

To The Point

Safety in the Front of House

CHUBB®



While the focus of safety is often on the team in the kitchen, we should not forget the staff that takes care of the customer – the “front of the house.” Follow these best practices to keep them in the best shape to service your valuable customers!

Servers and Bus Staff

These employees can experience injuries from serving food, drinks, and cleaning up afterwards, which include slips and falls, as well as lifting injuries. To avoid these:

- Move around the table when serving guests.
- Wait staff should assist one another in delivery and clearing of tables - “full hands into the kitchen, full hands out of the kitchen.”
- When pouring, move the glass or cup close to you so that you do not have to reach as far.
- When lifting and carrying, keep the load close to your body.
- Make sure trays are clean and dry.
- Control tray weights by evenly distributing the weight.
- Keep plates flat on the tray surface, balance the load, and place heavy items in the middle.
- When carrying large trays:
 - Carry most of the load over your shoulder to support it.
 - Use both hands to support and balance the tray.
 - Keep wrists in a neutral position by grasping the outside edge of the tray.
- When carrying small trays:
 - Carry the tray with your shoulder, arm, and hand in neutral positions.
 - Carry the tray as close to your body as possible, balanced on both your arm and hand.

Risk Engineering Services

Bar Staff

Although they do not carry the weight and loads that the server does, bar staff often work in a high-speed environment with customers who expect instant service. To prevent injuries, follow these tips:

- Use a step stool to reach high shelves or cupboards.
- Store frequently used glasses and liquors between shoulder and hip height, close to where they are needed.
- When lifting, keep the load close to the body.
- Point your feet at your work to prevent twisting your back.
- Keep your elbows close to your body when dispensing drinks.
- Place one foot on a step or rail to reduce stress on back and legs. Alternate which foot is on the rail from time to time.
- Use anti-fatigue matting.
- Wear shoes with cushioning.
- Be aware of where your fellow bar staff are and what they are doing, so you do not trip over them or run into them while they are preparing or serving a drink.

Following these tips can improve your customers' experience, as well as your employees' well-being. A few moments to do it right can save much more time later versus quickly doing it wrong.

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