

TRAVELIFE

QUESTIONS - ANSWERS

1. What is Travelife and what does it represent?

- It is an international sustainability system for hotels and accommodation providers. It helps them improve the way they manage their environmental and social impacts, such as reducing energy and water consumption or ensuring that they support the local population, local businesses, and culture.

2. Where are the assembly points in case of fire?

- In the customer parking lot and at the fountain.

3. What items does our hotel recycle or reuse?

- Plastic, paper, aluminum, glass, batteries, cooking oil, light bulbs, printer ink cartridges

4. What does your department do for the environment?

- Recycling, turning off machines that are not in use, not wasting water and chemicals, correct chemical dosing – use of dosing devices, purchasing large food/beverage containers that are also recyclable, not printing unnecessarily, printing on both sides of the paper, communicating more by email than by printed memos (reception), use of reusable polycarbonate plastic cups at the pool bar, polishing cutlery in the machine rather than with chemicals, card slots in rooms for energy control, informing customers to close their refrigerator doors properly, to reuse their towels more than once, use of recycling bins in public areas, beach cleaning at the beginning of the season.

5. What are MSDS?

- A Material Safety Data Sheet (MSDS) is a document with detailed information provided by the manufacturer or importer of a chemical substance that describes its physical and chemical properties, health hazards, routes of exposure, precautions for safe handling and use, emergency and control procedures.

6. What happens when a refrigerator or freezer breaks down?

- We inform the maintenance supervisor, the products are inspected and either withdrawn or immediately transferred to another refrigerator/freezer.

7. What actions should you take if there is an emergency or hazard in your workplace (fire/flood/bomb threat/earthquake)?

- There are posters displayed in the departments.

8. What information leaflets are posted in the staff restaurant?

- All policies, teams, health and safety policy, human resources and rights management, ways to reduce environmental impact.

9. List 3 things that are directly related to the safe use of chemicals.

- Read the instructions for use, ensure that all packaging is labeled, and be familiar with the instructions in case of a spill.

10. Hotel policies.

- They are posted in the staff restaurant and can also be read in the staff handbook.

11. Did you sign a contract/agreement before starting work? Were you told to read it before signing?

- Yes, I can get a photocopy of it whenever I want from the personnel department.

12. Do you work overtime?

- Yes, upon agreement.

13. Are you aware that there is a personnel office that employees can go to for any issue?

- Yes, for urgent matters that cannot be resolved by the department head.

14. Do you receive a pay slip?

- Yes

15. Where is the recycling area and what do we recycle there?

- Outside the warehouse ramp, we recycle:

- Paper
- Aluminum

- Plastic
- Glass
- Cooking oil

16. Where are batteries collected for recycling?

- At the Reception, in the AFIS container

17. Where are light bulbs collected for recycling?

- At Maintenance, in a special box.

18. What do you do in case of a leak in a pipe, hose, or something else?

- We inform the maintenance department or the gardening department if it is a watering hose.

19. What is the ideal operating temperature for air conditioning in guest rooms during the hot months?

- 23–24oC.

20. How do we wash dishes and glasses in our dishwashers?

- Dishwashers are only turned on when they are full.

21. How do we save water in housekeeping?

- When cleaning the sink and bathroom, we do not leave the water running all the time. We wet the area, turn off the taps, clean thoroughly, and then rinse.
- We do not change the water for each room during room cleaning, but after every 2 rooms.
- We do not fill the buckets during mopping
- We mop the room first, then the bathroom, and finally the terrace.
- Public areas are not washed every day, but are dusted and washed every 3 days. The water hose must be set to high pressure for less water consumption.
- Windows are not washed with the water hose but with a cloth and water in a basin.
- The toilet flush is only pulled after cleaning the room and the toilet bowl. Where possible, we press the 1/2 button.

22. Electricity saving measures - kitchen

- Cooked and raw foods should always be stored in separate refrigerators. However, raw foods from different groups can be stored together with proper separation (different shelves) as well as cooked foods.
- Avoid opening refrigerators frequently
- Do not leave the refrigerator door open
- All refrigerators/freezers are serviced at least once a year.
- The curtains at the entrance to the cold room are always in place.
- Ovens are filled before being put into operation
- Ovens are regularly cleaned of grease

23. Energy saving measures – restaurant/buffet

- Ceramic hobs do not operate above 2 (1-5).
- Ceramic hobs are not left on between meals
- Extractor fan motors do not operate without the hobs being in use
- When staff are not working, the air conditioning in the preparation areas remains off.
- We turn on the heat lamps in the buffet shortly before opening (15 minutes).
- We turn on coffee makers, toasters, and sandwich makers shortly before the buffet opens.

24. Energy saving measures - bar

- Glass washers should be full before being turned on
- Lights in storage areas should be turned off