

# OCCUPATIONAL HEALTH MEASURES IN HOSPITALITY INDUSTRY

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## Abstract

Hospitality industry is an evergreen industry as it is integrated with tourism and the people's daily life. The personnel work for such industry need to indulge themselves in a round the clock work efficiency. Due to this, they may cause under the occupational health issues which in turn may affect the span of their professional working experience. This would may pave way for the fear of future working young professional in this field. This paper is to study a theoretical consideration for application of ergonomics to reduce the work disorder. Hospitality industry need the staff from ground level to higher grade must be fresh in look and also a hard working job. As globally many certifications are been implemented but foremost factor is too aware and train the staff to practice the right work culture. This paper tries to clarify and impulse some measures to avoid work related disorder in all department of hotel industry. As hospitality industry is not to be automated and human relation is essential in handling guest .the work progress can be formulated as per ergonomics norms and procedures to improve productivity as whole.

**Key words:** ergonomics, occupational health, work related disorders, employees.

## I Introduction

### 1.0 Work-Related Injuries in Hospitality

Hotel employees are faced with physically demanding work on a daily basis in operations: lifting luggage, pushing carts, making beds, carrying service tray. It is no disclosure that the hotel industry is dominated by high numbers of work-related injuries. Moreover, Hotel industry experiences one of the highest growth rates in injury incidence over the previous years.

Accounting for generally a quarter of the hospitality workforce are housekeepers, who are also known to be most affected by injuries in hotels. Studies indicate they have the highest annual injury rate of 8% compared to the overall injury rate for hotel workers of 3.3%. Risk Solutions shares that nearly 63% of all hotel housekeeping injuries are musculoskeletal disorders (MSDs), affecting the muscles, tendons and nerves; tension neck syndrome and low back pain are common examples.

The cause of MSDs is a mix of unnecessary force, awkward postures and repetitive motions, combined with the duration of long shifts. If muscles don't get a sufficient amount time to recover, they cannot produce the same amount of force, resulting in fatigue, and injuries are more prone to occur.

In the case of housekeeping, staff deals with heavy lifting during bed-making as well as awkward postures of trunk and extremities when cleaning far above the ground/near to the ground surface areas, repetitively each day. Pain levels are severe, which really influences their ability to effectively carry out their tasks and can even increase absenteeism or end result in turnover; this largely affects work presentation and causes a significant loss in efficiency.

## II Literature review

Koopman (2001) states that accidents pain and suffering to the worker and his family. When it consequences in permanent disability, the consequences are grievous for both the sufferer and the business. The victim loses his earning capacity and ability to enjoy a normal active life, and the society and business are deprived of his/her skill and contribution to production. OSHA procedures explain the regulations on the worker place disorders and occupational health injuries which would affect the labor force from preventing them to work in their life time.

## III Methodology

### 3.1 Three stages to help prevent injuries at work are as follows:

1. Provide a well-designed job and workplace with proper aids to ensure that the staff is able to realize what is required in a safe and healthy manner
2. Deliver employee training program for effective use of their body and of these tools to fit their tasks and needs
3. Encourage open communication and support, reducing injury risk by raising awareness

### 3.2 Introducing Ergonomics and Its Benefits

Basically, ergonomics is a people-first regulation, taking into account one's capability and limitations. It aim is to ensure that there is a "fit" between each person and their work, align the tasks, tools, information and environment to be suitable. In scientific way, it is concerned with the understanding of interactions among humans and other elements of a work environment.

The benefits of integrating good ergonomic practices within your workplace are to promote the well-being of staff, allowing them to work more efficiently with fewer injuries and perform at a higher quality. Productivity will improve and so will your staff morale.

### 3.3 Ergonomics Motivated by Technology

Technology is developing at a rapid speed with an ever-increasing number of gadgets on the market. In expressions of the ergonomics process, there are three main phases where technology comes.

1. Risk assessment of the workplace and tasks
2. Design of tools and the work area
3. Training for effective implementation

In hazard assessment and design phases, motion capture devices can be used to track one's movements and examine postures to help reduce injury risks. In adding together, virtual and augmented reality are enormous technologies to help immerse in the environment to assess the risks of a certain task or workstation and evaluate if it is feasible to implement. 3D printing can allow for prototyping ergonomic tools and the designer/engineer can test it before manufacturing.

Awareness is the fundamental pillar when it comes to ergonomics. If we don't know we are injuring ourselves, we won't change the way we do things. We must be aware of our body, our strengths and our limitations to be able to protect ourselves from injuries. The ergonomics procedure is developing, and employers are now more aware of its importance for each employee in their company to keep them motivated and healthy, increasing their productivity and well-being.

### 3.4 Design a kitchen for safety

Before designing the kitchen space, we need to know what menu items will be prepared in kitchen. For example, if the hotel has many grilled foods, will need a large grill, and preparation area in front of it. It may need a large garnishing station, but wouldn't need a big bank of ovens. Next example, if we are a sushi restaurant, then refrigeration takes priority over having a grill or other equipment. It might need kitchen space for large rice cookers. The menu will dictate design and layout. Make sure to get advice from the executive chef as to what layout would work more conveniently for him/her and his/her team of chefs.

It is advisable to be aware of the standard measurements for height of work surfaces (3 feet is the standard but it helps to have varying heights), storage cabinets, and so forth. It's to measure the space of your kitchen area, pantry, and so forth to decide where items should go and will have enough walking space if two chefs are working at back to back counters.

Planning ahead will allow designing ergonomically and safely for the staff that will use the space. A true ergonomic design will minimize the movement of kitchen staff working within the kitchen to save time, to reduce accident risks, and to reduce food spill possibilities.

### 3.5 Preventing violence in the workplace

Violence is the attempt, threatened or actual conduct of a person that causes or is likely to cause injury and includes any threatening statement or behavior that gives a worker reason to trust that they are at risk of an injury. Employers must acquire the following steps to help prevent violence in the workplace:

- Find out if there is a risk of violence in the workplace.
- Execute procedures to eliminate or minimize risks to workers.
- Educate workers about the hazards of workplace violence and the appropriate responses to violent behavior or threats. Incidents of violence include attempted or actual assaults, or any threatening statement or behavior toward an employee by anyone other than a co-employee.

## IV Suggestions

### 4.0 Train the Staff.

- Demonstrate and describe specific procedures, including all hazards and safety precautions in all departments
- Written test about some basic standards often.
- Precision of line supervisor to examine the staff to follow a culture to follow.
- Keep training key elements and maintain a training record.
- Monitor to ensure that safety standards maintained.
- Correct hazardous work habits and provide coaching again.
- Anything happened must be intimated by a circular of all report of the accident causes.
- Conduct the occupational health meeting and maintain minutes of meetings.
- Discuss any new safe work procedures or other health and safety policies and procedures are implementing.
- Expert awareness programs in regular intervals.

### 4.1 Mental Stresses

- a. The every staff shall make certain that the work be arranged so as to preserve the employees' integrity and dignity.
- b. Efforts shall be made to arrange the work so as to enable contact and communication with other staff.
- c. All shall not be subjected to harassment or other improper conduct.
- d. As far as possible, be protected against violence, threats and undesirable strain as a result of contact with other persons.
- e. The Management shall ensure that employees do not experience excessive mental stresses from monotony or isolation.
- f. The Management shall ensure that employees are not overburdened with work (e.g. excessive room-cleaning quotas).

### 4.2 Measured for manual handling

In the hospitality industry, basically need to be addressed to ensure we reduce the risk of injury to employees in particular, and patrons and guests with public liability issues in mind. A hotel in service in today's regulatory climate just has to accept that identifying and controlling health and safety risks is a normal cost of doing business.

All injuries in the hotel sector are incurred while carrying out some sort of manual handling related job. They're generally musculoskeletal type injuries – trauma or pain to your back, knees, elbows, muscle tears, etc. The nature of repetitive work in industry, like moving cartons, making beds or carrying luggage, can lead to muscle strain directly or over a period of time.

- Make sure that your people undergo a solid induction when they join your workplace which includes both theory, practical and on-the-job training in how to safely carry out their appointed tasks.
- Consider about the work area and organize it in a way that reduces the need for or instances of lifting, moving and carrying stock.
- Make use of mechanical aids like keg lifters, hand trolleys, pallet jacks, carts and concierge trolleys.
- It is a practical option to lift heavier items by using a workmate to help you (a team lifts).

- To preventing back or muscle strain is to ensure a load is lifted correctly by using your legs to hinge, not your back, and keeping the item close to the body.

### V Conclusion

Hospitality industry is always a busy in work progress in serving global guest as customers. This is achieved by the staff of all departments, as this paper says automation cannot be implemented in hospitality industry as people serve people .the work disorder is silent defoliator of a labour work .Hence the preservation and precaution measures can diagnose the causes. This can be prevented by simple steps of ergonomics in hotel industry as well. The staff needs to be trained to perform intricate job in pleasant working conditions. The management also must take an active participation in implementing the practice of right work procedures. Globally all work force are been caution about work environment as life play profession.

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