

# Workplace Hazards in the Hospitality Industry

This fact sheet is for students undertaking work experience programs, and for their host employers. It can be used as a tool to assist with task planning, and to develop appropriate induction, training and supervision to minimise any risk to students while they are 'at work'.

**Students must be given instruction, and must be supervised at all times. Consideration must always be given to hazards when allocating tasks. If any risk exists, students must NOT undertake the activity.**

Hazard	Possible Harmful Effects	Possible Employer Action to Prevent Injury / Illness	Preventative Action Students Can Take
Cooking equipment – oven, deep fryers, hot plates, grills	Burns or electric shock	<b>Students must not be allowed to cook without close supervision</b> <ul style="list-style-type: none"> <li>Fit guards around hot surfaces</li> <li>Maintain equipment, including electrical testing and tagging</li> <li>Provide training on safe use</li> <li>Provide personal protective equipment (PPE)</li> </ul>	<b>Students must not be allowed to cook without close supervision</b> <ul style="list-style-type: none"> <li>Follow safe work procedures</li> <li>Use PPE provided</li> </ul>
Knives and deli slicers, powered cutting equipment	Cuts	<b>Students must NOT use powered cutting equipment</b>	<b>Students must NOT use powered cutting equipment</b>
Hot oil / grease	Burns	<ul style="list-style-type: none"> <li>Fit splash guards</li> <li>Fit and use lids or covers</li> <li>Use oil pans that dump automatically</li> <li>Provide appropriate personal protective equipment (PPE)</li> </ul>	<ul style="list-style-type: none"> <li>Use splash guards, lids and covers provided</li> <li>Use PPE provided</li> </ul>
Slippery floors	Slips or falls	<ul style="list-style-type: none"> <li>Provide floor mats</li> <li>Require non-slip shoes</li> </ul>	<ul style="list-style-type: none"> <li>Wear non-slip shoes</li> <li>Clean up spills quickly</li> </ul>
Dishwashing products, sanitisers  Cleaning products	Skin contact may cause irritation or dermatitis Vapours/fumes may cause headaches or other respiratory problems Long-term exposure may cause chronic (ongoing) effects	<ul style="list-style-type: none"> <li>Use the least hazardous product for each job</li> <li>Read labels and Material Safety Data Sheet (MSDS)</li> <li>Provide appropriate PPE</li> </ul>	<ul style="list-style-type: none"> <li>Use personal protective equipment (PPE) when provided – this could include rubber gloves, eye protection</li> <li>Read safety information on MSDS</li> </ul>
Contact with public	Abuse, assault, robbery	<ul style="list-style-type: none"> <li>Provide adequate security</li> <li>Provide barriers where money is handled</li> <li>Provide adequate outside lighting</li> <li>Schedule at least two people per shift</li> <li>Arrange customer service and emergency response training</li> </ul>	<ul style="list-style-type: none"> <li>Follow procedures regarding security and contact with the public</li> <li>Report any concerns immediately</li> </ul>
Manual handling (bending, reaching, stretching, pulling, lifting, repetitive motions)	Musculoskeletal disorders including sprains and strains	<ul style="list-style-type: none"> <li>Use mechanical aids where practicable</li> <li>Keep heavy items on lower shelves</li> <li>Encourage team lifting where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Follow instructions and training</li> <li>Use mechanical aids, stepladders where provided</li> <li>Seek help when you think a team lift is required</li> </ul>
Exposure to blood or body fluids, needle sticks when cleaning	Blood-borne diseases	<b>Students must NOT be exposed to contaminated fluids</b>	<b>Students must NOT be exposed to contaminated fluids</b>
Sexual harassment, work place bullying	Emotional stress, fear and anxiety, physical illness	<ul style="list-style-type: none"> <li>Establish work place policy</li> <li>Provide staff briefings or training</li> </ul>	<ul style="list-style-type: none"> <li>Report any concerns immediately</li> </ul>

