Learning Objectives

Upon completion of this unit, students should be able to:

1. Describe various ways in which facilities design and management can enhance a property's security efforts.
2. Describe how to reduce occupational injury rates in the hospitality industry.
3. Describe the components of fire suppression and fire control devices and systems.
4. List several protective measures that can help mitigate the risk of terrorists' attacks.
5. Discuss water usage levels and patterns in the lodging industry, and describe the basic structure of water and wastewater systems.
6. Identify various potential water quality problems, outline major water heating concerns and options, and identify various water system maintenance concerns.
7. Explain how lodging properties can use water for entertainment and recreational purposes; describe issues associated with swimming pool water systems, and summarize water conservation issues pertinent to the lodging industry.

Unit Summary

This unit consists of Chapters 4 and 5. Chapter 4 deals with important considerations regarding safety and security issues. The hospitality industry has long been expected to provide guests with a reasonably safe and secure environment. This safe environment has changed from the stout walls and barred doors of the Travelers Inns of years ago; to the electronic locks, fire sprinklers, smoke detectors, and closed-circuit television of many modern lodging properties. Today's hospitality manager must understand safety and security needs as they affect the well being of both guests and employees and how they influence the financial success of the business.

The content of Chapter 4 covers these specific areas: safety and the hospitality industry; building design, maintenance, and safety; and safety in the guest bath. Additional information focuses on fire safety concerns, such as fire prevention, fire detection, fire notification, fire suppression, and fire control. Sections on evacuation plans, security, terrorism and other extraordinary events conclude the chapter.

The discussion in Chapter 5, addresses water and wastewater systems. Detailed information includes sections on water usage in the lodging industry and the water system. Water quality includes discharge/sewage water and a segment on Legionnaires' Disease. Other sections offer guidance for water heating options, water system maintenance concerns, and water for entertainment and recreation, such as swimming pool systems. The last section of this chapter presents helpful resources for water conservation and a water conservation checklist.