WORKING MATERIAL 1.4 · CHAPTER 1 — THE VISION OF OWNERSHIP (SECTION A) · SETTING: ZERMATT, SWITZERLAND

Guest and Staff Welfare: A Name, Not a Department

Source: Francesco Dore, The Helm and the Lens, Volume 7a — GSTC Hotel Standard v4.0, subchapter 1.4 (book page 49)

GUIDING QUESTION

In many hotels, health and safety belongs to everyone: maintenance keeps the equipment, human resources organises the training, and the general manager signs the plans. Criterion A3 begins somewhere else, with one designated person. Why does the standard ask for a name, and what happens at three in the morning when there is only a department?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
Passing fire inspections satisfies A3	Only partially true	Inspection records are evidence under A2; A3 also asks for a designated person and staff training	
Health and safety can be shared among departments	No	A3.1 requires one designated person to oversee occupational and guests' health and safety	
The designated person must be a full-time employee	No	The guideline to A3.1 allows an external professional or an internal staff member with relevant training	
Training permanent staff is enough	No	A3.2 refers to relevant staff without distinction of contract, and B9.1 covers all staff, including contracted workers	
A GSTC certificate shows that a hotel is safe	No	The preamble excludes any approval role in health, safety and security	
Training once on appointment is sufficient	No	The guideline to A3.1 requires training to be refreshed periodically	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Treating health and safety as a shared departmental function with no single overseer.

☐ Training permanent staff and assuming seasonal or agency staff will learn on the job.

☐ Scheduling training by the human resources calendar rather than by contract start dates.

☐ Designating a person without training or authority.

☐ Confusing a passed inspection with readiness of the people on duty.

☐ Presenting a GSTC certificate as evidence that the building is safe.

☐ Leaving contracted workers outside training and records.

☐ Collecting concerns from guests and staff without a log or a person who closes them.

3 · A Checklist for Guest and Staff Welfare

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Who, by name, oversees occupational and guests' health and safety?	A3.1 requires a designated person, not a department	
What training has that person received, and when was it last refreshed?	The guideline to A3.1 expects relevant training refreshed periodically	
Does every new arrival, including seasonal and agency staff, receive emergency training before working alone?	A3.2 refers to relevant staff, and the night shift is where the gap is widest	
Are training materials available in the languages the staff speak?	A7.5 requires materials in languages understood by all relevant staff	
Is there a log of concerns from staff and guests, and who reviews it?	The A3 criterion asks the hotel to respond to any concerns	
Are drills held at the times and with the teams most likely to face an emergency?	Readiness at night cannot be shown by a daytime session in November	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standard and its practical application. Indicator references point to the GSTC Hotel Standard v4.0; where the evidence lives is this book's practice, not a requirement of the standard.

Question	Where the evidence lives	Seen?
Is a designated person assigned to oversee occupational and guests' health and safety (A3.1)?	Designation, job description, contract with any external professional	☐
Has that person had relevant training, refreshed periodically (guideline to A3.1)?	Course certificates and refresh dates	☐
Do all relevant staff, including seasonal, agency and night staff, receive hazard and emergency training (A3.2)?	Induction records by contract type and shift	☐
Are evacuation plans and routes displayed and reviewed, and fire equipment inspected (guideline to A2.2)?	Inspection records; plans in guest and staff areas	☐
Are hazards and concerns raised by staff and guests recorded and closed?	Concerns log with dates of closure	☐

> *What this sheet is not: the GSTC Hotel Standard does not prescribe this form. It is a working aid drawn from the book; the standard's criteria, indicators and guidelines govern the real case. Independent material; not affiliated with or endorsed by the GSTC. The standard's own text at www.gstc.org prevails.*