Introduction to Careers in Hospitality and Tourism

Unit 11 – Loss Prevention –

**Formative Assessment 5 - Key**

**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?

**When it has more than five rooms.**

1. If a hospitality and tourism property has a NO PETS policy, can they turn away a guide dog?

**No. Under ADA, properties must make reasonable modifications in policies and procedures to allow low-vision or blind guests to have an equal opportunity to use and enjoy facilities.**

1. If a hospitality and tourism property offers shuttle bus services, do they have to follow ADA guidelines on the bus?

**Yes.**

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

**They must allow guide dogs on the bus, the bus driver must be trained on how to offer assistance to people with visual impairments, staff must inform them of the presence of the bus and drivers must announce all stops to riders.**

1. What sort of accommodations could a guest be offered upon check-in to assist them during their stay? Give three examples.

**Varies but may include: Staff should introduce themselves by name/function, don’t assume the services the guest will need but simply explain what is available, respect their decision if they refuse additional help, prepare a single package to give to guest a check in with all property information in large print or Braille, offer orientation to the guest room, offer high wattage light bulbs in room,**

1. What should a front desk representative do when handling check out and offering the room bill?

**Read bills to guest without compromising their privacy, place cardboard or a plastic or metal signature template to assist them in knowing where to sign.**

1. For signage around the property, give three examples of ways a property would be in compliance with ADA regulations?

**Use large print signage, Braille signage, use non-glare surfaces, use color contrast lettering**

1. Does visually-impaired or blind person HAVE to stay in a handicapped accessible room?

**No.**

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

**Simply confirm with the guest that they have booked a regular room. Ask them if they have any requests that will make their stay more pleasant.**

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

**Do not “hide” them. Ask the guest about their seating preferences. Offer assistance identifying and serving food from a buffet table, Large print and/or Braille menus, offer to read the menu offerings and prices, explain the tableware and placement of food/beverage items, explain where restrooms are.**

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

**Unless the guest indicates they prefer their dining companions to assist them, the lodging employees should offer assistance. They may not feel comfortable with their dining companions helping them.**

1. How could a lodging property make a key pass card more useful to a person with a vision impairment?

**Place tape of opposite side of key card that is entered in the room lock.**

1. What is the best way for a lodging property to ensure that all guest are being treated correctly, that ADA requirements are being met and that all employees are knowledgable?

**Staff Training including involvement of people with vision impairments, simulations**