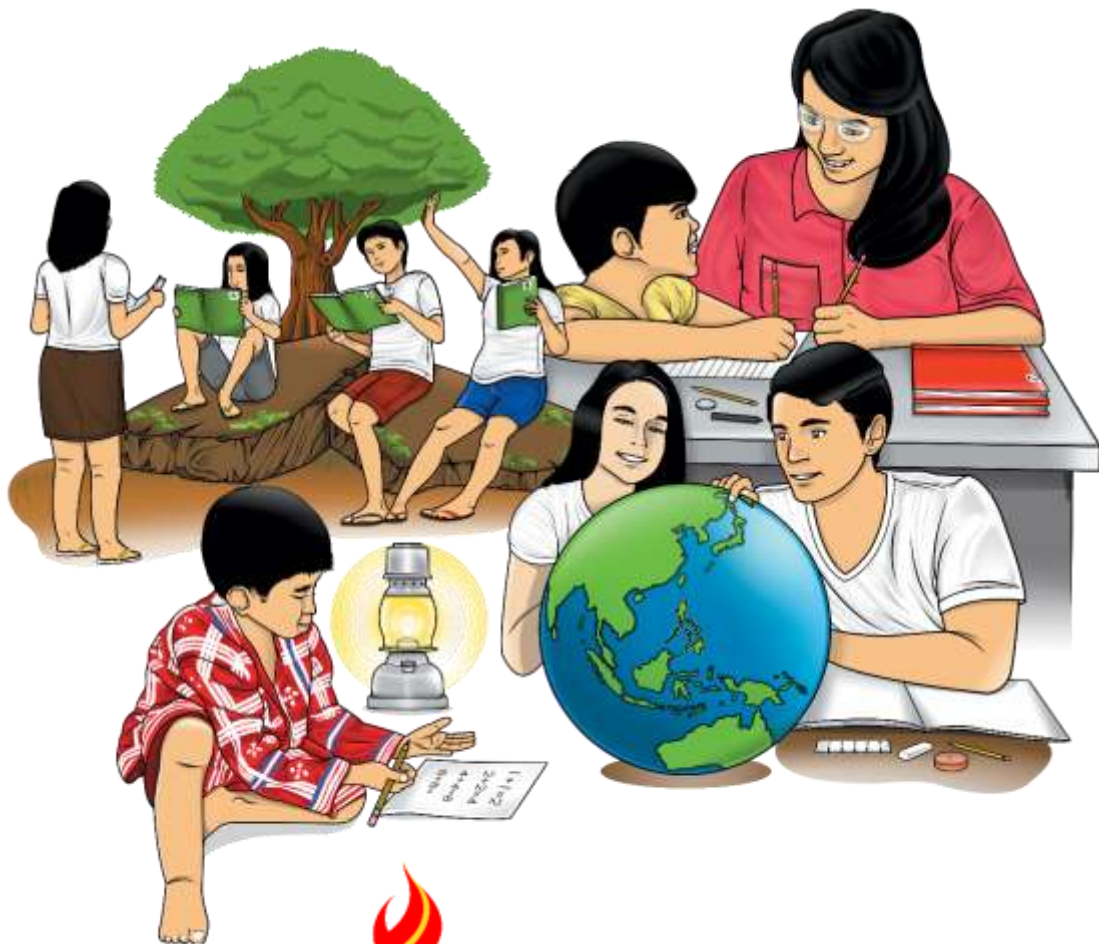


# Technology and Livelihood Education

## Front Office Services

### Module 4: Practice Occupational Health and Safety



**Technology and Livelihood Education  
Grade 8 - Front Office Services  
Alternative Delivery Mode  
Module 4: Practice Occupational Health and Safety  
First Edition, 2020**

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**Technology and  
Livelihood Education  
Front Office Services  
Module 4: Practice Occupational  
Health and Safety**

## **Introductory Message**

This Self-Learning Module (SLM) is prepared so that you, our dear learners, can continue your studies and learn while at home. Activities, questions, directions, exercises, and discussions are carefully stated for you to understand each lesson.

Each SLM is composed of different parts. Each part shall guide you step-by-step as you discover and understand the lesson prepared for you.

Pre-tests are provided to measure your prior knowledge on lessons in each SLM. This will tell you if you need to proceed on completing this module or if you need to ask your facilitator or your teacher's assistance for better understanding of the lesson. At the end of each module, you need to answer the post-test to self-check your learning. Answer keys are provided for each activity and test. We trust that you will be honest in using these.

In addition to the material in the main text, Notes to the Teacher are also provided to our facilitators and parents for strategies and reminders on how they can best help you on your home-based learning.

Please use this module with care. Do not put unnecessary marks on any part of this SLM. Use a separate sheet of paper in answering the exercises and tests. And read the instructions carefully before performing each task.

If you have any questions in using this SLM or any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator.

Thank you.



## ***What I Need to Know***

This module is set to give you a clear understanding about the hazards and risks in front office services. It explains the different types, indicators and effects of these hazards and risks.

The module focuses on one lesson, namely:

LO 1 – Identifying Hazards and Risks in Front Office Services

After going through this module, you are expected to:

1. Clarify and explain regulations and workplace safety and hazard control practices and procedures; and
2. Identify hazards/risks in the workplace and their corresponding indicators.



## ***What I Know***

Let us determine how much you already know about the hazards and risks in a workplace. Take this test.

### **Pre-test**

Directions: Choose the correct answer of the questions given. Write your answers on your activity notebook.

1. What is a signboard with a red circular band with a diagonal cross bar on a white background?
  - A. First-aid sign
  - B. Mandatory sign
  - C. Prohibition sign
  - D. Warning sign
2. What type of signboard which has blue circle with a white symbol indicating that a course of action must be taken?
  - A. Fire safety sign
  - B. Mandatory sign
  - C. Safety color
  - D. Warning sign

3. It is a type of signboard which has yellow triangle with a black border and black symbol.
  - A. Acoustic signal
  - B. Hand signal
  - C. Safety sign
  - D. Warning sign
  
4. What is a sign giving information on emergency escapes?
  - A. Acoustic signal
  - B. Illuminated signal
  - C. Fire safety sign
  - D. First-aid sign
  
5. The following are examples of chemical hazards, except;
  - A. car fumes
  - B. disinfectants
  - C. industrial gases
  - D. noise
  
6. What type of hazard which causes stress to a worker to the extent that his general well-being is affected?
  - A. Ergonomic hazard
  - B. Mechanical hazard
  - C. Physical hazard
  - D. Psychological hazard
  
7. Which among the following is not an example of physical hazards?
  - A. bacteria
  - B. noise
  - C. vibration
  - D. weather
  
8. What type of hazard which is caused by anatomical, physiological, and psychological demands on the worker?
  - A. Ergonomic hazard
  - B. Mechanical hazard
  - C. Physical hazard
  - D. Psychological hazard
  
9. What type of hazard which is caused by anatomical, physiological, and psychological demands on the worker?
  - A. hazard
  - B. psychological hazard
  - C. risk
  - D. safety

10. What is the main legislation which provide for the health and safety of people in the work place?
  - A. Safety, Health, and Welfare Act of 2005
  - B. Safety, Health, and Welfare Act of 2007
  - C. Safety, Health, and Welfare at Work Act of 2005
  - D. Safety, Health, and Welfare at Work Act of 2007
  
11. It is a common front desk services hazard in which a person is abused, threatened, intimidated or assaulted in his or her employment.
  - A. cuts
  - B. fall
  - C. fire and explosion
  - D. workplace violence
  
12. What common front office services hazard which are deviations of body parts from their neutral position leading to exhaustion, discomfort and increased risk injury?
  - A. awkward posture
  - B. noise
  - C. prolonged standing
  - D. struck against/by objects
  
13. Which common front office services hazard that occurs when the human body becomes part of an electric circuit through which current passes?
  - A. burns and scalds
  - B. electrocution
  - C. extreme temperature
  - D. fire and explosion
  
14. It is common front office services hazard which may occur from the use of knives and machinery in kitchens, laundry shops and engineering workshops.
  - A. cuts
  - B. fire and explosion
  - C. manual
  - D. workplace violence
  
15. What is the major cause of strains and sprains to the lower back and even the neck and limbs?
  - A. manual handling
  - B. prolonged standing
  - C. repetitive movements
  - D. workplace violence

## Lesson

# 1

## Hazards and Risks in a Workplace

[In this lesson the students independently learn to identify hazards and risks that they might encounter daily, determine the indicators by which these hazards and risks may be identified and discover its effects to health.]

Hello learner! Again, you will be taking a journey of learning a new concept about Front Office Services (FOS). Be advised that it is best to read the whole module first before answering the activities within.



### *What's In*

#### **Think It Over!**

Directions: Based on the illustration below, cite what might happen to the workers in this kind of workplace? Write your idea/s in your activity notebook.

1.



*shutterstock.com*

3.



*jjkeler.com*

2.



*Stjohn.org.nz*

4.



*verywellhealth.com*

5.



*dfwspinecenter.com*





## What's New

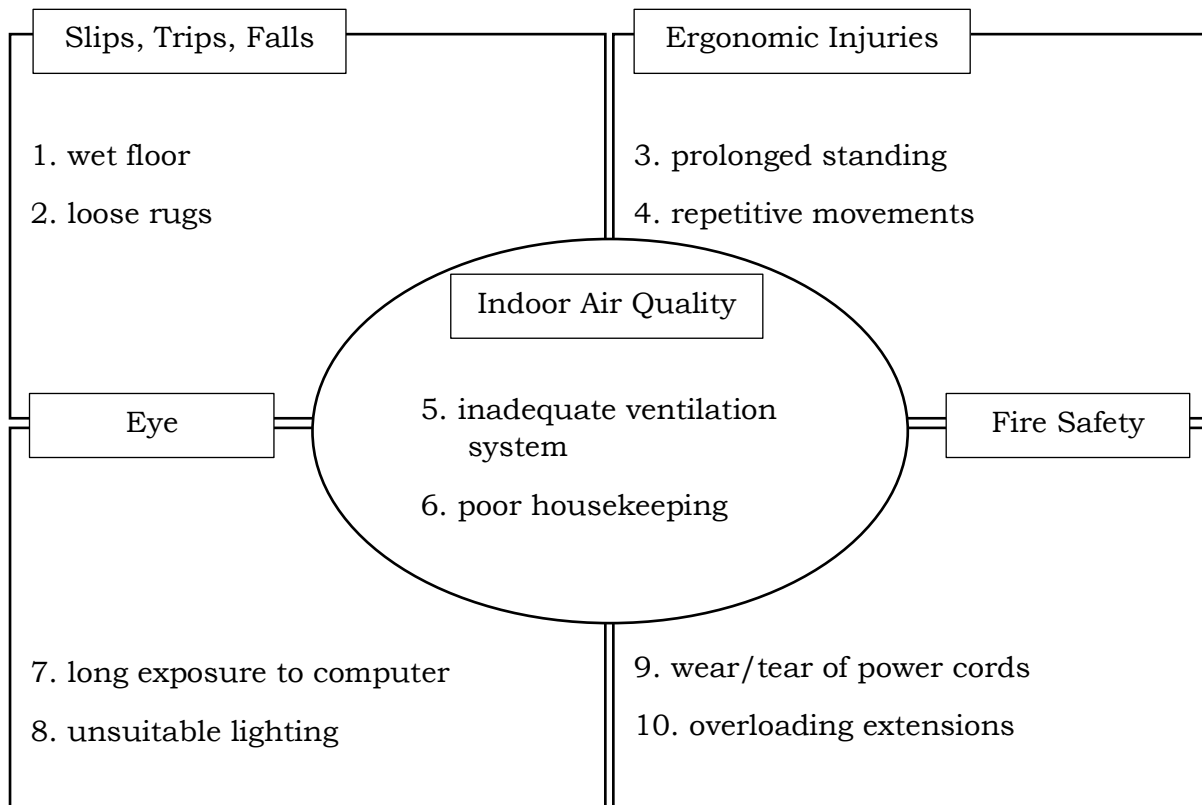
Staffs/personnel in front office services are exposed to varied duties and responsibilities liable for the success of hotel operations. Thus, making them vulnerable to different potential hazard that may pose risk to safety and health. Discover the different hazards and risks in the workplace.

### Activity: First 5

Directions: Listed below are common conditions in the workplace that poses risk/hazard to safety and health. Classify them according to the type of hazards where they belong. Copy the format and write your answers in your activity notebook.

Wet floor  
Wear/tear of power cords  
Inadequate ventilation system  
Repetitive movements  
Long exposure to computer

Prolonged standing  
Unsuitable lighting  
Loose rugs  
Poor housekeeping  
Overloading of extensions





## ***What is It***

This time you are about to study the different concepts about front office services safety and health procedures.

### **I. Types of Workplace Hazards**

1. Safety hazards  
These are caused by inadequate and insufficient machine guards, unsafe working conditions, and unsafe work practices.
2. Biological hazards  
These are caused by organisms such as viruses, bacteria, fungi, and parasites.
3. Chemical hazards  
These include solid, liquid, vapor or gaseous chemicals, dust, fume or mist.
4. Ergonomic hazards  
These are caused by anatomical, physiological, and psychological demands on the worker, such as repetitive and forceful movements, vibration, extreme temperatures, and awkward postures arising from improper work methods and improperly designed workstations, tools, and equipment.
5. Physical hazards  
These are caused by noise, vibration, energy, weather, electricity, radiation, and pressure.
6. Psychological hazards  
These are those that basically cause stress to a worker. These kinds of hazards that trouble an individual very much to the extent that his general well-being is affected.
7. Mechanical and/or Electrical hazards  
These are those that basically cause stress to a worker. These kinds of hazards that trouble an individual very much to the extent that his general well-being is affected.

### **II. Common Hazards in Front Office Services**

1. Cuts  
Cuts are among the major risks in the hotel industry. They may occur from the use of knives and machinery in kitchens, laundry shops and engineering workshops. You may be injured while using or cleaning machinery/equipment as a result of coming into contact or being trapped between moving parts. Cuts may also arise from handling broken glass or porcelain by room attendants.

2. Slips, Trips, and Falls

Many workplace injuries also result from workers' slippery floors, tripping over physical obstructions or falling from height. This could be due to insufficient lighting, poor housekeeping, wet and slippery floors, and lack of handrails on platforms or staircases, unsafe use of ladders or carelessness.

3. Struck against/by objects

Injuries can occur when persons are hit by hard, heavy or sharp objects. When materials are not properly stacked, they may collapse, causing injuries to persons nearby. Narrow and cluttered passageways can contribute to the risk of such accidents. When trolleys and carts are not handled with care, accidents may also arise.

4. Burns and Scalds

The use of ovens and deep fryers without due care can cause burns and scalds. A blast of heat or steam can be released when opening hot oven doors, saucepan lids, etc. Staff should know the possible hazards and the preventive measures when handling such appliances or hot liquids.

5. Noise

The hotel environment is generally quiet but there are certain areas where staff may be exposed to a noise hazard (i.e. engineering workshops, boiler rooms and disco). Hearing loss may result from long term exposure to hazardous noise levels.

6. Electrocutation

Electrocutation occurs when the human body becomes part of an electric circuit through which current passes. Electrical hazards include electrical shock, burns sustained at the point of contact, and injuries due to muscle spasm causing, for example, a fall from a ladder.

7. Extreme temperature

Kitchen, boiler room and laundry staff may be subjected to heat stress from the machinery or equipment used in their workplace. This can cause headaches, fatigue and discomfort. It may also result in heat related illnesses such as prickly heat, heat exhaustion (fainting) or heat stroke. Staff can also be exposed to cold temperatures while retrieving or storing items in cold storage rooms. Freezing of the tissues results in frost nip or frost bite. They should wear warm clothing while working in such cold environments.

8. Fire and Explosion

Workplaces which use flammable substances (i.e. LPG) or high-pressure applications, like kitchens, laundries and boiler rooms are at risk for fire and explosion. The main hazards are gas leakage followed by ignition (when mixed with air it is highly flammable and potentially explosive). Improper usage or faulty electrical installations could also result in fires.

9. Workplace violence

Workplace violence is a situation in which a person is abused, threatened, intimidated or assaulted in his or her employment. Workplace violence includes threatening behavior, verbal or written threats, harassment, verbal abuse and physical attacks.

10. Awkward postures

Working with the body in a neutral position reduces stress and strain on the muscles, tendons, and skeletal system. Awkward postures are deviations of body parts from their neutral position. Awkward body posture leads to exhaustion, discomfort and increased risk of injury.

11. Manual handling

Strains and sprains to the lower back and even the neck and limbs, may occur among hotel staff involved in manual materials handling activities. Improper lifting may cause painful back injuries and muscle strain.

12. Prolonged standing

Most jobs in the hotel involve standing work for many hours. Standing for a long period of time can contribute to aches and pain in the lower limb.

13. Repetitive movements

Repetitive use of the hands and upper limb may cause pain in wrist, elbow and shoulder. Persons at risk include room attendants, laundry operators and kitchen staff.

### **III. Measures in Preventing Common Hazards in Front Office Services**

1. Cuts

Use machinery with care;

- Do not wear loose or frayed clothing or jewelry that could get caught between moving parts.
- Ensure that safety guards are in place before operating any machinery.
- Make sure equipment are switched off prior to cleaning.

Use Knives with care;

- Store knives in proper racks with the blade pointing down in a visible place.
- Cut away from your body when cutting, trimming or de-boning.
- Wash and clean sharp tools separately from other utensils.

2. Strips, Trips, and Falls

- Keep floors and stairs dry and clean.
- Ensure carpets and rugs are free of holes and loose edges.
- Hang power cords over aisles or work areas to prevent tripping accidents.

- Ensure elevated platforms are guarded against the fall of persons. Provide alternatives like safety harnesses where physical guards are not feasible.
3. Struck against/by objects
    - Ensure goods and materials are stacked properly.
    - Make use of the appropriate personal protective equipment.
    - Do not rush through swing doors, especially with trolleys.
  4. Burns and Scalds
 

Handle Hot Items with Care;

    - Keep the floors clear.
    - Use gloves for handling hot objects.
    - Ensure safe temperature levels for hot liquid like oil or boiling water.
  5. Noise hazard
    - Construct suitable noise barriers.
    - Line interior surfaces with sound absorbing materials.
  6. Electrocution
 

Handle Electrical Appliances with Care;

    - Report any damaged plugs, wires, electrical equipment.
    - Ensure faulty equipment is taken out of use until repaired (label as faulty or remove the plug to prevent use).
    - Establish a set of lock-out tag-out procedures for the repair and maintenance of electrical equipment.
  7. Extreme temperature
    - Drink water and rest in a cool area.
    - Improve the ventilation in the workplace.
    - Be aware of emergency / first aid procedures associated with heat related illnesses.
  8. Fire and Explosion
    - Know where the gas shut off valve is and how to use it. It should be located in a safe area (away from cookers and heat) with proper signage.
    - Keep storage areas clear of combustible materials and ignition sources and clearly mark with warning such as no smoking and fire procedure signs.
    - Provide and maintain suitable fire-fighting equipment, e.g. dry powder extinguishers, and ensure it is readily accessible.
  9. Workplace violence
 

Dealing with Irate Customers;

    - Avoid escalating the situation. Remain calm and polite, and try to calm the other person.

- Once you think the customer has remained his calm, you can ask polite questions to gather more information on the incident. This will help you resolve the problem better and effectively.
- If you cannot calm the person, ask for help.
- Work towards the best potential solution to the customer's problem. If resolving the problem is not in your scope of powers, escalate the issue to the appropriate colleague who can handle it.

#### 10. Awkward posture

- Use tools that will allow you to work in neutral postures.
  - Don't overstretch yourself. Reach only as high as is comfortable for you.
  - Use height-adjustable workbenches and chairs.
  - Avoid bending over by using lift devices to hold items at waist-height.
  - Use step stools or ladders to avoid reaching overhead.
  - Use long-handled tools to decrease reaching and stooping.
- Store heavier or frequently used items at a height between workers' hips and chest to reduce awkward postures when handling these items.
- Perform work at the proper heights.

#### 11. Manual handling

- Assess the weight. Make sure you can lift the load without over-exertion.
- Use proper lifting techniques.
- Don't store heavy items in small, confined areas where the worker may not be able to use proper lifting techniques.

#### 12. Prolonged standing

- Use foot rails or footrests to be able to shift body weight from one leg to the other to reduce stress on your back and legs.
- Change working positions frequently.
- Wear shoes with well-cushioned insteps and soles to relieve the stress on your knees and back.
- Wear shoes that allow your toes to move freely.
- DO NOT wear shoes with heels higher than 5 cm (2 inches).

#### 13. Repetitive movements

- Position hand and wrist comfortably.
- Reduce repetition as much as possible by pacing your work at a comfortable rate. Vary your tasks and take a few minutes to do something that uses different muscles.
- Take "micro pauses". Let muscles rest by pausing for 5 to 10 seconds.
- Once in a while, return to an upright posture and let your arms hang loosely by your sides.

#### **IV. Laws Concerning Safety, Health, and Welfare**

##### **A. Safety, Health, and Welfare at Work Act 2005**

It is the main legislation that provides health and safety of people in the workplace. This act consolidates and updates the provisions of the Safety, Health, and Welfare Act in 1989. It applies to all employers, employees (including fixed-term and temporary employees), and self-employed people in their workplaces. The act sets out the right and obligation of both employers and employees and provides for substantial fines and penalties for breaches of the health and legislation.

##### **B. Safety, Health, and Welfare at Work (General Application) Regulations 2007**

Almost all of the specific health, and safety laws which apply generally to all employments are contained in this law. This law took effect on November 2007. These regulations replaced the 1993 General Application Regulations and other secondary legislation in the area of health and safety at work.

###### **1. Employer's duties**

Under Section 8 of the Act, the employer has the duty to ensure the employer's safety, health, and welfare at work as far as is reasonably practicable. In order to prevent workplace injuries and ill health, the employer is required among other things, to:

- a. Provide and maintain a safe workplace which uses safe plant and equipment.
- b. Prevent risks from use of any article or substance and from exposure to physical agents, noise and vibration.
- c. Prevent any improper conduct or behavior likely to put the safety, health, and welfare of employees at risk.
- d. Provide instruction and training to employees on health and safety.
- e. Provide protective clothing and equipment to employees.
- f. Appoint a competent person as the organization's safety officer.

###### **2. Employee's duties**

The duties of employees while at work are set out in section 13 of the Act. These include the following:

- a. To take reasonable care to protect the health and safety of themselves and of other people in the workplace.
- b. Not to engage in improper behavior that will endanger themselves and others.
- c. Not to be under the influence of drinks or drugs in the workplace.
- d. To undergo any reasonable medical or other assessment if required.
- e. To report any defects in the place of work or equipment which may be a danger to health and safety.

## V. Hazard Vs. Risk

The terms hazard and risk are often used interchangeably, however, in terms of risk assessment, these are two very distinct terms.

Hazard is defined as any biological, chemical, mechanical, or physical agent that is reasonably likely to cause harm or damage to humans or the environment with sufficient exposure or dose.

Risk is defined as the probability that exposure to a hazard will lead to a negative consequence, or more simply, **Risk = Hazard x Dose (Exposure)**.

## VI. Types of Safety Signs

There are different types of safety signs which denote different aspects of health and safety in the workplace.

### 1. Safety and/or Health sign

This is a sign providing information or instruction about safety or health at work by means of a signboard, a color, an illuminated sign or acoustic signal, a verbal communication, or hand signal.

### 2. Signboard

This is a sign which provides information or instruction by a combination of shape, color, and symbol or pictogram which is rendered visible by lighting of sufficient intensity. In practice many signboards may be accompanied by supplementary text.

Signboards can be of the following types:

#### a) Prohibition sign

This is a sign prohibiting behavior likely to increase or cause danger.

Color: a red circular band with a diagonal cross bar on a white background; the symbol within the circle in black.

#### b) Mandatory sign

This is a sign prescribing specific behavior.

Color: a blue circle with a white symbol. It indicates that a specific course of action must be taken.

#### c) Warning sign

This is a sign giving warning of a hazard or danger.

Color: a yellow triangle with a black border and black symbol.



d) *Emergency escape or First-aid sign*

This is a sign giving information on emergency exits, first aid, or rescue facilities.

Color: a green rectangle or square with a white pictogram (the green part to take up at least 50% of the area sign).

3. Safety color

This is a color to which a specific meaning is assigned.

4. Illuminated sign

This is a sign made of transparent or translucent materials which is illuminated from the inside or the rear to give the appearance of a luminous surface.

5. Acoustic signal


This is a sound signal which is transmitted without the use of a human or artificial voice.

6. Hand signal

This is a movement or position of the arms or hands giving a recognized signal and guiding persons who are carrying out maneuvers which are a hazard or danger to people. Hand signals can be used to direct hazardous operations such as crane or vehicle maneuvers.

7. Fire safety sign

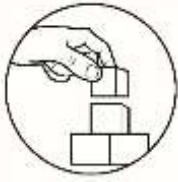
This provides information on escape routes and emergency exits in case of fire. It also provides information on the identification or location of firefighting equipment or gives warning in case of fire.

<b>Type of Safety Sign</b>	<b>Example</b>
<b>Prohibition Sign</b>	 <p>imosigns-us.com</p>

<p><b>Mandatory Sign</b></p>	 <p>tfts.com.au</p>
<p><b>Warning Sign</b></p>	 <p>canstockphoto.com</p>
<p><b>Emergency Escape Or First-Aid Sign</b></p>	 <p>clipart-library.com</p>
<p><b>Safety Color</b></p>	 <p>ehs.osu.edu</p>
<p><b>Illuminated Sign</b></p>	 <p>safetysignsph.com</p>

<p><b>Acoustic Signal</b></p>	 <p>hardingfire.com</p>
<p><b>Hand Signal</b></p>	 <p>clipart.world</p>
<p><b>Fire Safety Sign</b></p>	 <p>redboxfire.co.uk</p>

*You just learned about the basic concepts that will help you in identifying safety and health hazards and risks in the workplace. This knowledge will equip you in becoming a citizen who can help in promoting a safer community.*



## What's More

Now you already have an idea about different conditions in the workplace which are considered hazardous and risky. In the series of activities that follows, you will be introduced to the hazards and risks specific to front office services and the hotel industry in general.

### Activity 1: Perfect Match

Directions: Match the common FOS hazards inside the box to the examples given below. Write the letters of the correct answers on your activity notebook.



A. Strips, Trips and Falls	F. Electrocution
B. Struck by/Against Objects	G. Burns and Scalds
C. Extreme Temperature	H. Fire and Explosion
D. Workplace Violence	I. Cuts
E. Noise Hazard	J. Awkward Postures

1. Bending the back during bed making, reaching overhead during cleaning and improper posture while sitting.
2. Swearing, pranks, arguments, property damage, vandalism, sabotage, pushing, theft, physical assaults, psychological trauma, anger-related incidents, rape, arson and murder.
3. Burning wiring, fuse boxes, or electrical sources, gas leakage followed by ignition and improper usage or faulty electrical installations.
4. Heat stress from the machinery or equipment and exposure to cold temperatures while retrieving or storing items in cold storage rooms.
5. Electrical shock, burns sustained at the point of contact, and injuries due to muscle spasm causing a fall from a ladder.
6. Engineering workshops, boiler rooms and disco.
7. Use of ovens and deep fryers without due care, blast of heat or steam when opening hot oven doors and saucepan lids.
8. Hit by hard, heavy or sharp objects, stacked materials, narrow and cluttered passageways, and trolleys and carts not handled with care.
9. Slippery floors, tripping over physical obstructions or falling from height due to insufficient lighting, poor housekeeping, wet and slippery floors, and lack of handrails on platforms or staircases, unsafe use of ladders or carelessness.
10. Use of knives and machinery in kitchens, laundry shops and engineering workshops.

*Oftentimes, hazardous and risky situation can be prevented. If the amount of knowledge about prevention is adequate, in the same manner the level of prevention becomes appropriate. The key is to know how to identify the hazards and risks around you. In the following activity, your assessment skills will be tested in terms of identification of hazards and risks.*

## Activity 2: Survey Quick List

Directions: Perform a quick survey within your house, school, or workplace and list hazards and risk items or conditions that you will find. Complete the table below. Copy the format and write your answers on your activity notebook.

A  Hazard	B 
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

*In front office services or in any workplace for that matter, unified or standard safety signs are utilized to serve as indicators of hazards and risks and information to all persons involved in any type of institution. Familiarize these indicators and know them well.*

## Activity 3: Match Maker

Directions: Match the pictures with the words inside the box that describe it. Write your answers on your activity notebook.

- |                     |                     |
|---------------------|---------------------|
| A. Prohibition sign | F. Acoustic signal  |
| B. Mandatory sign   | G. Hand signal      |
| C. Warning sign     | H. Fire safety sign |
| D. First-aid sign   | I. Safety color     |
| E. Illuminated sign | J. Signboard        |



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*At this point, you are expected to be able to identify the hazards and risks present not only in the workplace but especially within your homes and around your community.*



## ***What I Have Learned***

Let's sum up what you have learned in this lesson.

### **Activity: My Learning Summary**

Directions: Fill-in the blanks the needed information to make the statements in the paragraph correct. Copy the format and write your answers in your activity notebook.

“(1) \_\_\_\_\_(FOS) Health and Safety”

In this lesson I have learned that there are seven general types of workplace hazard, namely; (2) \_\_\_\_\_, (3) \_\_\_\_\_, (4) \_\_\_\_\_, ergonomic hazards, physical hazards, psychological hazards, and mechanical/electrical hazards.

Under the general types of hazards are those which are specific to front office services or hotel industry, which are; (5) \_\_\_\_\_, slips/trips/falls, struck against/by objects, burns and scalds, noise, electrocution, extreme temperature, fire and explosion, workplace violence, awkward posture, (6) \_\_\_\_\_, prolonged standing, and repetitive movements. These hazards can be prevented by following different safety and hazard control practices and procedures.

To make sure that employers', employees', and consumers' safety, health and welfare are protected, laws were established. Among these laws are; (7) \_\_\_\_\_ and (8) \_\_\_\_\_.

There are also different types of safety signs which serve as indicators of hazards and risks. These are standard signs utilized by different institutions. These signs denote different aspects of health and safety in the workplace. These signs are; safety signs/health signs, signboard, (9) \_\_\_\_\_, illuminate sign, acoustic signal, hand signal, (10) \_\_\_\_\_.



## ***What I Can Do***

Any type of learning can be validated through its application to situations happening around you. Let's apply!

### **Activity: New Normal Slogan**

Directions: Create a slogan about the safety and health practices that needs to be performed by everybody in the so-called "New Normal" society. Write your slogan in a whole page of your activity notebook.

Scoring Rubrics:

<b>Category</b>	<b>5</b>	<b>3</b>	<b>1</b>
<b>Relevance</b>	The slogan is relevant to the topic and clearly conveys the message to the ones looking at it.	The slogan is relevant to the topic but does not clearly convey the message to the ones looking at it.	The slogan is not relevant to the topic at all.
<b>Creativity</b>	The slogan is exceptionally creative. A lot of thoughts were utilized to make the banner.	The slogan is creative and some thoughts were put into it.	The slogan does not reflect any degree of creativity.
<b>Attractiveness</b>	The slogan is exceptionally attractive in terms of design, layout, and neatness.	The slogan is acceptably attractive in terms of design, layout, and neatness	The poster is not attractive, messy and poorly designed.



## **Assessment**

### **Post test**

Directions: Choose the correct answer of the questions given. Write your answers in your activity notebook.

1. The following are examples of chemical hazards, except;
  - A. Car fumes
  - B. Disinfectants
  - C. Industrial gases
  - D. Noise
2. What type of hazard which causes stress to a worker to the extent that his general well-being is affected?
  - A. Ergonomic hazard
  - B. Mechanical hazard
  - C. Physical hazard
  - D. Psychological hazard
3. Which among the following is NOT an example of physical hazards?
  - A. bacteria
  - B. noise
  - C. vibration
  - D. weather
4. What type of hazard which is caused by anatomical, physiological, and psychological demands on the worker?
  - A. Ergonomic hazard
  - B. Mechanical hazard
  - C. Physical hazard
  - D. Psychological hazard
5. What do you call the probability that exposure to a hazard will lead to a negative consequence?
  - A. Hazard
  - B. Psychological hazard
  - C. Risk
  - D. Safety
6. What is the main legislation which provide for the health and safety of people in the workplace?
  - A. Safety, Health, and Welfare Act of 2005
  - B. Safety, Health, and Welfare Act of 2007
  - C. Safety, Health, and Welfare at Work Act of 2005
  - D. Safety, Health, and Welfare at Work Act of 2007



7. It is a common front desk services hazard in which a person is abused, threatened, intimidated or assaulted in his or her employment.
  - A. Cuts
  - B. Fall
  - C. Fire and explosion
  - D. Workplace violence
  
8. What common front office services hazard which are deviations of body parts from their neutral position leading to exhaustion, discomfort and increased risk injury?
  - A. Awkward posture
  - B. noise
  - C. Prolonged standing
  - D. Struck against/by objects
  
9. Which common front office services hazard that occurs when the human body becomes part of an electric circuit through which current passes?
  - A. Burns and scalds
  - B. Electrocution
  - C. Extreme temperature
  - D. Fire and explosion
  
10. It is common front office services hazard which may occur from the use of knives and machinery in kitchens, laundry shops and engineering workshops.
  - A. Cuts
  - B. Fire and explosion
  - C. Manual handling
  - D. Workplace violence
  
11. What is the major cause of strains and sprains to the lower back and even the neck and limbs?
  - A. Manual handling
  - B. Prolonged standing
  - C. Repetitive movements
  - D. Workplace violence
  
12. What is a signboard with a red circular band with a diagonal cross bar on a white background?
  - A. First-aid sign
  - B. Mandatory sign
  - C. Prohibition sign
  - D. Warning sign

13. What type of signboard which has blue circle with a white symbol indicating that a course of action must be taken?
- A. Fire safety sign
  - B. Mandatory sign
  - C. Safety color
  - D. Warning sign
14. It is a type signboard which has yellow triangle with a black border and black symbol.
- A. Acoustic signal
  - B. Hand signal
  - C. Safety sign
  - D. Warning sign
15. What is a sign giving information on emergency escapes?
- A. Acoustic signal
  - B. Illuminated signal
  - C. Fire safety sign
  - D. First-aid sign



## ***Additional Activity***

*Congratulations learner! You have reached the end of this lesson. Make sure that you continue to remember the concepts that you have learned.*

### **Activity: Safety Poem**

**Directions:** Search from the internet on the other reports to be done in Front Office services. List at least 2 of them and write their definition on your activity notebook.



## Answer Key

<p><b>Pre-Test</b></p> <p>1.A 2.B 3.D 4.D 5.D 6.D 7.A 8.A 9.C 10.A 11.D 12.A 13.B 14.A 15.A</p>	<p><b>First Five</b></p> <p>1. wet floor 2. loose tugs 3. prolonged standing 4. repetitive movements 5. inadequate ventilation system 6. poor housekeeping 7. unsuitable lighting 8. long exposure to computer 9. wear/tear power cords 10. overloading of extensions</p>	<p><b>Perfect Match</b></p> <p>1.J 2.D 3.H 4.C 5.F 6.E 7.G 8.B 9.A 10.I</p>
<p><b>My Learning Summary</b></p> <p>1. Front Office Services 2. Safety hazard 3. Biological hazard 4. Chemical hazard 5. Cuts 6. Manual handling 7. Safety health and Welfare at work Act of 2005 8. Safety, Health, and Welfare at Work Regulations of 2007 9. safety color 10. fire safety sign</p>	<p><b>Post-Test</b></p> <p>1.D 2.D 3.A 4.A 5.C 6.A 7.D 8.A 9.B 10.A 11.A 12.A 13.B 14.D 15.D</p>	

## ***References***

Book

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