



Security – Hospitality Industry

Series One – Hotels/Motels and Resorts



INTRODUCTION

The world of Hospitality Security is one of its own within the security industry. Hospitality Security covers the areas of hotels/motels, resorts, conventions and special events. This area is unique in that it has special needs that are not always present in other areas of security. Not only do Security Officers find themselves monitoring areas such as parking lots, but there are also lobbies, the common areas, and there can be other points of coverage also. The opportunities for theft in these types of facilities are many. This Series One will cover aspects of providing security services to Hotels/Motels and Resorts. The information contained within this series is presented as basic orders, there can be variances depending upon the requests of the facility. The one factor that remains the same in all of these areas is this is most definitely an area where customer service is a major part of your duties.



Hotels/motels and resorts will contain many guestrooms sometimes spread across multiple levels. The high-end hotels and resorts may also contain meeting rooms, restaurants, bars, pools, spas, and gyms. Duties can vary with each facility as to what areas you will be covering. Always check in with your designated contact upon arrival. If the designated contact has no specific instructions then a good place to start is with an exterior patrol of the property. That should include the parking areas. ***It cannot be stressed enough about the importance of staying on top of these parking areas in hotels.*** They are a prime location for criminal activities. Check in between the vehicles to ensure no damage to any vehicles has occurred. In today's world of thieves, the vehicles themselves are not always the prime target, but the parts and extras on them are highly sought after items. Careful observation in parking areas is a MUST!!!!



SOME BASICS

Business Centers- Some facilities will have Business Centers for their registered guests use. These areas will usually contain computers, printers, and fax/scanner machines.

NOTE: Security Officers are not authorized to use these amenities!!



Pool Area – Most hotels will have a pool area for their registered guests. As a Security Officer you are not a lifeguard so sitting out by the pool is not part of your duties. However, you should monitor the pool area regularly to ensure the “Pool Rules” are being followed.

Usually these rules are posted for guests and normally include:

- No glass containers
- No unattended minors
Only registered guests
- No rough house behavior.

Some Basics

Hotel Gyms –The main focus for security in this area is simply presence and to notify management and emergency services in the event of an injury.



Hotel Spas –

Unless requested there would no reason for the Security Officers to enter the spa area itself. However, when there are late appointments management may request your presence to escort guests back to their rooms as a courtesy.



It's All About *Being of Service*

Let's discuss some of the other duties that make Hospitality Security a bit different than other areas of security. To begin with some these duties may not seem to have much to do with "security" . While this may be true, they are still easily performed while "patrolling and observing throughout the hotel. These duties include but are not limited to:

- Pick up food trays in the hallways. This helps keep the hotel neat and orderly.
- Deliver "Guest Folios". These statements should be placed under the guests doors during your nightly interior rounds. These must be slide completely under the doors due to secure info contained.
- Deliver Newspapers to rooms.
- Deliver towels or other necessities to guests rooms



Quiz

What is one of the primary areas at a hotel/motel you should provide close attention to?

What are some of the more unusual duties you could be asked to do at a hotel/motel?
(Name at least 2 of them)

Quiz Answers

What is one of the primary areas at a hotel/motel you should provide close attention to:

ANSWER: The Parking Lot/Garage as they can be a prime location for vandalism and thefts.

What are some of the more unusual duties you could be asked to do at a hotel/motel/ (Name at least 2 of them)

ANSWER:

- 1) Pick Up Food Trays**
- 2) Deliver "Guest Folio's"**
- 3) Deliver Newspapers**
- 4) Deliver towels or other necessities**

Exterior Rounds

The biggest mistake made by Security Officers is taking the attitude of “Not My Job”. Like the hotels we are in the Customer Service business. These tasks are a part of OUR Customer Service to OUR CLIENT.

- **Exterior Tours** - We have discussed the importance of those parking areas already. Let’s talk about some additional points of focus while making exterior tours. If you are at a hotel/motel that rooms are accessed from the exterior be aware that this poses some serious concerns for guest and employee safety. Guests that are arriving late – escort them to their rooms. It’s good Customer Service! During your rounds (exterior rounds should accommodate 50% of your time) check room doors and if one is found unsecured – knock on the door announcing “Security”. After ensuring no issues are present you should secure the door. Make sure and log each unsecured room that was found. **During rounds don’t just look - SEE**

Interior Rounds

At hotels/motels and resorts interior rounds are not necessary every hour and unless requested differently by the Client, should be performed as part of the distribution duties to the guests floors (newspapers, trays, folios) throughout the shift. Again, check doors and those found to be unsecured should be secured. Be sure you're logging each on your DAR. All doors should be secured for the safety of the guests and the associates safety.

Hospitality Security

Is all about providing Extraordinary Customer Service!

Hospitality Security allows the opportunity to engage with the Client's Associates and their Guests more than any other area of security.

- So put a bright SMILE on your face
- Greet everyone you come in contact with
- Remember you are an extension of the service the hotel (our Client) provides
- Enjoy your shift – Remember
EXTRAORDINARY STARTS WITH YOU!!!

Final Quiz

If asked to deliver something to a guest's room you should politely advise the Desk Clerk of Mgr. On Duty that unfortunately that is not within the scope of your duties

- a) TRUE
- b) FALSE

Exterior rounds should accommodate _____% of your time:

- a) 75%
- b) 50%
- c) 35%

Interior rounds should be made on a hourly basis in hotels and motels.

- a) TRUE
- b) FALSE

Final Quiz Answers

1. ANSWER: FALSE – This is your chance to be Extraordinary and show that ESS provides only the highest level of customer services
2. b) – 50%
3. b) FALSE – Interior rounds in hotels/motels are best performed as a part of the distribution duties to the guests floors