

Hospitality Industry Risk Control



Our team of Hospitality Risk Specialists is committed exclusively to the hospitality industry and therefore truly understand our clients' needs.

Whether traveling for a family vacation, business trip or weekend getaway, guests rely on their hotel of choice to ensure a safe and enjoyable visit. Educating staff on hotel policies and industry best practices can result in a positive experience for guests and encourage return visits. However, in addition to providing an enjoyable guest experience, it is equally important to establish policies to protect employees so that they can safely accomplish their work and contribute to the hotel's success.

Hotel risk management starts with educating employees on safety procedures, tailored to their specific roles and not just limited to the obvious Engineering and Security staff. A subtle comment from the bellman suggesting a guest lock their room door, a concierge being mindful of any unsafe activities in the lobby, or a room attendant informing a guest to be aware of a vacuum cord or housekeeping cart while cleaning, can collectively reduce the potential for guest and worker injuries.

We take a collaborative approach to assist our clients with their safety programs, increasing awareness of the importance of risk mitigation, instilling a safety culture throughout the organization, improving employee morale and productivity, and reducing accident frequency and severity.

We take a collaborative approach to provide our clients with risk control services specific to their hotel.



Sompo International Capabilities

Our team of Hospitality Risk Specialists is committed exclusively to the hospitality industry and can assist in ensuring that your safety program addresses all key elements. Only by thoroughly understanding your industry and operations can we understand the accident trends that are specific to the hotel industry and work with you to tailor risk mitigation approaches. Our risk control service begins with a detailed loss analysis. We then work with you to jointly develop risk mitigation goals. In addition, we focus on safety program details and accountability requirements. A well written safety program that is properly implemented is a critical element in accident reduction.

We also provide the following services tailored for our hospitality clients:

- Main Entrance & Major Guest Traffic Area Assessment
- Safety Responsibility & Accountability Assessment
- Ergonomic Assessments (Room Attendants, Office staff, Kitchen, or other)
- Development of Client Specific General Liability, Property, or Workers Compensation Self-Inspection Forms
- Development of Best Practices for specific work tasks
- Risk Control Surveys (Client Specific Evaluation of Management Safety Systems)
- Accident Investigation Training (in person or webcast)
- Material Handling Training
- Specialized Custom Training (Legionella controls for cooling towers)
- Hot Work Programs



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