

ANSWER GUIDE

SITXWHS001

Participate in safe work practices



HOSPITALITY GROUP TRAINING

1. Name two organisational health and safety procedures in your hospitality environment

Answers will vary but may include:

Fire evacuation procedures

Bomb Threat procedures

Chemical use and storage procedures

Security procedures - All visitors to sign in at administration

2. Using your answers to Q1, how do you follow the procedures in your hospitality environment to maintain safe work practices?

Answers will vary but may include:

Fire evacuation procedures – follow instructions from supervisors/fire marshals, assist in the evacuation of customers/staff (if instructed) from the building, congregate at the muster point.

Bomb threat procedures – remain calm, try to take in as much detail as possible, write down information provided to you, try to alert a colleague to what is going on. Report to supervisor and follow instructions provided.

Chemical use and storage procedures – store all chemicals away from food, in a locked cupboard. store in shaded, cool and well-ventilated areas; keep away from heat and flammable sources; keep away from children; store in original container with a tight lid; store chlorine-based chemicals away from acid, oil and bleach-based detergents.

Follow dilution instructions carefully, ensure you have access to the SDS, never use chemicals you are not trained to use. Wear PPE

Security procedures – all visitor report to main administration, no admittance to staff only areas. Name badge should always be worn. Cash should be secured in a lock box or till drawer and emptied regularly. Report all suspicious behaviour

3. List the Personal Protective Equipment (PPE) and designated uniform you wear in your workplace

Answers will vary but may include:

Enclosed shoes

Long pants

Apron

Hat

Hairnet if hair is long

Long sleeve chef jacket or shirt

4. What is a hazard and give an example of one within your hospitality environment?

A hazard means everything that may result in **injury** or harm to the **health** of a person.

Example answers will vary but may include:

Wet floors
Faulty equipment
Boxes in corridors
Broken furniture
Open flames
Lack of training
Lack of concentration

5. Name the three-step process to for a risk assessment.

Identify the hazard: Identify hazards and system failures in the work process which may influence the risk of an accident or injury

Assess the risk: Determine the likelihood of an accident or injury occurring related to the hazard

Control the risk: Eliminate or reduce the risk of exposure to the hazard

6. If an accident/incident occurs in the workplace why is it important to report it, who do you report it to and how?

Answers will vary but may include:

Why - Accident/incident recording is a key component in any accident prevention program, providing valuable information to help identify and manage risk in the workplace

Who - Supervisor or manager

How - Following organisational procedure, usually written though

7. If you notice a hazard in your workplace how do you do the following:

Answers will vary but may include:

Remove: remove the hazard where possible

Report: either verbally or written to supervisor

8. Sort the following emergency and potential emergency situations in the table below:

Emergency	Potential Emergency
Armed hold up	Frayed electrical cords
Fire in guest area	Water on floor
Bomb threat	Boxes in corridor

9. Who and how do you seek assistance from in an emergency?

Answers will vary but may include:

Examples: Who: manager, chef, supervisor

How: Verbal, report

10. List four employer and employee workplace responsibilities to ensure WHS standards in the workplace

Answers will vary but may include:

Employer Responsibilities	Employee Responsibilities
Maintain equipment in a safe working condition	Taking reasonable care of the occupational health and safety of self and others
Monitor the health and safety in the workplace	Co-operate with the efforts taken by your employer to comply with the preventative requirements of the Act.
Provide employees with protective clothing	Wear protective clothing provided by the employer
Implementing safe work practices	Work in a safe manner
Provide safety equipment	Use safety equipment
Train staff in safety procedures and allow discussion of safety training	Follow safety procedures
Report accidents according to organisational requirements	Report faulty equipment and hazards
	Report accidents according to organisational requirements

11. How do you securely manage the following in your workplace?

Answers will vary but may include:

Cash: in a locked safe, cupboard, no cash kept on premises

Documents & Information: electronically, in a locked filing cabinet (depending on private information) Information kept private and not released to anyone who is not allowed access
Equipment: In storage cupboards
Keys: on manager, supervisor
Personnel: E.g. Security staff employed to protect staff from violent/intoxicated patrons.

12. List the correct procedures to follow if you are involved in an armed hold-up in your hospitality environment
- Stay calm
 - No heroics
 - Obey instructions
 - Activate the alarm
 - Be deliberate in your actions
 - Call the police
 - Observe
 - Fill in recollection forms
13. Give three examples of information that should be included in a WHS Induction?
- Answers will vary but may include:
- Emergency procedures
 - Security procedures
 - Company policies and procedures regarding WHS
 - Your responsibilities under WHS
 - Designated uniform
 - Who your direct manager is?
14. Describe the procedure for evacuation of staff and customers from your hospitality environment in an emergency.
- Answers will vary but may include:
- Always remain calm
 - Follow supervisor/manager instructions
 - Leave by the nearest exit
 - Assist fellow staff and customers from the building in a calm and polite manner
 - Convene at nearest muster point and await further instructions
 - Do not re enter the building until instructed to do so.
15. List three (3) potential consequences of not following OHS legislation and organisational policies and procedures
- Answers will vary but may include:
- You may be found guilty of breaking the law, fined and possibly imprisoned

You may not get any workers compensation if any injury sustained was your fault

You may lose your job

You may injure yourself, some else or even kill someone.

Project Part 1. Answer Guide

Explain the Workplace Safety Signs and what they mean in the spaces below.

Safety Sign	Where would this sign be placed?	What does it mean?
	<p>Near any kitchen</p> <p>In a hospitality Venue – no smoking designated area</p> <p>Near Chemicals</p> <p>It could be placed in or around any building</p>	<p>No smoking in this area</p>
	<p>In a storage area</p> <p>Delivery Dock</p>	<p>Showing you to lift by bending your knees not by just bending over</p>
	<p>At any emergency exit as it lights up when the power goes out</p> <p>Any exit</p>	<p>Way out in case of an emergency</p>
	<p>At the start and end of a cleaning area</p>	<p>Signifies the floor or area is being cleaned and maybe wet and have slip hazard</p>
	<p>Staff area only</p>	<p>Do not enter unless authorised</p>

Project Part 2

Your colleague has cut their finger quite badly whilst completing a task at your workplace.

1. Complete the accident form below with the necessary details.
2. As a group and/or with your Assessor, discuss and record any actions that need to be taken to reduce the risk of this type of injury occurring in the future.

Name Fredrick Smith Occupation: Chef

ACCIDENT/INCIDENT DETAILS

Date: 10/01/2020 Time: 2.30pm

Location: Main Kitchen Witness: Sarah Hill

Report to: Robert Michael

Nature of injury

- | | | | |
|--|---|---------------------------------------|--|
| <input type="checkbox"/> Contusion/crush | <input type="checkbox"/> Burn | <input type="checkbox"/> Dislocation | <input type="checkbox"/> Amputation |
| <input checked="" type="checkbox"/> Lacerated/open wound | <input type="checkbox"/> Superficial injury | <input type="checkbox"/> Foreign body | <input type="checkbox"/> Internal injury |
| <input type="checkbox"/> Concussion | <input type="checkbox"/> Sprain/Strain | <input type="checkbox"/> Fracture | <input type="checkbox"/> Dermatitis |

Location of injury

- | | | | |
|---------------------------------------|----------------------------------|---|---|
| <input type="checkbox"/> Head/Face | <input type="checkbox"/> Eye | <input type="checkbox"/> Internal organ | <input checked="" type="checkbox"/> Hand/finger |
| <input type="checkbox"/> Shoulder/arm | <input type="checkbox"/> Hip/leg | <input type="checkbox"/> Foot/Toe | <input type="checkbox"/> Back |

Other _____

Result of Accident

Lost time injury: Y / ☒ No of days: 0 Workers Compensation Y / N

Treatment Received: ☒ First Aid ☐ Doctor ☐ Hospital

Workplace consultation discussion record:

Details discussed:

E.g.:

Details of incident

Ways to prevent reoccurrence: E.g. New procedures, Extra PPE, Further Training requirements, Supervision

Details of those involved in the discussion

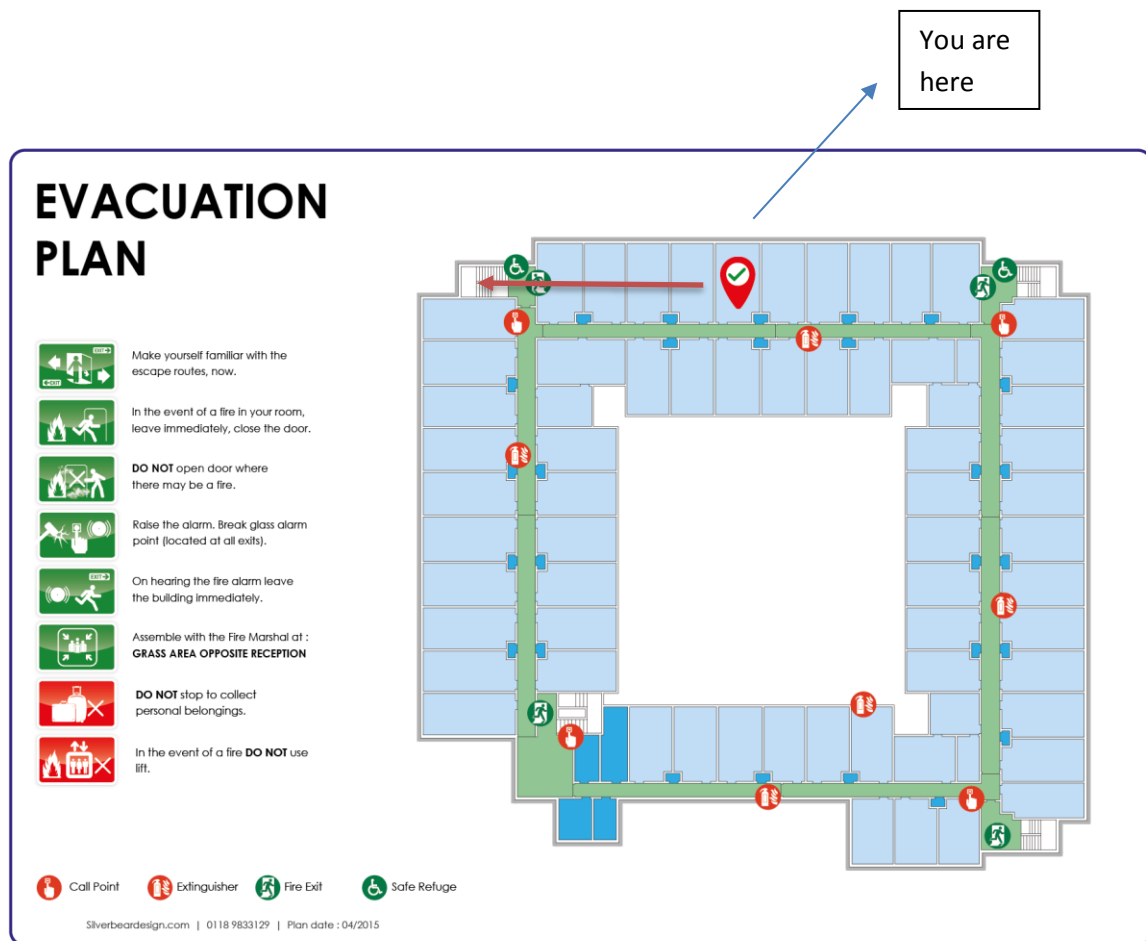
Action plan

Project 3

HAZARD IDENTIFIED	LIKELIHOOD Almost certain Likely Possible Unlikely Rare	CONSEQUENCE Minor First aid Long term injury Serious injury Fatality	RISK RATING High Medium Low	SOLUTION	BREACH OF PROCEDURE	REPORT TO
<i>Example: Knives left in the sink</i>	<i>Likely</i>	<i>First aid or long-term injury</i>	<i>Medium-High</i>	<i>Introduce procedure to place knives in separate place.</i>	<i>Possibly</i>	<i>Manager/Head Chef</i>
Wet Floor – Sign not used	Almost Certain	First aid or long-term injury	Low	Use yellow wet floor sign	Possibly	Manager/Head Chef
Walking with sharp knives	Almost Certain	First Aid	Low	Walk with knife beside them	No	Manager/Head Chef
Frayed electrical cord	Possible	First Aid	Low	Report straight away and do not use	Yes	Manager/Head Chef
Boxes stacked in corridor	Possible	First Aid	Low	Put deliveries away immediately and break down all boxes for recycling	Yes	Manager/Head Chef
Trip hazard	Possible	First aid or long-term injury	Medium	Report to supervisor/manager	Yes	Manager/Head Chef
Stove top left on high unattended	Possible	Serious injury	Medium	Turn to pilot light or turn off completely	Possibly	Manager/Head Chef
Lack of breaks	Likely	Serious injury	High	Take regular breaks and change task	Yes	Manager/head chef

Project 4

Look at the evacuation plan and follow the instructions below:



1. Highlight where you are located?
2. Draw the route to your nearest emergency exit?
3. Where is the designated assembly area?
Grass area opposite reception