

**Occupational Health In The Nigerian Hospitality Industry
(a Case Study Of Premier Hotel, Ibadan, Oyo State, Nigeria)**

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Abstract:

The aim of the study is to examine occupational health in the Nigerian hospitality industry using premier hotel Ibadan, as the case study. Workers are exposed to common hazards in the hospitality industry such as: Ergonomic Hazards (Bone injuries, Muscles strains, and Body pains), Mechanical Hazards (Cuts, and Spills), Electrical Hazards (Electric Shock and Fire accidents), Chemicals Hazards (Exposure to corrosions, Eye strain and Skin Burns), Biological Hazards (Illnesses, Infections, and Contaminations), Physical Hazards (Fire, Burns, Slips, trips and falls, Sharp edges, Falling Objects, Falling from height, Noise), Stress Hazards: Violence, Harassment, Temperature. The study adopted both qualitative and quantitative research methods in drawing up the questionnaire which was administered to 67 staff from different department of premier hotel. The findings were analysed using descriptive statistic for the quantitative data and the qualitative analysis was conducted as well. The findings revealed that work-related injuries and job hazards are common phenomenon in the industry while the management of the hotel have made tremendous effort to reduce the risk associated with working in the hotel through proper orientation of staff, employment of HACCP, and putting measures in place to control work place injuries and job hazards as applicable to all departments in the hotel. This study concludes that the employment of in-house health facility (staff clinic) by premier hotel should be model to all hospitality service providers as much as possible.

Key Words: Safety, Security, Health & Hygiene, Sanitation, Hospitality

Introduction

The hospitality industry provides services for people who are away from home regardless of whether it is for a long or a short period of time. These services can vary according to the specific needs of both the person away from home and the organization operating those services. The hospitality industry is important to the development of many parts of the world. Hospitality means providing services to others, as well as demonstrating consistent excellence and quality. It should also mean profitably providing value at any price level, while demonstrating your own unique points of understanding. Most of all, hospitality should be a "place" where people can still be exceptional individuals and they can extend their own personality and style (Hogan, 2018). The hospitality industry is part of a huge group of companies known as travel and tourism industry, which provides the necessary or desirable goods and services to travelers. The hospitality and tourism industries are the largest and fastest growing in the world (Klaker, 2010).

Hospitality is derived from the Latin word *hospes*, meaning "host", "guest", or "stranger". *Hospes* is formed from *hostis*, which means "stranger" or "enemy" (the latter being where terms like "hostile" derive). By metonymy the Latin word 'Hospital' means a guest-chamber, guest's lodging, an inn. *Hospes* is thus the root for the English words 'host' (where the p was dropped for convenience of pronunciation), hospitality, hospice, hostel and hotel. In the West today hospitality is rarely a matter of protection and survival and is more associated with etiquette and entertainment. However, it still involves showing respect for one's guests, providing for their needs, and treating them as equals. Cultures and subcultures vary in the extent to which one is expected to show hospitality to strangers, as opposed to personal friends or members of one's in group (Diener and Seligman, 2012).

Occupational health is the branch of medicine that deals with the prevention and treatment of job-related injuries and illness (Folorunso, 2017). Health on the other hand is the level of functional or metabolic efficiency of a living organism. In humans it is the ability of individuals or communities to adapt and self-manage when facing physical, mental or social challenges. The World Health Organization (WHO) defined health in its broader sense in its 1948 constitution as "a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity." Working as an employee within the hospitality set-

ups has an associated health risks and when it comes to the prevention of illness, major attention is usually focused on Hygiene. Hygiene is an important component of good health assurance, the first and last stage of safety measure in the hospitality industry (Hults, 2015).

Laber *et al.*, (2010) affirms that hygiene is a set of practices performed for the preservation of health. According to the World Health Organization (WHO), "Hygiene refers to conditions and practices that help to maintain health and prevent the spread of diseases." Whereas in popular culture and parlance it can often mean mere 'cleanliness', hygiene in its fullest and original meaning goes much beyond that to include all circumstances and practices, lifestyle issues, premises and commodities that endanger a safe and healthy environment. While in modern medical sciences there is a set of standards of work safety measures recommended for different situations, what is considered hygienic or not can vary between different cultures, genders and age groups. Some regular health practices may be considered good habits by a society while the neglect of hygiene can be considered disgusting, disrespectful or even threatening. In all, employee's health at work place must be prioritized by the establishment. This study therefore seeks to examine occupational health in the Nigerian hospitality industry via Premier Hotel, Ibadan, Oyo State, Nigeria.

Hospitality industry will continue to gain popularity and expand. The safety of staff whose efforts are being channeled into mega income for the organization and are also being used in the sustenance of the industry is primary (Sampson & Akyeampong, 2014). It intensiveness and an increasingly enormous demands imposed upon it means that more efforts is required in the area of employee's health and safety; there is really no excuse for food processors within hotel and hospitality industries not to do it! Investors and owners needs orientation, employees need training, customers need protection. The equipment and workplace is expected to be clean at all times, the production areas must not have any obstructions, there must be a functional safe exit and working firefighting equipment. The presence of a health centre within the premises of a hotel is essential and other hospitality establishment must have a well-equipped first aid box. (Lumdorn, 2014)

With the ease and simplicity at which safety and health practices are outlined to be executed at the highest international possible standard, every hospitality organization is expected to embrace compliance to employee's safety practices in their business premises. However, it is very unfortunate that many hospitality outlets in Nigeria somehow find it difficult to adhere to these practices. Being a service industry, hospitality business is highly delicate and any laxity in the delivery of its services can lead to loss of lives and properties. Many careless investors and hospitality service providers have wrecked unrepairable havoc in the discharge of hospitality services due to their lack of employee's health and safety orientation, and to some extent refusal to adopt common occupational health practice and safety measures in the hospitality business leading to prospective personnel developing a negative impression of the industry. Hence, this work focuses on occupational health in the Nigerian hospitality industry via Premier Hotel, Ibadan.

Aim and Objectives

The aim of this paper is to examine occupational health in the Nigerian hospitality industry using Premier Hotel, Ibadan as a case study. In the light of this, the study has the following objectives:

- i. Document the common health risks associated with the employees of the hospitality industry.
- ii. Determine whether the hotel embrace standard health and safety practices.
- iii. Ascertain the extent to which health and safety practices engage by the hotels contributes to staff performance.
- iv. Investigate extent to which health and safety measures put in place by the hotel contribute to the growth of their business.

The Hospitality Industry

Hospitality means the friendly and generous receiving and excitement of guests, visitors, or strangers. The word "hospitality" is a Latin noun which means nursing home; it is well known as a house of rest for travelers and pilgrims. Hospice -a word that is clearly related to hospital-also referred to an early form of what we now call a nursing home (Lumdorn, 2014). Hospitality includes not only hotels and restaurants, but it also refers to other kinds of businesses that give shelter or food or both to people away from their homes. Hospitality industry is a broad group of trades that gives services to customers. It focuses on their satisfaction. It acknowledges the needs of guests in a variety of establishments. Hospitality industry provides labour to people of different skills and backgrounds through a many outlets services. Hospitality includes direct operations and maintenance of facilities such as servers, housekeepers, porters, kitchen workers, management, marketing, and human resources (Hogan, 2018).

Sectors of the Hospitality Industry

The hospitality industry is a broad category of fields that includes transportation, lodging, theme parks, cruise line, travelling and tourism industry. There are five major sectors of the hospitality industry: food and beverages, lodging-accommodation, travel and tourism, entertainment and timeshare (Global Hospitality Portal, 2016).

The Food and Beverages Sector

The food and beverage industry consists of businesses that prepare food for customers, it is known as the food service industry. Food and beverage sector is the supreme in the hospitality industry. It includes something as simple as a small restaurant, a high-end restaurant and every catering establishment in between (Sally, 2017).

Food service industry as an important sector of the hospitality industry can be classified as:

- **Quick-Service Establishments:** These are commercial foodservice restaurants that provide customers with snacks, drinks, and meals. They have fewer employees. It includes self-service as: McDonald's, Kentucky Fried Chicken (KFC), Pizza Hut, Whitney's Café and Lounge, Tantalizers and so on.
- **Catering Businesses:** These provide food and beverage catering services for any special occasion from weddings to birthday parties.
- **Full-Service Restaurants:** These are the typical restaurants which provide meals, drinks, and other food services. At a restaurant, you seat at table and a waiter takes your food order. They include fine dining, casual dining and themed restaurants.

Food and catering are crucial for the hospitality industry. It begins with food production and ends by food representation on the eating tables with storage and cooking steps resting in between.

Many hotels and restaurants serve natural organic food. **Food Management:** It includes production of food, storage and food transportation. It also focusses on food representation to improve hospitality experience. **Restaurant Management:** is a science that is taught in colleges nowadays, offering proper skills to manage a restaurant, food, beverages, and maintain a quality representation of food (Folorunso, 2017).

Lodging and Accommodation Sector

Accommodation is one of the sectors of the hospitality industry. It starts from bed and breakfast enterprises and hotels to other facilities that offer lodging services including youth and elder hostels, campgrounds and motels. It provides a place for people to sleep overnight. Lodging, suites and resorts are forms of hotel and accommodation (Global Hospitality Portal, 2016).

Travel and Tourism Sector

The most important part of the hospitality industry is travel either for business or leisure and tourism. Many people consider tourism synonymous with hospitality and not as a different sector of the hospitality industry. This requires customer focus, relationship management, and other integrated marketing skills for its running and expansion (Global Hotel Industry 2018).

Entertainment Sector

Recreation is what people do at rest, relaxation, and enjoyment. Entertainment businesses provide shows such as concerts, movie or theater. There are attraction places of special interest such as zoos and museums, spectator sports and participatory sports. They are all parts of the recreation business (Sally, 2017).

Timeshare

Timeshare is an emerging sector of the hospitality industry. It is vacation ownership of a place; either individuals or parties, own a place for a specific time period during the year. Nowadays there is a raise interest of hospitality enthusiasts for timeshare (Hogan, 2018).

Hospitality and Occupational Health: An Overview

Occupational Health and Safety has been a topic of increasing importance over the last few decades and is

growing across the globe. Due to its market demand, work places are becoming more complex resulting in increase of multiple hazards and associated risks. Injuries and illnesses are also increasing affecting the performance of employees. Direct and indirect cost of these incidents is very high. As per International Labour Organization (ILO), total cost of accident is almost 4 % of global Gross Domestic Product (GDP). It is important to note that every activity happening across industries or otherwise carry hazard and if proper precautions are not taken, there is always a possibility of an untoward incident. So, effective OHS management is very important in order to prevent injuries (OSHA, 2016). When we talk about effective OHS management system, there are five pillars to be considered. First is a strong policy and guideline which is a reflection of management commitment towards OHS. Second is safety risk management. This includes identification of risk in every activity carried out in an organization and its control measures. Third is safety assurance. This mainly deals with ensuring implementation at the ground level. Fourth is a safety promotional activity. This is about making people aware about their roles and responsibilities in implementing OHS. Fifth is continual improvement and new initiatives which are always required to keep the system active (Diener and Seligman, 2012).

Hospitality industry is one of the growing industries across the globe. Its impact on global economy is about 9.5% of GDP. Same is the case with Nigerian economy. But this also attracts workplace health and safety hazards. With high number of casual staff members employed and ensuring each staff member is adequately trained and follows the correct OHS practices is a major challenge. Secondly, hospitality industry is mainly governed by costumers on daily basis. Their OHS is of paramount importance and if somebody is exposed to any hazard and if proper precautions are not taken, it may affect the brand value of entire organization. Although, there are multiple hazards present in small scale as compared to other hazardous industries, if happened, its impact may be huge.

A key factor in the concept of occupational health is a good hygiene practice. Diener and Seligman, (2012) see hygiene is an act of cleanliness as a means to healthy living, to be free from diseases and germs. It is the observance of effective sanitary measures in food production, purchasing, processing and marketing. Hygiene in hospitality is a concept related to cleanliness, health and medicine, as well as to personal and professional care practices related to most aspects of operation in the industry. In hospitality, hygiene practices are employed as preventative measures to reduce the incidence and curtail contaminations. In the manufacture of food, pharmaceutical, cosmetic and other products, good hygiene is a key part of quality assurance i.e. ensuring that the product complies with microbial specifications appropriate to its use. The terms cleanliness (or cleaning) and hygiene are often used interchangeably, which can cause confusion.

In general, hygiene mostly means practices that prevent spread of disease-causing organisms. Since cleaning processes (e.g., hand washing) remove infectious microbes as well as dirt and soil, they are often the means to achieve hygiene. Other uses of the term appear in phrases including: body hygiene, personal hygiene, sleep hygiene, mental hygiene, dental hygiene, and occupational hygiene, used in connection with public health. Hygiene is also the name of a branch of science that deals with the promotion and preservation of health, also called hygienic. Hygiene practices vary widely, and what is considered acceptable in one culture might not be acceptable in another. Washing one's hands, a form of hygiene, is the most effective way to prevent the spread of infectious diseases, such as *Ebola* and *Covid-19* which have proved to be a major threat to industry, and keep employees safe at work (Diener and Seligman, 2012).

The environment is often cited as an important factor influencing the health status of individuals. This includes characteristics of the natural environment, the built environment, and the social environment. Factors such as clean water and air, adequate housing, and safe communities and roads all have been found to contribute to good health, especially to the health of infants and children (Cracolici and Nijkamp, 2005). Lack of sanitation refers to as the absence of sanitation. Sanitation is a necessity for a healthy life and proper hygiene can only thrive where sanitation is well practiced (Ojo, 2012). Some of the diseases caused by lack of sanitation and hygiene include:

- ✓ Waterborne disease: Which can contaminate drinking water
- ✓ Disease transmitted by the fecal oral route.
- ✓ Infections with intestinal helminths (worms): These are transmitted by eggs present in human faeces which in turn contaminate soil in areas where sanitation is poor.
- ✓ Stunted growth in Children
- ✓ Malnutrition, particularly in children

Under occupational health, hygiene is a concept related to cleanliness, health and medicine, as well as to personal and professional care practices related to most aspects of living. In medicine and in home (domestic)

and everyday life settings, hygiene practices are employed as preventative measures to reduce the incidence and spreading of disease. In the manufacture of food, pharmaceutical, cosmetic and other products, good hygiene are a key part of quality assurance i.e. ensuring that the product complies with microbial specifications appropriate to its use (Faber *et al.*, 2010). However, substantial effort in a tourism and hospitality operation must be put into managing workers' safety as well. Responsibilities for worker safety are generally legislated by occupational health and safety laws, which clearly dictate safety standards. Employers who fail to adhere to these standards may be penalized or fined (Hogan, 2018). Occupation health within the context of the hospitality industry therefore becomes highly imperative as it focuses on how to:

- Promote the prevention of workplace injury, illness, and disease
- Rehabilitate those who are injured and provide timely return to work
- Provide fair compensation to replace workers' loss of wages while recovering from injuries
- Ensure sound financial management for a viable workers' compensation system

Hazards in Hospitality Industry

The nature of hospitality industry often means operations need to employ a considerable number of employees; these are often entry-level positions, requiring little experience. Employers need to be cognizant of the requirements for worker safety. The hospitality industry has its own unique set of occupational health challenges. From hazard point of view, overall infrastructure and operations of hospitality industry may be divided into various categories like kitchen, bars, accommodation area, leisure area, machineries, assembly area, parking and other miscellaneous area (Ojo, 2012).

Categories of Hazards in Hospitality Industry

Hazards in hospitality industry are divided according to type of work into housekeeping, food and beverages services, storage and receiver.

Housekeeping/Cleanup Workers: There is an increase in the injury rate among hotel workers than other service sectors. Repetitive motion injuries (RMIs); sprains/strains are about 40% in housekeeper injuries due to: cleaning mirrors, lifting mattresses and pushing carts weighing more than 300 pounds. According to California Workers' Compensation Information System (WCIS) data, 2016; falls, slips, and trips contribute to 20.5% of the injuries.

Food and Beverage Workers: this comprises employees in the kitchen, restaurant and bar. The kitchen staff are vulnerable to fire accident, spilling, and knife accident among other. The restaurant and bar staff are exposed to various physical hazards in terms of cuts, electrical appliances sparks and so on.

Storage and Receiver Workers: are exposed to hazards as: lifting, carrying, pushing, shiftwork, workload, low payment, insecurity, violence and harassment (Folorunso, 2017).

Common Hazards in the Hospitality Industry

- Ergonomic Hazards (Bone injuries, Muscles strains, and Body pains)
- Mechanical Hazards (Cuts, and Spills)
- Electrical Hazards (Electric Shock and Fire accidents)
- Chemicals Hazards (Exposure to corrosions, Eye strain and Skin Burns)
- Biological Hazards (Illnesses, Infections, and Contaminations)
- Physical Hazards (Fire, Burns, Slips, trips and falls, Sharp edges, Falling Objects, Falling from height, Noise)
- Stress Hazards: Violence, Harassment, Temperature

The Role of Hotel Employers in Occupational Health

Health and safety is the key factor for all the industries in order to promote the wellness of both employees and employers. It is a duty and moral responsibility of the company to look after the employee's protection. Each and every person who leaves his home for his work in the morning should come back to his home in evening in good health. This is the only reason that why it is important to create a safe working environment (Global Hotel Industry, 2018).

Effective control measures to protect employees from hazards in the workplace, prevent accidents, illnesses

and incidents, reduce or eliminate threats to safety and health. It also helps employers to provide safe and healthy working conditions for workers. Employers should control and prevent hazards by the following: (Ojo, 2012).

- Workers often have the best understanding of the conditions that create hazards, so they should be involved and insights on how hazards can be controlled.
- Options for controlling hazards should be identified and assessed.
- Immediately remove or monitor all serious risks (hazards that cause or are likely to cause death or physical harm).
- Employers should select the most feasible, effective and permanent controls.
- Choose controls according to a hierarchy of controls that illustrate engineering solutions (including removal or replacement) first, followed by safe work practices, administrative controls, and finally PPE.
- Use a hazard control plan to guide the selection and execution of controls and implement plan-specific controls.
- Create strategies for the safety of workers in emergencies and non-routine operations.
- Assess the efficacy of current controls to assess if they continue to provide security or whether various controls can be more successful.
- Review new technologies to make them more protective, reliable and less expensive.

Methodology

As a case study designed research, survey research method was adopted through which both qualitative and quantitative data collection methods were employed. Usually, a case study design uses mixed research design involving both the explorative and explanatory survey method of investigation in collecting data (Igwenagu, 2016). Quantitative data collection method was carried out using questionnaire and of which 67 samples were randomly drawn from the population that comprises mainly the staff and management of premier hotel. **The findings were analysed using descriptive statistic for the quantitative data and the qualitative analysis was conducted as well for the participant observation the researchers engaged in.**

Analysis of Results

Table 1: Demographic Characteristics of the Respondents

	Sex		Age Group				Period of Employment		
	Male	Female	Total	18-30	31-40	41 and above	Total	0-5 years	5 - 10 years
<i>Frequency</i>	38	29	67	27	22	18	67	37	23
<i>Percentage</i>	56.7%	43.3%	100%	40.3%	32.8%	26.9	100%	55.2%	34.3%

Source: Field Survey, 2021

From the findings of the survey, it was revealed that there are more male staff than female staff and the staff within the age range of 18-30 are more than the other age groups. It was also gathered that most of the staff have worked for less than five years in the hotel. This implies that the majority of the work force are young and have minimum experience to deal with work-related hazards or injuries. Considerably, there are more males staff due to the intensity of daily activities engage by the industry across various sectors as asserted in Global Hotel Industry (2018).

Research Data

The Common Health Risk Encountered by the Employees and Safety Control Measures

As regards the common health risk encountered by the employees at work, the findings revealed in **Figure 1** that slips, trips, falls and cuts are the most common job related injuries among the staff of Premier Hotel, burns, fire accident and muscle/bones injuries are also common. Eye strain and eye injuries as well as electrical shock are the least common hazards in the hotel. There are others such as stress, heat and temperature which came as a result of inadequate ventilation in some work areas within the hotel.

Figure 2 reveals the major control measures put in place by the management of the hotel and it can be deduced that the hotel has a functional on site health facility which care for all work-related illnesses and injuries and also document employees work health history among other things. The management also employed the use of warning signage, they have well-equipped first aid boxes, properly installed fire alarm, fire detector and fire extinguishers in strategic places. On the contrary, the provision for personal protective equipment is lacking and the extractors' in-place are old fashions. As noted by Ojo (2012), health and safety is the key factor for all the industries in order to promote the wellness of both employees and employers. It is a duty and moral responsibility of the company to look after the employee's protection. Hence the management is expected to do more in this aspect. Employers has the responsibility to control and prevent hazards (OSHA, 2016).

Job Related Injuries and Hazard

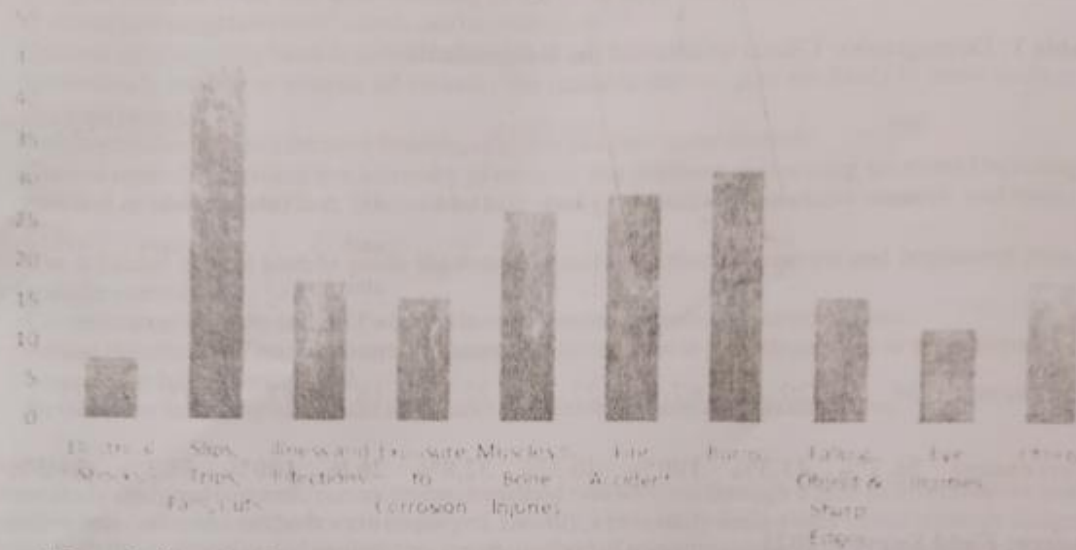


Figure 1: Showing the most common work related injuries and hazards

Health and Safety Control Measures

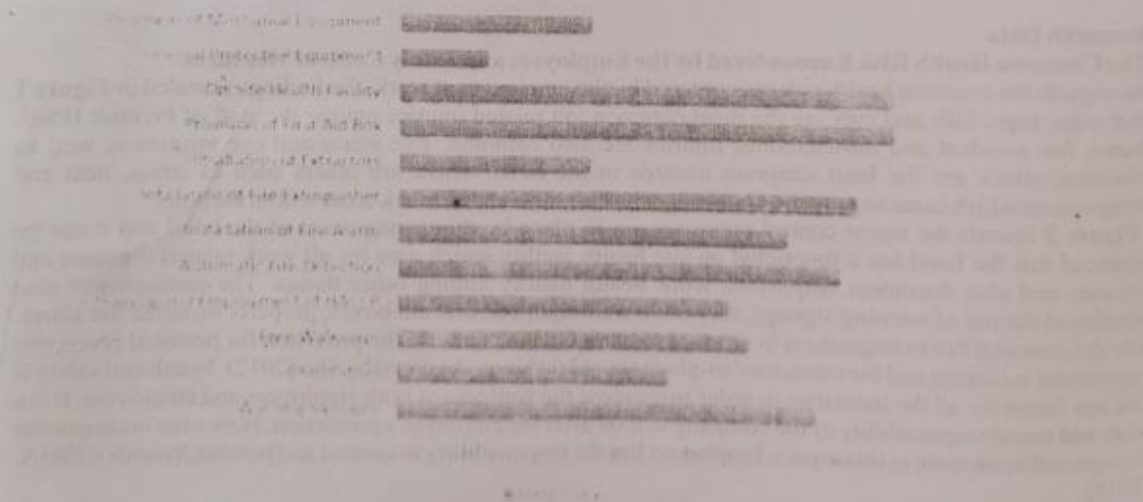
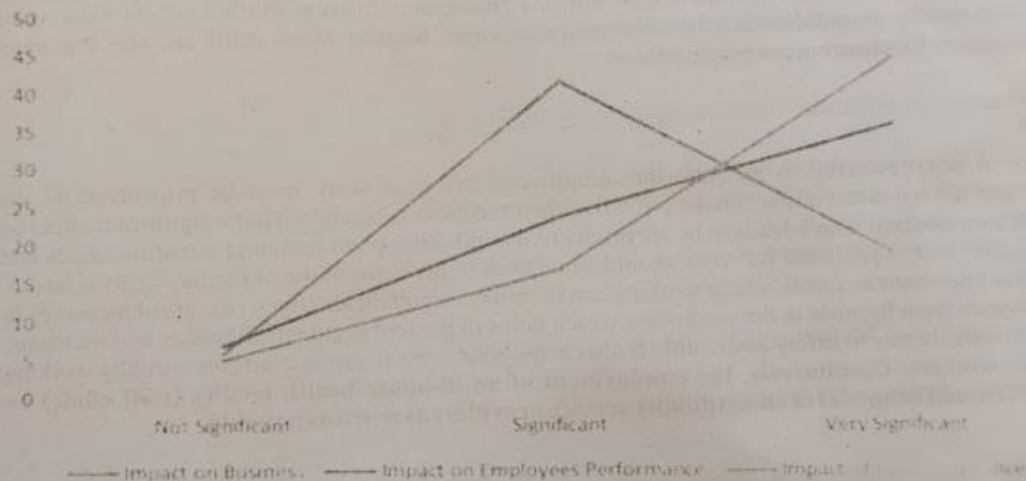


Figure 2: Showing the health and safety measures employed by the hotel management

Contribution of Safety Practices on Staff Performance and Growth of the Business

We looked at the contribution of an effective occupational health system on the performance of the employee and the growth of the business. It was deduced that safety practices have a significant effect on the performance of the employees as they feel motivated about their job knowing fully well that the environment is safe enough for them. This also has a direct bearing on the growth of the business as shown in **Figure 3**. This claim is affirmed by Dereck (2016), who submits that a happy employee makes a happy customer. A business that put its employees first will attract consistent patronage and customers' loyalty. However, doing otherwise has its own implications as shown in the same **Figure 3** below. Non-compliance to safety practices in the hotel is reported to have a damning effect on the business as the respondents feel it has a very significant effect on the growth of the business. This was buttressed by Sally (2017), who affirms that Some regular health practices may be considered good habits by a society while the neglect of occupational health can be considered disgusting, disrespectful or even threatening. In all, employee's health at work place must be prioritized by the establishment (Global Hotel Industry, 2018).

Contribution of safety practices on staff performance and growth of the business



Recommended Safety Measures for Hazards Prevention and Control

Different hazards are present in these areas and accordingly precautions need to be taken on the basis of hierarchy of hazard control i.e. elimination, substitution, engineering controls, administrative controls and personal protective equipment whatever best is possible for the business. According to Faber *et al.*, (2010) the following are few measures attributed to the commonly identified occupational health issues in the hospitality industry with few simple precautions that can be helpful in preventing injuries and ill health:

- For instance, LPG (Liquefied Petroleum Gas) or PNG (Piped National gas) is used as a fuel mainly in kitchen. The main risk is its leakage followed by ignition. Simple precautions would be awareness about its risk & emergency isolation procedure to the staff. Local isolation should be in safe area with clear marking of ON /OFF position and easily accessible. Gas appliances and its accessories should be checked by a competent person on a periodic basis. Area should well be ventilated. There should not be any combustible materials and ignition sources in nearby area. Warning signs should be displayed. Firefighting facility should be available. From operation point of view, isolation valves should be put off at the end of each working day.
- Fire hazard can be avoided by using minimum combustible material, maintaining proper housekeeping, regular inspection of electrical equipment and avoiding its contact with combustible material. But we should also be prepared to control the fire & minimize its damage. Apart from

availability of fire extinguishers, fixed fire detection & protection system should be available in healthy condition as per applicable norms. Emergency exits should be properly marked and free from obstructions.

- We also need to understand human life is more important than property damage. So communication to the available guest about basic fire prevention tips is also equally important and accordingly we may have a brief information leaflet for guest and regular training to the staff.
- The use of **Display Screen Equipment (DSE)** which is applicable to the staff that is on display screens for long time. Prolonged improper use of DSE could lead to problems such as stress, eye strain and work related upper limb disorders. This is mainly associated with long working time & improper workstations. Work station should be evaluated ergonomically and users must have periodic breaks to have changes in their routine.
- Frequent vehicle movement is also a high-risk activity. This can be avoided by simple tips like separate vehicles and pedestrian's routes clearly identified & indicated car parking spaces which should be away from the main entrance. Speed limit should be clearly indicated and monitored.
- We should be prepared for medical assistance, first aid treatment with a trained first aider. All available firefighting system should be well maintained & staff should be trained. Emergency Response Team should be in place to deal with any emergency situation. Further, we should have tie up with nearby hospitals and other emergency services. Regular Mock drills are also important requirement for ensuring our preparedness.

Conclusion

In Summary, it is noteworthy to reiterate that employees' safety at work must be prioritized by the establishment as it has a direct impact on the growth of their business as much as it has a significant effect on the employee's motivation which leads to better productivity and subsequent customer retention. Each and every person who leaves his home for work should come back to his home at the of the day in good health. Therefore, it is important to create a safe working environment, maintain an effective control measures to protect employees from hazards in the workplace which helps to prevent accidents, illnesses and incidents, reduce or eliminate threats to safety and health. It also helps employers to provide safe and healthy working conditions for workers. Conclusively, **the employment of an in-house health facility (staff clinic) by premier hotel should be model to all hospitality service providers as much as possible.**

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