



Hospitality Hygiene & Occupational Safety Training (Post-Covid 19)

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Learning Objectives:

1. Knowledge

- Describe new normal good hygiene practices post Covid-19 in matters of cleanliness, disinfection in hospitality operations.
- Identify the different documents and checklists relevant to hygiene and occupational health.
- List the main rules and best practices for personal hygiene & professional hygiene, including new post Covid-19 standards.
- Name preventive measures to detain hazardous microorganisms from spreading
- Understand and examine the causes, symptoms and remedies to hygiene issues in hospitality operations.
- Understand the principles of the HACCP method.
- Analyse most common allergies and intolerances in terms of:
 - Food source
 - Symptoms
- Recognize various fire hazards and identify safety aids and tools to use in case of fire or other accidents common to F&B service settings.
- Understand food intoxication and excessive alcohol consumption.

2. Competencies

- Complete activities and checklists that include new standards for post Covid-19 realities.
- Identify and implement remedies to hygiene issues in Hotel and F&B operations.
- Prevent poor personal and professional hygiene behavior.
- Take appropriate measures against fire hazards and other common accidents in hospitality service settings.
- Contribute to careful monitoring of a HACCP plan.
- Work in accordance with occupational health and safety regulations for the hospitality industry.
- Explain the importance of using checklists for hygiene and safety control measures and ensure documentation is completed correctly.
- Demonstrate safe workplace behaviour to prevent injuries.
- Recognize ways to handle guests' food intoxication or excessive alcohol consumption.
- Understand the ways to handle guests who are intoxicated.

3. Mindset

- Explain the importance of using checklists as hygiene and safety control measures and ensure right documentation are completed in right work context.
- Discuss the negative impact of poor personal and professional hygiene.
- Recognize the impacts of implementing and following hygiene standards in a hospitality establishment.
- Recognize the new standards of hygiene in hospitality post Covid-19 to effectively avoid spreading of this and other diseases

Course outline – Theoretical Sessions

Mod- ule	Topic	Learning objectives
1.	Basics of Hygiene	Understand the meaning of hygiene Know the impact of implementing and following best practices of hygiene standards in a hospitality establishment Understand how an infection can spread due to micro-organisms Know the main principles of hygiene to be implemented in an establishment
2.	Personal & Professional Hygiene - new normal good practices	Understand the meaning of personal and professional hygiene Know the best cleaning and distancing practices of hygiene standards, including in case of epidemic
3.	Personal & Professional Hygiene in Rooms Operations	Learn the main rules and best practices for hygiene in Rooms Division regarding • Personal hygiene • Professional hygiene Understand the hygiene pillars and their implications in Rooms Division
4.	Personal & Professional Hygiene in F&B Operations	Learn the main rules and best practices for Hygiene in F&B Operations regarding • Personal hygiene • Professional hygiene Understand the 4 hygiene pillars and their implications in F&B Operations Learn the main rules and best practices applicable to F&B Operations in terms of professional hygiene

		Name preventive measures to detain hazardous microorganisms from spreading at each step of F&B Operations
5.	Occupational Health & Safety Best Practices	Understand the meaning of occupational health and safety best practices Identify various best practices applicable to the Hospitality Operations
6.	Causes, Symptoms & Remedies for hygiene issues	Understand the causes and symptoms of various hygiene issues in hospitality operations Identify the remedies to hygiene issues Learn about implementing such remedies so as to ensure non-recurrence in future
7.	Introduction to HACCP method	Understand the principles of the HACCP method Master the different steps of implementing an HACCP plan Contribute to careful monitoring and changes to an HACCP plan
8.	Safety at work	Categorize main occupational risks and common injuries in the hospitality industry Recognize various fire hazards and take appropriate measures against fire hazards and other common accidents in the hospitality industry Work in accordance with occupational health and safety regulations Demonstrate safe workplace behavior to prevent injuries
9.	Slips, Trips & Falls	Recognize various hazards which can result in slips, trips and falls Demonstrate safe workplace behaviour to prevent injuries due to slips, trips and falls
10.	Safety Aids & Tools in case of Fire	Identify safety aids and tools for use during fire and other accidents Understand the use of these aids and tools with reference to the hospitality industry

11.	Causes of Fires & Benefits of a Fire Drill	Know the different types of fires Identify various causes of fires Learn the benefits of a fire drill
12.	Ways to handle food allergies	Be able to explain what is a food intolerance and allergen Know the 14 allergen classification Be able to explain the risks due to food allergens Understand the link within the industry
13.	Documents & Checklists	Understand the various documents and checklists relevant to hygiene and occupational health Understand how these are important to maintain standards and avoid accidents or incidents at work
14.	Ways to Handle Guest's Food poisoning & Alcohol Intoxication	Understand the background of food poisoning and excessive alcohol consumption Understand the ways to handle guests who are intoxicated or are in an inebriated state
15.	Exam	

Assessment details

Theoretical exam - 100% of the final course grade

The students will be assessed in the final session of their course with a time constrained final examination where they will have to demonstrate their knowledge and understanding of the course content and achievement of the learning outcomes. The examinations will be comprised of true-false questions and multiple-choice questions.