

Marsh's Hospitality & Gaming Practice Training Programs and Resources

MA4-10501

At Marsh's Hospitality & Gaming Practice we are **AT YOUR SERVICE**. Outlined below are programs developed with our hospitality clients in mind. While this does not represent an all-inclusive training and resource index, it does represent a number of programs that have proven to be very successful for our hospitality clients. Most of the programs, based on the specific and unique exposures of each operation, may need to be tailored to fit the needs of each client and the individual locations within their portfolio of properties.

In addition to the training programs listed below, we have also developed a Risk Management Tool Box, a Risk and Claims Management Manual, Departmental Safety Manual and an OSHA Training Programs Manual that is tailored to the needs of each client based upon the state(s) in which they reside.

Please let us know if you would like samples of any of the programs listed below, or if you would like to discuss them in further detail. We can also arrange to conduct training at one or more of your client's locations so they can solicit feedback from their General Managers on the value they feel the programs would bring to their properties.

Property/Casualty (Front of the House)

- Handling Guest Incidents
- Security (In-house and Contracted)
- Reasonable Care/Care, Custody and Control
- Understanding Innkeeper's Statutes
- Property Inspection Techniques (Tailored to fit the Needs of Each Property)
- Pool Safety
- Fitness Center/Weight Room Safety
- Proper Food Handling and Storage
- Alcohol Service and Awareness Training
- Emergency Procedures/Evacuation Training (Several Volumes Indexed by Emergency Situation)
- Key Control (Metal Key – Ving Card – Electronic Locks – MOD Key Ring)
- Identifying Illegal Drug Activity in Your Operation
- MOD Training and Practical Application (MOD Manuals Provided to Each Location)

Workers' Compensation/Employee Safety (Back of the House)

- Job Descriptions (Including Required Physical Requirements) for all Departments
- Job Safety Analyses (By Department)
- Developing Risk Management Assignment Rosters for Hospitality Exposures
- Risk Management Assessments/Profiles
- Safety & the Supervisor Training
- Bloodborne Pathogens Exposure Control
- Lockout/Tagout (Version for Engineers and Maintenance Mechanics)
- Hazard Communication and Right-to-Know Training
- Body Mechanics/Proper Lifting
- Ergonomic Postures (F&B and Rooms Exposures)
- Initial and Department-Specific Safety Training
- Return-to-Work and Transitional Duty Training and Program Development
- Understanding the Roles of a Risk Manager
- Understanding the Roles of a Claims Manager
- Building Effective Safety & Health Committees
- Vehicle Safety & Evidentiary Breath Alcohol Testing Compliance Training

Marsh's Hospitality & Gaming Practice Risk Management Programs

RISK AND CLAIMS MANAGEMENT MANUAL

This complete risk and claims management manual, specifically written for the hotel industry, can be implemented at every location in a hotel chain. It can be tailored to the client by showing the client's name on the cover and throughout the manual. The appropriate internal client-specific terms can also be included, such as changing "employees" to "team members". This manual is an ideal solution for clients who are using outdated risk and/or safety manuals, or who are not using a consistent manual across all of their locations.

OSHA TRAINING PROGRAMS – MANUAL and/or TRAINING

"Train the trainer" OSHA Programs specifically designed for the hotel industry. Includes the 5 main OSHA programs that may be required at a hotel or restaurant: Bloodborne Pathogens Exposure Control, Hazard Communication, Lockout/Tagout, Respiratory Protection, Permit Required Confined Spaces.

HOSPITALITY DEPARTMENTAL SAFETY TRAINING MANUAL

A complete, department-specific, safety training manual specifically written for the hotel industry. This manual provides the initial safety training written materials for the hotel manager to review and sign off with every new hire. The manual helps the hotel location ensure that they are providing complete and thorough initial safety training. It provides the necessary training documentation to meet OSHA/regulatory standards.

RISK MANAGEMENT ROSTER, ASSESSMENT AND PROPERTY INSPECTION

Marsh's Risk Consultant visits a hotel property to:

- Establish the property's Risk Management Team Members, via the Risk Management Roster from the Risk Management Manual.
- Evaluate and grade the current level of risk management performance at the property, using the Risk Management Assessment Form from the Risk Management Manual.
- Conduct a complete "back of the house" risk management/safety inspection of the location.

LOSS CONTROL GUIDE

A comprehensive Loss Control Guide can be developed for the hotel company's top management, to help it properly coordinate all loss control (OSHA, Insurance Company, other inspections) inspections occurring at its locations. This guide is developed by Marsh's Risk Consultant, in conjunction with Marsh's Hospitality & Gaming Practice.

SAFETY & THE SUPERVISOR TRAINING PROGRAM

This program teaches the location's supervisors the basics about safety, and it helps them make safety a part of their daily routine. Marsh's Risk Consultant teaches this 7-hour Safety and the Supervisor Training Program with the hospitality location's supervisors.

BUILDING AN EFFECTIVE SAFETY TEAM TRAINING PROGRAM

Developing a strong Safety Team is a key foundation for the location's entire safety program. This 2-hour program trains the location in how to build, and maintain, an effective Safety Team.

HANDLING GUEST INCIDENTS TRAINING PROGRAM

The hotel's managers are the critical first link in any guest incident, where an injury or property loss may have occurred. How the manager handles this "first notice of a potential guest loss" situation can greatly affect the ultimate outcome of the loss. The Handling Guest Incidents 2-hour training program provides the manager training in how to properly handle these situations.

BUNDLED PROGRAMS

The above programs can be bundled in various ways, based on the company's needs. One common bundled package is:

- Phase I: Complete the Risk Management Roster, Assessment and Property Inspection.
- Phase II: Conduct the OSHA Training Programs at the location.
- Phase III: Conduct the Safety and the Supervisor class at the location.