

RISK CONTROL CONSULTING

Ergonomics for Hotel Room Attendants

Pushing, Pulling, lifting, and repeating the same movements may strain our bodies. Hotel room attendants have jobs that perform a wide variety of tasks from cleaning bathrooms and dusting furniture to making beds and vacuuming that involve repetitive motion. Many of these tasks require awkward postures, forceful exertions, and repeated movements—all risk factors for developing ergonomic related injuries, including muscle sprains and strains. To reduce the risks, here are some tips to prevent injuries:

Pushing Housekeeping Carts

Housekeeping carts, which are overloaded with clean linens, wet towels, and amenities, can increase the amount of force required to push them. Additionally, carts piled too high require the attendant to lean out to the side to see around them. This results in awkward postures.

- Empty carts frequently. Have housemen exchange carts or remove bags of soiled linens at least once or twice
- During the shift to reduce the weight from overloaded carts.
- Use power-assist carts.
- Make sure there is a clear line of sight and that vision is not blocked by overloaded carts or poorly placed supplies.
- Ensure that items are not hanging over the edge of the cart to get caught in the wheels.
- If hotel hallways have thick, plush carpeting, use larger wheels on all carts thus reducing the force required to push and maneuver them.
- Always push carts, never pull carts.
- Ensure that cart tires are properly inflated, that wheels are not out-of-round, and casters are not bent, broken, or damaged in any way. Take carts with damaged wheels and/or casters out of service immediately until they are repaired.
- Uneven surfaces—elevators, thresholds, or torn carpeting—create sudden, unexpected stops, which can cause slips, trips or falls.

Making Beds



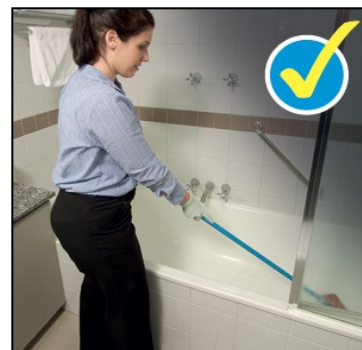
- Get as close as possible to the item needing to be moved. Go around the bed and don't stretch across it.
- Try to keep beds away from walls to reduce working in tight areas in awkward postures.
- Kneel on one or both knees and face the bed while pulling the corner of the bottom sheet.

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- Use the inside out method by turning the duvet and slide the cover around instead of stuffing.

Cleaning Bathrooms:

- Use tools with long handles for hard-to-reach areas to reduce bending and reaching.
- Alternate between left and right hands when scrubbing.
- Use a mat or towel to protect knees when kneeling.



Vacuuming:

- Keeping wheels and casters clean makes rolling easier.
- Avoid twisting at the waist and arm extension.
- Switch hands frequently.

General Cleaning and Dusting:

- Keep the wrist straight.
- Avoid unnecessary bending and reaching.
- Use long-handled tools for hard to reach areas.
- Place trash cans on a higher surface such as luggage rack or table to avoid bending over to change liners.



This Tribal First Risk Control Consulting fact sheet is not intended to be exhaustive. The discussion and best practices suggested herein should not be regarded as legal advice. Readers should pursue legal counsel or contact their insurance providers to gain more exhaustive advice. For more information on this topic, please contact Tribal First Risk Control Consulting at (888) 737-4752 or riskcontrol@tribalfirst.com.