

Hotel Employee Safety Devices: A Case of React Mobile



Source: Unsplash (2018)

Background

While hoteliers are actively seeking ways to reduce costs, employee safety is an area that managers cannot afford to overlook. Employee Safety Devices (ESDs) not only assist hotels in passing quality inspections and complying with government regulations, but they also offer essential protection to employees. Ultimately, this enhances the hotel's reputation and helps lower insurance and compensation costs (Hotel Technology News, 2022).

React Mobile is a panic button solution that enables a swift emergency response from the hotel management (HotelTechReport, n.d.). Through the provision of Bluetooth or cellular devices, hotel staff can press and hold the panic button for 3 seconds or press it 3 times in rapid succession to trigger a silent alarm in case of emergency (React Mobile, n.d.). Once the button has been pressed, the distress call will be relayed to the React Mobile Dispatch Center to notify hotel management and emergency services (HNR Hotel News, 2021). At the same time, the red light on the device turns blue to signal the employee that help is on the way (Hotel Online, 2022).

Another advantage is that the technology can be integrated with hotels' existing property management systems (PMS) to enhance precision. For example, with both HotSOS Housekeeping and the React Mobile application installed, housekeeping staff will receive their daily assignments directly on their mobile devices, and by checking-in with the HotSOS app after cleaning each room, the React Mobile Dispatch Center will have more accurate information about the staff's current location when the panic button is activated (HNR Hotel News, 2021). This can significantly improve the system's capability to locate a distressed employee, particularly in larger hotel establishments with many guestroom floors.

The technology mainly benefits hotel employees who often work alone. Among the 701 hotel workers who were assisted by panic buttons in 2021, a valet who was assaulted by a guest

emphasized that this technology is exceptionally important for those working night shifts, when there are fewer people around to seek help (Hospitalitynet, 2022). As more countries mandate the provision of Employee Safety Devices (ESDs) in the hospitality industry, innovations such as panic buttons are becoming increasingly essential.

Challenges

While Employee Safety Devices (ESDs) like panic buttons offer vital protection for hotel staff, they also pose risks of misuse or abuse. Employees might activate the panic button in non-emergency situations, leading to unnecessary dispatches of security or emergency services for minor issues. This misuse can strain resources, create delays in responding to genuine threats, and foster a culture of disbelief among staff and management, ultimately diminishing the system's credibility. Additionally, repeated false alarms can increase operational costs and complicate training. To maximize effectiveness, hotels must establish clear guidelines and training protocols to ensure panic buttons are used solely for legitimate emergencies.

Discussion Questions

1. Why is the implementation of Employee Safety Devices (ESDs) considered essential in the hospitality industry, particularly concerning employee safety?
2. What are the primary benefits of implementing Employee Safety Devices (ESDs) like panic buttons in hotels, and how do they contribute to employee safety?
3. In what ways can the misuse or abuse of panic buttons impact hotel operations, and what strategies can be implemented to mitigate these risks?
4. Considering the rapid advancement of technology, what future innovations in employee safety could be developed to further enhance the protection of hotel staff?

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Keywords

- Employee safety
- Technology
- Emergency
- Workplace safety
- Hotel
- Hotel operation

酒店员工安全设备：以 React Mobile 为例



Source: Unsplash (2018)

背景

尽管酒店经营者正积极寻求降低成本的途径，但员工安全是管理者不容忽视的领域。员工安全设备不仅帮助酒店通过质量检查并遵守政府法规，还为员工提供了必要的保护。最终，这将提升酒店声誉，并有助于降低保险和赔偿成本 (Hotel Technology News, 2022)。

React Mobile 是一种紧急按钮解决方案，能够使酒店管理层快速响应紧急情况 (HotelTechReport, n.d.)。通过提供蓝牙或蜂窝网络设备，酒店员工可以在紧急情况下按住紧急按钮 3 秒钟或快速连续按 3 次，以触发无声警报 (React Mobile, n.d.)。一旦按下按钮，求救信号将转至 React Mobile 调度中心，通知酒店管理层和紧急服务部门 (HNR Hotel News, 2021)。同时，设备上的红灯会变为蓝色，向员工示意救援正在赶来。

另一项优势是，该技术可以与酒店现有的物业管理系统集成，以提高精确度。例如，当同时安装了 HotSOS 客房管理软件和 React Mobile 应用程序后，客房服务人员将在他们的移动设备上直接接收每日任务分配。在清洁完每个房间后通过 HotSOS 应用程序签入，当紧急按钮被触发时，React Mobile 调度中心便能更准确地掌握员工当前的位置信息 (HNR Hotel News, 2021)。这可以显著提高系统定位遇险员工的能力，尤其是在拥有众多客房楼层的大型酒店。

这项技术主要惠及那些经常单独工作的酒店员工。在 2021 年通过紧急按钮获得帮助的 701 名酒店员工中，一位遭受客人袭击的泊车员强调，这项技术对于在夜班工

作、周围可求助人员较少的人来说尤为重要 (Hospitalitynet, 2022)。随着越来越多的国家强制要求在酒店业配备员工安全设备，像紧急按钮这样的创新正变得越来越不可或缺。

挑战

尽管像紧急按钮这样的员工安全设备为酒店员工提供了重要的保护，但它们也存在误用或滥用的风险。员工可能会在非紧急情况下触发紧急按钮，导致因小问题而调用安保或紧急服务。这种误用会消耗资源，延迟对真正威胁的响应，并在员工和管理层间滋生不信任的文化，最终削弱系统的可信度。此外，反复的误报会增加运营成本并使培训复杂化。为了最大限度地发挥效果，酒店必须制定明确的指导方针和培训规程，确保紧急按钮仅用于真正的紧急情况。

讨论问题

1. 为什么在酒店业，特别是涉及员工安全方面，部署员工安全设备被认为是至关重要的？
2. 在酒店中实施紧急按钮等员工安全设备的主要益处是什么？它们如何促进员工安全？
3. 紧急按钮的误用或滥用会以哪些方式影响酒店运营？可以采取哪些策略来减轻这些风险？
4. 考虑到技术的快速发展，未来可以开发哪些员工安全方面的创新，以进一步加强酒店员工的保护？

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关键词

- 员工安全
- 技术
- 紧急情况
- 工作场所安全
- 酒店
- 酒店运营

酒店員工安全設備：以 React Mobile 為例



Source: Unsplash (2018)

背景

儘管酒店經營者正積極尋求降低成本的途徑，但員工安全是管理者不容忽視的領域。員工安全設備不僅幫助酒店通過質量檢查並遵守政府法規，還為員工提供了必要的保護。最終，這將提升酒店聲譽，並有助於降低保險和賠償成本 (Hotel Technology News, 2022)。

React Mobile 是一種緊急按鈕解決方案，能夠使酒店管理層快速響應緊急情況 (HotelTechReport, n.d.)。通過提供藍牙或蜂窩網絡設備，酒店員工可以在緊急情況下按住緊急按鈕 3 秒鐘或快速連續按 3 次，以觸發無聲警報 (React Mobile, n.d.)。一旦按下按鈕，求救信號將轉至 React Mobile 調度中心，通知酒店管理層和緊急服務部門 (HNR Hotel News, 2021)。同時，設備上的紅燈會變為藍色，向員工示意救援正在趕來。

另一項優勢是，該技術可以與酒店現有的物業管理系統集成，以提高精確度。例如，當同時安裝了 HotSOS 客房管理軟體和 React Mobile 應用程式後，客房服務人員將在他們的移動設備上直接接收每日任務分配。在清潔完每個房間後通過 HotSOS 應用程式簽入，當緊急按鈕被觸發時，React Mobile 調度中心便能更準確地掌握員工當前的位置信息 (HNR Hotel News, 2021)。這可以顯著提高系統定位遇險員工的能力，尤其是在擁有眾多客房樓層的大型酒店。

這項技術主要惠及那些經常單獨工作的酒店員工。在 2021 年通過緊急按鈕獲得幫助的 701 名酒店員工中，一位遭受客人襲擊的泊車員強調，這項技術對於在夜班工

作、周圍可求助人員較少的人來說尤為重要 (Hospitalitynet, 2022)。隨著越來越多的國家強制要求在酒店業配備員工安全設備，像緊急按鈕這樣的創新正變得越來越不可或缺。

挑戰

儘管像緊急按鈕這樣的員工安全設備為酒店員工提供了重要的保護，但它們也存在誤用或濫用的風險。員工可能會在非緊急情況下觸發緊急按鈕，導致因小問題而調用安保或緊急服務。這種誤用會消耗資源，延遲對真正威脅的響應，並在員工和管理層間滋生不信任的文化，最終削弱系統的可信度。此外，反覆的誤報會增加營運成本並使培訓複雜化。為了最大限度地發揮效果，酒店必須制定明確的指導方針和培訓規程，確保緊急按鈕僅用於真正的緊急情況。

討論問題

1. 為什麼在酒店業，特別是涉及員工安全方面，部署員工安全設備被認為是至關重要的？
2. 在酒店中實施緊急按鈕等員工安全設備的主要益處是什麼？它們如何促進員工安全？
3. 緊急按鈕的誤用或濫用會以哪些方式影響酒店營運？可以採取哪些策略來減輕這些風險？
4. 考慮到技術的快速發展，未來可以開發哪些員工安全方面的創新，以進一步加強酒店員工的保護？

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關鍵詞

- 員工安全
- 技術
- 緊急情況
- 工作場所安全
- 酒店
- 酒店營運