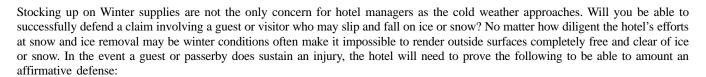
## Is your hotel ready for winter? Take the time now to check your preparedness

Another great article from The Rooms Chronicle®, the #1 journal for hotel rooms management! \*\*\*Important notice: This article may not be reproduced without permission of the publisher or the author.\*\*\* College of Hospitality and Tourism Management, Niagara University, P.O. Box 2036, Niagara University, NY 14109-2036. Phone: 866-Read TRC. E-mail: editor@roomschronicle.com

Notice: The ideas, opinions, recommendations, and interpretations presented herein are those of the author(s). The College of Hospitality and Tourism Management, Niagara University/The Rooms Chronicle® assume no responsibility for the validity of claims in items reported.

If your hotel is located in an area that can expect snow or ice during the winter months NOW is the time to stock up on the items the hotel will need. These include, but may not be limited to:

- ✓ Amble amounts of snow & ice melt
- ✓ Adequate supplies of snow shovels
- ✓ Personal protective equipment (boots, gloves and headwear) for associates who may be asked to shovel snow
- ✓ A signed contract with an insured contractor for snow and ice removal
- ✓ If you have a snow blower, be sure it is in working condition and that you have sufficient gasoline on hand to power it
- ✓ An adequate supply of walk-off mats



- ✓ Exact weather conditions at the time of the incident. Hint buy a thermometer and mount it outside an office window. This will allow you to record exact temperatures.
- ✓ Maintain a log of exactly what you did to minimize the risk of a slip and fall. A sample log is located on the reverse of this page. Remember, there is no such thing as too much detail. Details that should be logged include:
  - > Type of precipitation
  - ➤ When it began
  - ➤ When you first called the snow removal contractor
  - ➤ What steps your own staff took, include the names of associates.
  - ➤ The exact times your staff applied ice melt, shoveled, etc...

It is also recommended that you review your property now for possible trouble spots.

Possible trouble spots to look for include:

- ✓ Pay attention to where downspouts may empty out. Do they empty onto walkways or between parked cars? A lot can be clear and dry by day, but snow melting from the roof can cause icing problems at night when the temperature drops below freezing.
- ✓ Low spots where water may pond and freeze at night.
- ✓ High traffic areas.

In many of the areas that do not expect to experience ice or snow, winter is the rainy season. This is also a time of increased awareness for those lodging properties. Wet floor signs and additional walk off mats at entrance points at the front of the hotel as well as the entrances to back of the house areas are a necessity. Wet floor signs and mops or other materials and



equipment should be readily available to control this hazard as much as possible. The exterior walkways should be reviewed regularly. Areas where water may stand for longer periods of time algae may grow and cause a slippery walking surface. This should be removed as soon as possible. The inspection of walkway and parking lots for safety and security reason should be on a Preventative Maintenance schedule and documented.

It is most important to keep walkways clear, dry as practical and to warn everyone using the walkway of the possibility of ice, snow and water. When areas cannot be clear for normal use, barrier tape may be considered to reduce the probability of someone using the walkway. Mops, squeegees, brooms, traffic cones, wet floor signs, caution tape and good mats should all be part of your hotel's winter weather response.  $\diamond$ 

(Nancy Wood is a former loss prevention consultant for Starwood Hotels & Resorts Worldwide. Jesse Denton is an independent loss prevention consultant based in Atlanta, GA. He possesses over 40 years of experience, the last 22 years with major hotel and insurance companies in the hospitality industry. Jesse was honored in February 2009 by HospitalityLawyer.com with the Hospitality Loss Prevention Lifetime Achievement award. Content for this article was derived from his monthly newsletter Front Line Risk Bulletin. He may be reached via e-mail at: jldentonjr@bellsouth.net.)

Snow and Ice Treatment and Removal Log							
<ol> <li>Location:</li> <li>1.) Document all snow and ice treatment and removal procedures. Be specific, list location and action taken.</li> <li>2.) Retain log on site.</li> </ol>							
				DATE	TIME	WEATHER CONDITIONS	ACTIVITY CONDUCTED