

**Sample Risk Control Letter**

PO Box 111

St Louis, MO 63040

Telephone: 636-222-2222

Fax: 636-333-3333

**April 30, 2004**

Mrs. Rhonda Rhodes  
General Manager  
Radisson Hotel  
120 Wilderness Road  
Barclay, MO 65616

Dear Mrs. Rhodes:

Thank you for your time and assistance during my visit of April 25, 2004. The reason for the visit was to gather general information, conduct a tour of the property, and assist you with your risk control activities.

The attached suggestions were developed during our discussion and tour. Your actions on these suggestions should reduce the possibility of future incidents and reduce the severity of those accidents that do occur.

I will call you in approximately thirty days to discuss that status of these suggestions.

Sincerely,

Michael McReady, CSP, CPCU  
Senior Risk Consultant

cc: Rusty Groden, Thermopolae Agency  
Brad Hatfield, NSU

**SUGGESTIONS**

1. A written Alcohol Server program should be developed. The program should include the type of training to be provided, the frequency of the training, and documentation of the training. The existing training and documentation procedures can be incorporated into the written program.
2. The building sprinkler system and fire pump should be visually inspected on a weekly basis and tested on a quarterly basis. Test guidelines and documentation forms are on the enclosed disc.

3. The temperatures of the walk-in cooler and freezer in the kitchen should be documented at least twice each day. A log of the temperature readings should be retained for at least twelve months. The log should include the date, time, cooler number/description, and name/initials of the person recording the readings.
4. Motor Vehicle Reports (MVRs) should be obtained for new drivers at the time of hire (as is presently being done) and every two years thereafter to assure that the drivers have a valid license and that their driving history meets your standards. [A tentative guideline for reviewing MVRs is on the enclosed disc.]
5. The retention period for the video tapes of the closed circuit TV cameras should be extended to at least fourteen days rather than the current seven day period.
6. The leading edges of the steps in the swimming pool and the edge of the benches in the whirlpool should be painted to highlight the presence of the steps and the sitting area. The line should be black or dark blue and two inches wide.
7. The leading edges of the outdoor steps (east side of the building; near the swimming pool) should be painted a light color to highlight the presence of the steps and reduce the possibility of a slip/fall injury.
8. The carpeted steps to the recessed seating area of the main lobby should be highlighted to reduce the possibility of slip/fall injuries. The "highlighting" can be accomplished with recessed lighting at the side of the steps or the usage of contrasting color carpet on alternate steps.
9. Material stored in the rear exit corridor of the Ballroom should not impede to exit capacity of the corridor. A clear aisle of at least 36 inches should be maintained along the length of the corridor.