

A Study on Various Emergency Situations in the Hotel and Solutions to Handle IT

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Abstract: *Emergency scenarios pose particular difficulties for the hotel sector, requiring prompt and thorough reactions to guarantee the security and welfare of both customers and employees. This article looks at the wide range of possible emergencies, from medical emergencies and natural disasters to technical malfunctions and security breaches. It emphasizes how important it is to take preventative action in order to successfully reduce potential hazards. These proactive steps include risk assessment, worker training, and the establishment of strong emergency processes. The article also highlights the critical importance that precise evacuation plans, unambiguous communication, and the application of cutting-edge technologies play in crisis management in the hotel sector. The article emphasizes the importance of flexible approaches and coordinated reactions, which highlights the necessity of creating a resilient and secure environment to maintain visitor happiness, safety, and the reputation of hotel*

Keywords: Disaster, hazard, emergence response, crisis, hotel

I. INTRODUCTION

Housekeeping emergencies can range from small accidents to potentially hazardous situations that require swift and decisive action. These incidents may include spills, fires, electrical malfunctions, and structural damage, all of which necessitate well-prepared and effective responses. This introduction aims to provide insights into how to address these housekeeping emergencies through proactive measures, resourceful problem-solving, and the implementation of safety protocols. By exploring practical solutions such as creating comprehensive housekeeping protocols, emphasizing staff training, and promoting the use of appropriate safety equipment, this introduction highlights the critical role of preparedness and quick decision-making in ensuring the safety and smooth functioning of any household or establishment. It is a non-routine situation that necessitates prompt action, primarily to mitigate a hazard or adverse consequences for human health and environmental safety. Being the custodian of the radiation sources, handling of the radiation emergency situation, mitigating the consequences and making preventive measures to avoid any recurrence of such situation in future are the responsibilities of the employer. Managing medical emergencies in hotels necessitates prompt and efficient action to guarantee the affected guest's safety and wellbeing. When managing medical problems in hotels, it's critical for hotel workers to maintain composure, concentration, and readiness. It is possible to ensure the affected guest's safety and well-being by taking prompt and decisive action.

Objective -

This research will focus upon different emergency situations and the remedies that go along with them. To gain a thorough awareness of the hazards and difficulties that might occur in different situations.

II. RESEARCH METHODOLOGY

To complete this article secondary data is used like, research journals, Websites, magazines and periodicals.

III. LITERATURE REVIEW

In order to detect and eliminate fire hazards and to comply with current legal requirements, the aim of this article is to investigate methodologies related to qualitative fire risk assessment of existing hotel facilities.

Introduction to Emergency Management, Fifth Edition, offers a fully up-to-date analysis of US emergency management principles. In addition to expanding coverage of risk management in a time of climate change and terrorism, Haddow,

Bullock, and Coppola discuss the impact of new emergency management technologies, social media, and an increasing focus on recovery.

The hotel industry is more vulnerable to crisis situations than other economic sectors because of its many unique characteristics. Numerous crises and tragedies can affect international tourism and hospitality, which are essential components of the tourism offer. This article discusses the need for the crisis management concept to be heavily integrated into the operations of tourism companies. The theoretical framework reviews the basic factors that influence tourism, as well as the notions of crisis and crisis management in the context of international travel and the significance of crisis management for the hotel industry. The paper's empirical section presents the findings of a survey that was done on 59 hotels in Split-Dalmatia County as a sample with the intention of.

Hotels play a significant role in Jordanian tourism and, by extension, the country's economy. Thus, in order for hotels to survive in the current volatile business environment, crisis management is essential.

Every economic crisis makes many Russian businesses in the hospitality sector more vulnerable to risk and fiercer competition, which worsens their financial situation. In addition to outside variables, subpar hotel management systems, subpar customer relations, and subpar revenue management are frequently the causes of crises in the Russian hotel industry. The notion of a crisis developing gradually in the hotel industry, signs of its manifestation, and the goals of crisis management are the main topics of this article. The authors have created techniques and protocols for identifying a hotel enterprise's crisis state, as well as a number of tools for automating the recommended procedures.

The hospitality sector is vulnerable to numerous crises and tragedies brought on by human error, reckless behavior, and natural disasters. The increasing frequency of emergencies points to a lack of emergency management policies as well as the necessity of updating emergency protocols and methods to prevent losses in businesses that depend on their employees. The consequences for travel destinations and hospitality organizations can be catastrophic if emergencies are not managed, prevented, or controlled.

Various Emergency situations can be studied as below:

Bomb Threat Emergency Situation:-In case of any bomb threat emergency situation the hotel should call concerning the bomb threat be received, the hotel ought to collaborate with the local law enforcement agency and adhere to their directives. When receiving a call about a bomb threat, the person handling the call should record all pertinent information, including the caller's voicemail and accent. The hotel should notify the anti-bomb team right away, and after determining where the bomb is planted, they should disarm it. Tell your co-worker to try to listen in on the phone as well and use the exchange to determine the location. Pay close attention to the caller, extend the conversation, and carefully record all the information, including the location of the explosives, the time of explosion, and their power. If at all feasible, record this call, pay attention to any background sounds, and attempt to get information from the cops and the accent. Notify the security officer and G M right away after disconnecting. The department head should be notified as well if the location is determined. That specific place has to be evacuated of people from the suspected region. Following the police's "all clear" signal, the hotel can resume its regular operations.

With this understanding, people, groups, and communities can lessen the effects of emergencies by being more prepared and able to respond appropriately. Through a comprehensive analysis of emergency scenarios and solutions, stakeholders can enhance their ability to prevent casualties, reduce damage, and promote efficient processes for recovery and reconstruction.

Fireas Emergency Threat:-The most frequent emergency that could occur in the hotel at any time is fire. The kitchen or the hotel's malfunctioning wiring are the most likely causes of fire breaks in lodging facilities. Both the fire department and the concerned employees should be notified right away. Remain calm; if the hotel staff knows how to operate the firefighting apparatus, they should use the extinguisher right away. As soon as there is any news about a fire, the hotel's gas and electricity supplies should be cut off.

Death of an In House Guest in the Hotel:-The Front Office Manager should be notified immediately of any information pertaining to the death of an in-house guest. They will then notify the General Manager and the Security Manager. Subsequently, the hotel physician is called to verify the guest's death and the police authorities are even informed. The guests' residential address is also determined, and the relatives are notified. A stretcher is used to remove the dead body once the police have granted their approval and the doctor has certified the patient's death. If the

deceased guest was receiving medical advice from another physician in the interim, that physician is also contacted. Together with a report that includes the time, room number, and other information about the deceased visitor, a death certificate is also prepared. The guest room is locked and sealed, but it can be unlocked, cleaned, and resold with the local government's approval when the police provide their approval.

Samples of SOP are as below:-

1. The Duty Manager, Security Manager or Supervisor, Front Office Manager, Manager on Duty, and General Manager should make up the hotel emergency team.
2. A health emergency is described as any circumstance that poses a risk to the lives of visitors or staff members, such as cardiac arrest, respiratory arrest, unconsciousness, or any cognizant person experiencing acute distress.
3. The telephone operator or guest service representative should ask the passenger what issue he is having as the initial point of contact.
4. Inform the operator to call Security and dispatch a response team if the customer service staff was the first to receive the call.
5. Note the caller's name, room number or scene location, type of illness or injury, and notify the duty manager or front office manager right away.
6. Depending on the circumstances and the guest's condition, either an ambulance or a hotel vehicle may be offered if the visitor needs to be sent to the hospital.
7. If necessary, a wheelchair should be kept on hand, and the security supervisor or manager will make arrangements for an elevator to be used for the evacuation.
8. The ambulance will be told, in accordance with hotel protocol, to enter the building either through the employee entrance or the emergency exit.

Accident Emergency Situation: Accidents can happen at hotels at any time as a result of broken staircases, ramps, balconies, and even parking spaces. When framing the architecture plan for the hotels, the hotels should make sure that handrails and a non-slip surface are used.

Illness and Epidemics emergency situation: There should always be a Doctor on call available for the hotel so that in case if any guest suffers from any kind of problem he /she can be given the concern treatment as soon as possible.

Theft Emergency Situation: There is cash at the register, so there is also the possibility of theft. Also property of house guests. To prevent theft, the office must inform the guest that his valuables must be kept in the safe.

Vandalism: The front desk employees need to make a call to the hotel security to request that the main door be locked. The security manager needs to contact the police right away if things get out of control.

Damage to property by resident guest: To request that the main door be locked, the front desk staff must call the hotel security. If the situation becomes out of hand, the security manager must immediately call the police.

Handling drunken guest: A guest who is inebriated might bother other guests. The inebriated guest should be led to a remote location, such as a back office, to prevent this. Hotel employees should handle the situation calmly and in accordance with the SOP for handling intoxicated guests.

IV. CONCLUSION

To ensure the security of both guests and employees, the hotel sector needs to be proactive and equipped to deal with a range of emergency scenarios. Through the implementation of comprehensive emergency management plans and ongoing training and staff development, hotels can guarantee that they have the necessary resources to properly address any unanticipated events that may arise. Emergencies are unavoidable and frequently take us off guard. But when someone needs help right away, we should never be unprepared or inactive. In an emergency, making wise decisions and acting quickly are essential. One of the industries that is most susceptible to crises is the hospitality sector. Crises now impact the hotel sector and other associated industries and are more common and complex than in the past.

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