury
- use relevant mechanical aids and handling devices provided to you
- use tools or equipment provided to you.

There are a variety of ways you can be trained. Methods include a buddy system, demonstrations, training by observation, training at staff meetings, toolbox talks and practice sessions.

Remember:

Speak up if you think the task is too much for you! The effects of injuries from manual tasks can last a lifetime.

Examples of manual tasks that may be hazardous

Making beds

The task of making beds has been associated with musculoskeletal injuries within the hospitality industry. Workers may be at risk of injuries from strains to the back, neck and shoulders, particularly when bending, lifting and reaching. Common sources of risk include:

- moving beds
- making beds at low height
- adopting awkward postures due to inadequate space and placement of furniture around beds making it difficult to access all three sides.

Your employer needs to conduct the risk assessment on that specific environment to determine whether they pose any risk. If there is, they must be controlled prior to the worker starting. Ask your employer for the task specific training to perform the tasks safely.

Manual handling of beer kegs

Manual handling of beer kegs without the use of mechanical aids by either one or two people put workers at a high risk of injury especially sprain/strain type back injuries. The average weight of a full 50 litre beer keg is 62kg. This is too heavy for people to safely lift, lower or carry manually.

Using two people to lift beer kegs is a high-risk activity because of the awkward postures involved and the risk of one person having to take most of the weight if the second person slips or loses their grip. Many cool rooms have low ceilings and limited space, which may require workers to adopt poor postures while handling beer kegs. This further increases the risk of injury. One or two persons cannot safely lift, carry and lower full beer kegs manually.

Be aware!

Your employer must manage stock levels so that beer kegs do not need to be stacked on top of each other. When beer kegs need to be moved or lifted, mechanical aids are to be provided.

Quiz – Manual tasks

9. The most *common* health problems that can arise from hazardous manual tasks are:
 - a. musculoskeletal injuries
 - b. cold and flu
 - c. bone cancer
 - d. food allergies

 10. What types of injuries can result from performing manual tasks?
 - a. Sprains and strains of muscles, ligaments and tendons
 - b. Nerve injury or compression
 - c. Muscular and vascular disorders
 - d. All of the above

 11. When should you receive task specific training to perform manual tasks?
 - a. During induction to the task
 - b. As part of your refresher training
 - c. When work tasks are about to be changed or introduced
 - d. All of the above

 12. Which of the following statements is correct?
 - a. The average weight of a full 50 litre beer keg is 62kg. A beer keg can be manual handled safely by two people.
 - b. Your employer must manage stock levels so that beer kegs can be stacked on top of each other.
 - c. One or two people cannot safely lift, carry and lower full beer kegs manually.
 - d. Manual handling of beer kegs is a low-risk activity.

 13. Which activity is defined as a hazardous manual task?
 - a. Cleaning tables, which may be repetitive and lead to adopting awkward postures
 - b. Making beds at low height and adopting awkward postures if there is inadequate space to make the bed.
 - c. Washing pots and larger dishes which may require bending over and reaching into sinks, possibly with force while scrubbing
 - d. All of the above

 14. If you are not sure to perform a hazardous manual task safely, you should ask your employer or supervisor.
 - a. True
 - b. False
-

Hazardous substances

A hotel worker entered the cellar of the hotel. A cylinder of carbon dioxide (used in soft drink machines) had begun to leak and the worker became unconscious within minutes. He died from a lack of oxygen. The hotel had no maintenance program for preventing gas leaks, no oxygen monitor, no ventilation and no buddy system for entering the cellar.

A hazardous substance can be any substance, liquid, solid, dust or gas that may cause you harm. In the hospitality industry, hazardous substance may include some everyday use chemicals and beverage gas that have the potential to cause injury or illness. These chemicals are for example, cleaning products, oven and toilet cleaner, dishwashing detergents and carbon dioxide and nitrogen contained in gas cylinders.

The most common injuries resulting from hazardous substances are examined below.

Chemical burns

A chemical burn happens when skin or eyes come into contact with a corrosive chemical such as an acid or a base.

Some common cleaning agents include corrosive chemicals like bleach or ammonia, and these can be found in oven, sink, drain, glass or metal cleaning products.

Be aware!

Corrosive chemicals can 'eat through' clothing, metal, and other materials.

You must be trained and supervised when using corrosive chemicals.

You must wear protective gear and clothing when using corrosive chemicals.

First aid should be given for chemical burns as soon as possible.

Strong acids and bases react very dangerously when mixed together – these can boil and splash anything nearby.

Cold burns

Cold burns can occur if skin makes contact with an object or substance that is very cold. Some chemicals can cause frostbite like injuries, for example:

- liquefied petroleum gas (LPG), which is commonly used in heating and cooking.
- dry ice, which is widely used in cooling applications such as food freezing, and displays.

Be aware!

Wear thermally resistant gloves when handling those chemicals.

*It is important **not** to remove clothing that has frozen onto the skin until flushing the area with lukewarm water and allowing it to thaw completely. Removing frozen clothing will remove the skin with it.*

Pressurised gases

Gases are kept in cylinders under high pressure. If cylinders are damaged, the sudden release of gas will propel the cylinder like a rocket. This commonly happens when cylinders are knocked over and punctured as a result.



Signal word: WARNING

Be aware!

Aerosol can ingredients are kept under pressure. Aerosols can explode or turn into dangerous projectiles if overheated (left in the sun or placed next to a hot machine), ruptured, pierced, shaken, or dropped.

Flammability, fire and explosion

Fumes of flammable liquids when mixed with air in certain proportions can create an invisible hazardous atmosphere that can ignite in the presence of ignition sources.

Common flammable products in the kitchen are oil, ghee, alcohol-based cooking products, aerosol cans, flour, lighter fluid, washing liquid and kerosene.



Signal word: DANGER

Be aware!

Do not place aerosol cans next to heat sources or in hot areas in kitchens, such as next to lit gas burners, close to electric stoves or on top of range hoods. Aerosol cans containing cooking oil have exploded in kitchens when placed near heat sources.

Read the safety information on the aerosol can before use and storage.

Ignition sources can be obvious like cigarettes or less obvious like static electricity (zapping), hot surfaces (stoves, lamps), or electrical installations (power points, switches and switchboards).

Do not reuse "empty" containers that used to contain flammable chemicals. Even if they are properly cleaned, residual fumes can remain inside empty containers and create hazardous atmospheres that can explode if a spark is present.

Keep areas where flammable liquids are used, mixed, or transferred from one container to another well ventilated and separated from other places.

In the case of a flammable substance spill or leak, remove any ignition source if it is safe to do so.

Suffocation (Asphyxia)

Asphyxia is caused by a lack of oxygen in the air when breathing, resulting in deficiency of oxygen in the blood.

Common gases (nitrogen, carbon dioxide, helium, and propane) can displace oxygen in the air when present in high concentrations, especially within a confined space. Inhaling too much of these common gases can cause dizziness, disorientation, abnormal heart function, unconsciousness and even death.

Be aware!

Most asphyxiant gases are colourless and odourless so their presence in high concentrations may not be noticed.

Breathing any inert gas (helium, argon, xenon, neon etc.), creates a dangerous absence of oxygen. The gas displaces the air, including the required oxygen, in your lungs. The inhalation of pressurised gas can also damage the lungs and cause a stroke, seizures or death.

Carbon dioxide and nitrogen, used to carbonate and deliver beer and soft drinks contained in gas cylinders, are odourless, colourless asphyxiants. Leaking gas cylinders in enclosed non-ventilated areas, such as underground cellars and cool rooms, can result in the build-up of gases. Inhalation of these gases may result in the asphyxiation of people entering these areas.

Toxicity

Toxicity occurs when the level of exposure to a substance is such that it will make you ill and can lead to death.

For example, chlorine, which is used for water purification, and cyanide, which is widely used as a refrigerant, are highly toxic if not used correctly.



DANGER

Fatal if swallowed (oral)

Fatal in contact with skin (dermal)

Fatal if inhaled (gas, vapours, dust, mist)

Be aware!

Some chemicals are not toxic on their own but can react dangerously when mixed with certain chemicals to release very toxic gases. For example, hypochlorite (found in bleach used for cleaning) when mixed with some oils can release toxic chlorine gas.

Some chemicals can release toxic gas when in contact with liquid or moisture. Common fumigants contain aluminium phosphide, which is used to kill insects (cockroaches and weevils) and animals (mice and rats) by releasing toxic phosphine gas. This can be deadly to humans too.

Contact dermatitis

Contact dermatitis is an inflammation that occurs when a substance comes into contact with skin. The skin becomes irritated and an abnormal (allergic) reaction happens. The skin may be red, swollen, tender, hot, painful or itchy. If the reaction is severe, the skin may blister or weep and can become cracked or crusty.

Be aware!

Some people who handle food have a higher risk of contact dermatitis as they wash their hands and clean dishes and equipment often. Cleaning fluids and detergents often contain chemicals that may cause irritation.

Contact dermatitis is preventable by wearing disposable and non-latex gloves for wet work, drying your hands thoroughly with a disposable towel and moisturising your hands as often as possible with fragrance-free moisturiser after wet work.

How can I stay safe around hazardous substance?

- Read the label - look for warning pictograms and signs. Always follow the danger safety warnings.
 - Read the SDS (safety data sheet) for more information about a product and how to use it safely. Your employer must provide (or have available) safety information documents for any substances or products that are hazardous.
 - Check the hazardous substance register at your workplace. It is a legal requirement that your employer keeps a current register of each hazardous substance that may be used or stored in the workplace.
 - Make sure you follow safe work procedures.
 - Don't eat, drink or smoke when you are using or are near to a hazardous substance or dangerous goods.
 - Don't keep food or drink near the hazardous substance.
 - Wash your hands, face and other exposed areas with soap and water before going to the toilet or eating and drinking.
 - Always use the PPE and clothing provided by your employer.
 - Know what to do and where to go if a substance affects you. If you don't know, check with your employer.
 - Keep ignition sources away from any chemicals that are potentially flammable.
 - Maintain high housekeeping standards – declutter and avoid build-up of combustible materials like wooden pallets, cardboard boxes, dry leaves etc. around any chemical storage.
-

Quiz – Hazardous substance

15. To reduce the risk of contact dermatitis on your hands, you should:
- a. dry your hands thoroughly with a disposable paper towel after wet work
 - b. moisturise your hands as often as possible with fragrance-free moisturiser
 - c. wear disposable and non-latex gloves for wet work
 - d. all of the above
16. Identify **five** potential risks that can arise from using hazardous substances in the workplace:
- a. Chemical burns
 - b. Cold and flu
 - c. Flammability and explosion
 - d. Suffocation
 - e. Cold burns
 - f. Musculoskeletal injuries
 - g. Falls from height
 - h. Exposure to toxic or poisonous substance
17. Which statement about asphyxia is correct?
- a. Asphyxia is caused by a lack of oxygen in the air when breathing, resulting in deficiency of oxygen in the blood
 - b. Common gases (nitrogen, carbon dioxide, helium, and propane) can displace oxygen in the air when present in high concentrations, especially within a confined space.
 - c. Asphyxia causes suffocation

- d. All of the above
18. Which statement about pressurised gas is correct?
- a. Aerosols should not be used near naked flames or ignition sources as this can cause them to explode or turn into dangerous projectiles if overheated
 - b. Gases are kept in cylinders under high pressure. If cylinders are damaged, the sudden release of gas can propel the cylinder like a rocket
 - c. The inhalation of pressurised gas can damage the lungs and cause a stroke, seizures or death.
 - d. All of the above
19. What are the information sheets that provide information about hazardous substances called?
- a. Safety data sheet
 - b. Label
 - c. Hazardous substance register
 - d. Read me sheet
-

Electricity

Electrical equipment is widely used in the hospitality. Frequent, long-term use or use other than that intended by the manufacturer can make electrical equipment unsafe and cause serious injury.

Electric shocks happen when a person becomes part of an electrical circuit and the current flows through their body. Electricity passing through the body can cause convulsions (involuntary contractions of the muscles), the heart to stop beating as well as internal and external burns. It can also cause secondary injuries resulting from falls or collisions and fire hazards resulting from an electrical fault.

Incidents with electricity are usually caused by:

- broken equipment or dangerous working conditions such as frayed or broken power cords, plugs or power points
- installation and/or repairs being undertaken by an unqualified repairer
- the absence of a *residual current device (RCD) and lack of testing of RCDs
- a lack of experience, training or supervision.

A residual current device (RCD) is a safety switch or life-saving device designed to prevent you from receiving an electric shock if you touch something live, such as a bare wire. If you are using portable electrical equipment and extension leads at work it must have an RCD installed at the switchboard, built into a fixed socket or through a portable RCD outlet. The RCD must be regularly tested. This is a legal requirement.

What can your employer do?

- It is your employer's responsibility to make sure electrical equipment in the workplace is in good working order and regularly checked.
- Portable electrical equipment should be maintained regularly, and checked and tested by a qualified electrician. Once the equipment is checked and tested, it should have a durable tag attached to clearly display the test date and the next scheduled test. This is known as tag and test.
- Follow the manufacturer's instructions for the installation and use of the equipment.
- Faulty electrical equipment must be removed, labelled as faulty and repaired or replaced.

- Store electrical equipment away from moist or wet areas. Train you to use electrical equipment safely

What can you do to protect yourself from electric shocks?

- Leave electrical equipment repairs to a qualified person.
 - Inspect and check equipment for potential hazards before each use. Check instructions and follow them.
 - Remember water and electricity do not mix. Never use electrical equipment when your hands are wet or mop the floors around electrical outlets.
 - Report any breakdowns or faulty equipment to your employer straight away.
 - Switch off appliances at the power point before you pull out the plug.
 - Never overload power boards with lots of electrical appliances.
 - Keep electrical cords off the floor
-

Quiz – Electricity

20. A residual current device (RCD):

- a. can be a circuit breaker
- b. is a safety switch to prevent electrical shock
- c. is required to be installed at the switchboard, built into a fixed socket or used through a portable RCD outlet
- d. all of the above

21. Electric shock occurs when electric current flows through the body because:

- a. a person becomes part of an electrical circuit
- b. a fatal shock occurs
- c. there is no earth leakage device
- d. a person is not wearing rubber-soled shoes

22. To reduce the risk of electric shock you should:

- a. Pull out the plug quickly
 - b. Tape frayed cords with electrical tape
 - c. Switch off appliances before you pull out the plug
 - d. Ask your mate to pull out the plug for you
-

Fire hazards

There is a significant risk of fire occurring in the hospitality industry especially in the kitchens.

Potential fire hazards can arise from:

- flames, sparks and hot gases during food preparation
- food preparation equipment being left unsupervised during cooking
- overheated oils leading to combustion
- gas blowtorches used for browning foods
- poorly operating thermostats or lack of thermostat or fault detecting equipment
- oven that require manual ignition
- faulty electrical equipment
- failure to switch off equipment
- poorly maintained/ dirty exhaust systems.

What can your employer do?

- Install gas equipment in a well-lit and draught-free area, with a gas shutoff valve so the supply can be stopped if necessary.
- Maintain electrical appliances properly.
- Inspect and maintain gas equipment and the fuel supply system regularly – the switch for the gas supply should be accessible and clearly labelled.
- Clean exhaust fans and hoods regularly to prevent build-up of residue.
- Store flammable materials appropriately and away from sources of heat.
- Implement fire safety procedures and provide sufficient and appropriate firefighting equipment (e.g. fire blankets and correct fire extinguishers).
- Fire safety installations (sprinkler systems and fire alarms) should be regularly maintained by qualified personnel.
- Train workers on how to properly use a fire extinguisher and activate the overhead fire suppression system if applicable.
- Practice good housekeeping, such as emptying grease traps regularly as overfilled grease traps can catch fire.
- Keep aisles and emergency exits uncluttered and ensure exit signs are working.
- Provide workers with information, instruction and training on fire emergency procedures.

How can you keep safe?

- Understand and follow the fire safety procedures for your workplace, such as where fire extinguishers are located and where emergency exits are.
- Do not store flammable items near open flames. Aprons, loose clothing and aerosol cans are all examples of flammable material that can easily catch fire or explode if placed near an open flame or heat source.
- Do not use defective equipment or frayed power cords.
- Regularly clean grill surfaces. Grease and food particles can accumulate and easily ignite if not removed.
- Participate in fire drills and practice what to do in a fire situation.
- Stop, drop and roll. If you do catch fire, rolling around on the floor is the quickest way to smother the flames.

Quiz – Fire hazards

23. What can you do to help prevent a fire at work?

- a. Store aerosol cans near gas stoves
- b. Clutter the kitchen bench with paper and other combustibles
- c. Regularly clean grill surfaces to prevent the build-up of food particles

- d. Use electrical wires near flammable gases and liquids
24. Which of the following as activity is a potential fire hazard?
- a. Food preparation equipment being left unsupervised during cooking
 - b. Food preparation using faulty electrical equipment
 - c. Food preparation involving flames, sparks or hot gases
 - d. All of the above

Other health and environmental factors

In the hospitality industry there are other hazards and risks that you need to be aware of.

Safety from infectious diseases

Workers in the hospitality industry are at risk of contracting ***transmissible diseases** when they perform tasks such as cleaning (public) toilets, emptying rubbish bags, removing needles and syringes (sharps), picking up shards of broken glass and equipment etc. Workers may be exposed to infected blood or fluid accidentally. Needles or syringes may not be clearly visible and hidden amongst other rubbish, products or clothing etc. These tasks could cause needle-stick injuries where the skin is accidentally punctured by a used needle, exposing workers to serious diseases such as tetanus, hepatitis B and C and HIV.

**Transmissible diseases may be viruses, bacteria or fungi that can be spread directly or indirectly from one person to another, for example via blood to blood infection. Once someone has used a needle, viruses in their blood may contaminate it. This includes needles used to inject drugs.*

What can my employer do?

- Your employer should have risk control systems in place so that you are not exposed to the risk of infectious disease (i.e. install blue lights to deter people from injecting drugs in bathrooms; provide a sharps disposable bin in bathrooms).
- Provide you with training on safe handling of needles and sharps, including what to do if a needle-stick injury occurs.
- They may provide a vaccination program for at risk employees.
- Provide you with PPE such as puncture resistant gloves when your tasks (e.g. emptying rubbish bins) have a possibility of contact with carelessly disposed needles/syringes.

What can you do to keep safe?

- If you find used needles or syringes, you should never bend, break, recap or otherwise manipulate the needle or syringe.
- Never place your hands or fingers into areas or objects where sharps maybe concealed, such as rubbish bins or crevices in a wall.
- If changing a bin in a public area where you do not know the contents, to avoid unknown sharp objects that might be inside, do not:
 - manually compress garbage bags
 - hold garbage bags close to your body
 - hold garbage bags by the base of the bag.

Remember:

Never place your hands or fingers into area or objects where you are unable to see their contents. If you are exposed to a sharps injury or needle-stick while working, report the incident to your employer immediately.

Hot conditions

Working in hot conditions, such as kitchens, can lead to heat stress, especially if there is a low level of air movement or poor ventilation.

When working in a hot environment, the body needs to disperse heat more effectively. This can lead to heat-related illnesses such as heat stress. A person not used to working in hot conditions can react differently to someone who is. Just because your workmates are okay doesn't mean you will be, so take care.

Heat stress occurs when your body cannot cool itself enough to maintain a healthy temperature. Heat stress increases blood flow to the skin, which allows release of heat. Blood is diverted to the muscles if physical work is being performed, resulting in a lower release of heat through the skin. The body must balance the heat transferred into the body, heat generated in the body and heat coming out of the body.

What can your employer do?

- Install an efficient ventilation system to remove steam and heat in the kitchen.
- Install an exhaust hood to remove heat from stoves.
- Locate workstations away from heat sources where possible.
- Ensure air conditioning and ventilation systems are serviced on a regular basis.
- Provide rest breaks for workers in a cool area, and ensure access to cool drinking water.
- Provide information and training on the risks and signs of heat stress.

What should you do to prevent heat stress?

- Understand the risks of heat stress and try to minimise them
- Replace lost fluids – you should drink approximately 250ml of water every 15 to 20 minutes during hot work conditions; keeping well hydrated is a critical factor in avoiding heat illness
- Minimise or avoid caffeine, carbonated drinks and tobacco use while working
- Take regular breaks
- Do not take salt tablets unless your doctor has specifically advised you to do so
- Inform your employer if you have an underlying health condition that may increase your risk of heat illness
- Maintain a healthy lifestyle, including a healthy diet and regular exercise
- If feeling tired, dizzy or weak or you're having trouble concentrating, tell your supervisor. Rest in a cool, well-ventilated area, remove excess clothing, drink plenty of water and fluids, and apply a wet cloth, cold water or ice packs to the skin (particularly the neck, armpits and groin)
- Although water is generally adequate for fluid replacement, low sugar cordials and electrolyte replacement solutions may be provided to encourage fluid intake – high sugar cordials and sports drinks are not recommended.

Violence and aggression

Workplace violence and aggression are any actions or incidents in which workers and other people are abused, threatened or assaulted at work. Working in customer service puts you at a higher risk of being involved in a violent situation. You are most at risk if you:

- handle money
- provide face-to-face customer service
- deal with complaints
- work alone or have few workers on site
- work late or early (unsocial hours)
- open and close premises (often lone worker)

Sources of violence in the fast food and takeaway food industry can include dissatisfied customers and criminal activity (e.g. robbery).

What can your employer do to keep you safe?

- Design work areas and work process to minimise physical contact between workers and customers.
- Avoid rostering young people alone at night and during closing.
- Have a safe work procedure in place including minimising the handling of money.
- Install security lighting or video surveillance.
- Advise workers to report incidents of violence.
- Provide information, training and supervision to help workers deal with security issues and aggressive or violent customers.
- Provide training for violence and aggression emergency situations. Training should be non-generic and tailored for the specific environment.

What can you do to be safe?

- Follow emergency procedures for violence and aggression
- Stay calm, be submissive and avoid drawing attention to yourself. Do not risk harm to yourself or others.
- Avoid shouting or provoking the aggressor(s)
- Avoid staring or having eye contact
- Do not confront or pursue the aggressor
- If the aggressor requests money from the cash register, give it to them
- Defend yourself only as a last resort if you cannot safely withdraw from the situation
- If you feel your life or someone else's life is in danger, call the police.

Remember:

Violence is not just a physical attack. It can also be verbal abuse.

Fatigue

Fatigue is a feeling of being very tired, drained and exhausted. It can result from little or poor sleep, working long hours, or doing work that is physically demanding or requires high concentration.

Fatigue reduces your ability to perform your work safely and effectively. You may experience tiredness even after sleep, having short-term memory problems, an inability to concentrate and blurred vision or impaired visual perception. Fatigue may increase the risk of injuries and accidents and can contribute to your poor health.

People working in the hospitality industry often work long hours, with prolonged standing. This, coupled with the stress of working in a busy environment, can result in injuries.

Causes of work-related fatigue may include:

- working extended or irregular shifts that are longer than 8 hours
- working night shifts or very early in the morning
- inadequate rest time between shifts.

What can your employer do to reduce fatigue at the workplace?

- Provide time for regular breaks.
- Have a roster that allows for rest and recovery time between shifts.
- Avoid allocation of tasks that are high risk during the early hours of the morning (3-5am).
- Provide a work environment that has good lighting, a comfortable temperature, and reasonable noise levels.
- Vary your tasks by adding different tasks throughout the shift to help reduce fatigue.
- Allow you to sit down to do some jobs, preferably on a specially designed stool or chair.

Be aware!

Under some employment awards, penalties can be incurred if staff members are not provided breaks that are outlined in their award.

What can you do to reduce fatigue?

- Have enough sleep before work – you may need at least 7 to 9 hours sleep each day
- Take regular breaks – your employer should allow time for rest breaks depending on the length of your shift
- Wear low heeled, comfortable, covered shoes
- Keep a healthy lifestyle – eat a balanced diet and exercise regularly
- Avoid caffeine, eating or alcohol before going to bed
- Talk to your employer if you think you're at risk of fatigue.

Remember:

Late nights combined with the use of drugs and alcohol can make you feel tired the next day or damage your concentration and ability to work safely.

Quiz – Other health and environmental factors

25. A needle stick can place you at risk of _____.
- a. HIV
 - b. Tetanus
 - c. Hepatitis B and C
 - d. All of the above
26. What should you do to prevent needle stick injuries while emptying a rubbish bin at work?
- a. Never manually compress garbage bags
 - b. Never hold garbage bags by the base
 - c. Never place hands or fingers into garbage bags
 - d. All of the above
27. If you suspect a person has heat stress, encourage them to:
- a. rest in a cool, well ventilated area
 - b. remove excess clothing and drink plenty of water or electrolytic fluids
 - c. apply a wet cloth, cold water or ice packs to the skin (neck, armpits and groin)
 - d. All of the above
28. What causes work-related fatigue?
- a. Inadequate rest time between shifts
 - b. Working night shifts or very early in the morning at irregular times
 - c. Working extended or irregular shifts that are longer than 8 hours
 - d. All of the above

29. What can you do to reduce fatigue?
- a. Have enough sleep before work
 - b. Avoid caffeine, tobacco or alcohol, especially before going to bed
 - c. Wear low heeled, comfortable, covered shoes
 - d. All of the above
30. You are serving a customer at the counter. Another customer in the line is getting agitated and yelling at you and the customer you are serving. What should you do?
- a. Follow your emergency procedure for violence and aggression
 - b. Stay calm
 - c. Do not provoke the aggressor
 - d. All of the above
-

Spot the hazards

Pilton Hotels

There are 6 hazards in this area. Try to find them all.



Hazard notebook

Fill in the hazard notebook.

#	Spot the hazard	Assess the risk	Make the change	Monitor and follow-up
1	Bed in an awkward position for staff to make it properly	Moderate	Suggest moving the bed away from the wall to allow for access from both sides	Report it to your employer and look out for the same situation in the rooms
2				
3				
4				
5				
6				

Hospitality industry – Knowledge quiz

1. What safety precautions can help prevent slips?
 - a. Clean up spills right away
 - b. Locate mobile equipment near the power supply to avoid trailing cables
 - c. Wear appropriate shoes for work
 - d. All of the above
2. Which one of these would **NOT** cause trips or falls in a kitchen?
 - a. Oil spills on the floor
 - b. Leaving boxes in passageways
 - c. Good lighting
 - d. Wearing high heels
3. A slip, trip or fall may cause injuries, including:
 - a. broken bones when colliding with an object or hitting the ground
 - b. cuts if it occurs near sharp objects
 - c. burns if it occurs near hot surfaces or while handling hot liquids
 - d. all of the above
4. What are common hazards while working with machinery and equipment in the hospitality industry?
 - a. Burns from hot liquids or surfaces
 - b. Cuts from sharp objects such as knives
 - c. Being hit by mobile machinery and equipment such as forklifts and delivery trucks
 - d. All of the above
5. Which of the following should be attached to kitchen machines to help protect workers?
 - a. Instruction manual
 - b. Warning sign
 - c. Machine guard
 - d. Recipe
6. How should you work safely with knives?
 - a. If a knife falls, catch it
 - b. Cut towards your body
 - c. Always put knives away after use
 - d. All of the above

7. Why should you not put knives in the sink with other items?
 - a. Knives can scratch or break dishes and glasses
 - b. Knives cannot always be seen under the water level, and someone could get cut
 - c. Knives are harder to clean and should be washed separately
 - d. All of the above

8. A guard on a meat-slicing machine was removed during cleaning. Before using the machine again, what should you do?
 - a. Turn the machine on and make sure it is running correctly before replacing the guard
 - b. Replace the guard yourself and test the machine on a few slices of meat
 - c. Get an authorised person to replace the guard before operating the machine
 - d. Check the machine is properly cleaned before testing if it is working properly

9. The most *common* health problems that can arise from hazardous manual tasks are:
 - a. musculoskeletal injuries
 - b. cold and flu
 - c. bone cancer
 - d. food allergies

10. What types of injuries can result from performing manual tasks?
 - a. Sprains and strains of muscles, ligaments and tendons
 - b. Nerve injury or compression
 - c. Muscular and vascular disorders
 - d. All of the above

11. When should you receive task specific training to perform manual tasks?
 - a. During induction to the task
 - b. As part of your refresher training
 - c. When work tasks are about to be changed or introduced
 - d. All of the above

12. Which of the following statements is correct?
 - a. The average weight of a full 50 litre beer keg is 62kg. A beer keg can be manual handled safely by two people.
 - b. Your employer must manage stock levels so that beer kegs can be stacked on top of each other.
 - c. One or two people cannot safely lift, carry and lower full beer kegs manually.
 - d. Manual handling of beer kegs is a low-risk activity.

13. Which activity is defined as a hazardous manual task?
- Cleaning tables, which may be repetitive and lead to adopting awkward postures
 - Making beds at low height and adopting awkward postures if there is inadequate space to make the bed.
 - Washing pots and larger dishes which may require bending over and reaching into sinks, possibly with force while scrubbing
 - All of the above
14. If you are not sure to perform a hazardous manual task safely, you should ask your employer or supervisor.
- True
 - False
15. To reduce the risk of contact dermatitis on your hands, you should:
- dry your hands thoroughly with a disposable paper towel after wet work
 - moisturise your hands as often as possible with fragrance-free moisturiser
 - wear disposable and non-latex gloves for wet work
 - all of the above
16. Identify **five** potential risks that can arise from using hazardous substances in the workplace:
- Chemical burns
 - Cold and flu
 - Flammability and explosion
 - Suffocation
 - Cold burns
 - Musculoskeletal injuries
 - Falls from height
 - Exposure to toxic or poisonous substance
17. Which statement about asphyxia is correct?
- Asphyxia is caused by a lack of oxygen in the air when breathing, resulting in deficiency of oxygen in the blood
 - Common gases (nitrogen, carbon dioxide, helium, and propane) can displace oxygen in the air when present in high concentrations, especially within a confined space.
 - Asphyxia causes suffocation
 - All of the above
18. Which statement about pressurised gas is correct?
- Aerosols should not be used near naked flames or ignition sources as this can cause them to explode or turn into dangerous projectiles if overheated
 - Gases are kept in cylinders under high pressure. If cylinders are damaged, the sudden release of gas can propel the cylinder like a rocket

- c. The inhalation of pressurised gas can damage the lungs and cause a stroke, seizures or death.
 - d. All of the above
19. What are the information sheets that provide information about hazardous substances called?
- a. Safety data sheet
 - b. Label
 - c. Hazardous substance register
 - d. Read me sheet
20. A residual current device (RCD):
- a. can be a circuit breaker
 - b. is a safety switch to prevent electrical shock
 - c. is required to be installed at the switchboard, built into a fixed socket or used through a portable RCD outlet
 - d. all of the above
21. Electric shock occurs when electric current flows through the body because:
- a. a person becomes part of an electrical circuit
 - b. a fatal shock occurs
 - c. there is no earth leakage device
 - d. a person is not wearing rubber-soled shoes
22. To reduce the risk of electric shock you should:
- a. Pull out the plug quickly
 - b. Tape frayed cords with electrical tape
 - c. Switch off appliances before you pull out the plug
 - d. Ask your mate to pull out the plug for you
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