Introduction to Careers in Hospitality and Tourism

Unit 11 – Loss Prevention –

**Formative Assessment 5**

**Americans with Disabilities Act Scavenger Hunt**

**Requirements for Providing Lodging for the Blind**

The U.S. Department of Justice is responsible for regulating and enforcing the guidelines to meet the American with Disabilities Act (ADA). They have created a publication for lodging properties which sets guidelines they are to follow to serve guests who are vision-impaired or blind. Go to the website, <http://www.ada.gov/lodblind.htm> to search for the answers to the following questions.

1. When does a lodging property have to follow the accessibility guidelines?
2. If a hospitality and tourism property has a NO PETS policy, can they turn away a guide dog?
3. If a hospitality and tourism property offers shuttle bus services, do they have to follow ADA guidelines on the bus?

If so, give an example of what a bus driver would be expected to do to follow the guidelines?

1. What sort of accommodations could a guest be offered upon check-in to assist them during their stay? Give three examples.
2. What should a front desk representative do when handling check out and offering the room bill?
3. For signage around the property, give three examples of ways a property would be in compliance with ADA regulations?
4. Does visually-impaired or blind person HAVE to stay in a handicapped accessible room?

If a customer hasn't booked a handicapped accessible room, how would a front desk representative handle this upon check in?

1. Explain two ways that a lodging employee could assist a guest in the dining room?

What should lodging employees not rely on during the dining experience? Why not?

1. How could a lodging property make a key pass card more useful to a person with vision impairment?
2. What is the best way for a lodging property to ensure that all guests are being treated correctly, that ADA requirements are being met and that all employees are knowledgeable?