

	RESOURCE LIBRARY - TECHNICAL SERVICES Accident Recording	<i>CODE:</i> 07.02.017
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Description描述:

OBJECTIVE目的:

- To specify the procedure to be followed in the event of an accident occurring on the premises.
遵循既定的程序，以避免酒店内事故的再次发生。

APPLICATION使用范围:

- This policy applies to any person injured on a XYZ Hotel premises.
It is the responsibility of the General Manager to ensure the requirements as specified in this policy are complied with.
本政策适用于任何店发生的员工受伤事件。
总经理来确保酒店员工能够遵循本政策。

STATEMENT OF POLICY政策详述:

1. All accidents to employees and guests alike should be recorded in an accident report log. This is to be analyzed monthly by the Personnel Manager.
发生在员工及宾客身上的类似事件都应该记录在事故报告中。并由人力资源部经理每月进行检查。
2. In the case of accidents which require the injured person to leave the hotel for treatment – a formal investigation must be held by the Manager. Such investigations are to be put in writing in the form of a report and must be maintained in a confidential file for future reference in the event of an insurance claim. Wherever possible witness statements should be obtained and attached to the report.
在有事故发生的情况下，受伤人员应离店进行治疗。经理着手调查事故原因。类似调查都应写进相关事故报告中，存为机密文件作为备查，以防保险索赔事件的发生。任何可能目击陈述都应进行记录并附于报告后。
3. Injured parties must not be treated, or administered drugs by an unqualified member of staff – no matter how well intentioned. A qualified First Aider is to be contacted in the absence of the hotel nurse/doctor.
受伤的一方不应由缺乏经验的同事给予治疗或用药，无论是否出于好意。酒店护士或医生不在的情况下，要联系一名合格的急救人员进行救治。
4. Liability for the accident is not to be admitted until an investigation is complete, and staff should be instructed not to speculate to guests by offering their opinion and comments on the cause of an accident.
直至事故调查结束，否则不可对事故的责任进行归属。同时也应该培训员工不要对客人发表意见及评论。
5. Negligence on the hotel's part which is the cause of an accident must be treated very seriously and immediate action taken to rectify the situation and any future reoccurrence. This may involve disciplinary procedure if members of staff are connected.
酒店方的疏忽，是导致事故发生的原因，一定要给予认真对待并采取相应措施避免此类事故的再次发生。如果员工有所关联，也可能会涉及惩戒性程序。
6. Duty Managers should be given specific instructions on how to handle emergency accidents in the absence of the General Manager.
总经理外出时，值班经理应该对于如何应对紧急事件给出明确的指令。

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7. In the event of a guest being injured and recuperating at the hotel, management should make every effort to demonstrate their care and concern for the guest. To this end a specific “caretaker” should be appointed.
 如果受伤客人回到酒店，应给予他们相应的关照。最后应指派具体看护人员进行看护。
8. Head Office is to be informed of any serious accident or any insurance claim arising from an accident on the premises.
 理层办公室要知晓酒店内发生的任何重要或任何保险索赔事件。