



Hotel Security - Protecting Everybody's Interests

Criminals and terrorist target travellers. Prestige targets like airports are a top priority for them, because travellers are usually in a hurry, tired, distracted and careless. As soon as business people or holidaymakers reach their hotel, they relax, drop their guard and become even easier prey.



Hotel guests want to feel safe and secure in their temporary home. Hotels have a duty to protect them. After all, the business depends upon them. Apart from the possibility of death or injury and destruction, the adverse publicity from an incident, can result in ruined reputations, failing business and knock-on effects to tourism in the country or region.

The risk to hotels can also increase because of the identity of an individual guest or his or her family. VIP's, celebrities or the infamous can present special difficulties. Hotel staff may not even become aware of risks that some guests may bring with them. Consequently a hotel must be vigilant at all times.

Hotel Crime

Every summer season, hotels experience an increase in crime. Rooms are entered and property stolen. Opportunists steal what they can from public or conference rooms.

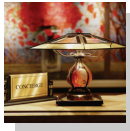
Frequent staff changes can mean supervision is sometimes poor and vigilance is not maintained. The ability to prevent crime is often lost.

Hotel guests often put temptation in the path of relatively poor domestic staff. It only takes a moment to yield and the hotel may have another embarrassment




Examples of Risk

- Terrorism
- Kidnapping
- Robbery by organised crime
- Opportunist robbery
- Burglary from rooms
- Baggage theft
- Fraud
- Invasion of guest privacy, by locals, press, interest groups
- Blackmail of staff
- Theft or robbery by staff
- Theft of staff property
- Disputes between guests or staff leading to violence
- Natural Disaster (e.g. Fire, Earthquake, Power cuts etc)



Intelligent Risk Review

a 10 point plan
for Added Business Value

1. Instruct a professional and objective team - 
2. List and Assess all security risks
3. Analyse and compare current measures
4. Determine the need for improvements
5. Prepare acquisition plans and security procedures
6. Establish business continuity plans - What If..... ?
7. Implement revised security strategy
8. Train staff to operate more effectively
9. Discreetly test operational effectiveness
10. Revise operations accordingly





Security for Guests, Staff and the Premises

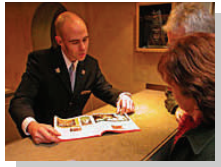
Hotel security is successful when nothing out of the ordinary happens.

Daily hospitality should continue normally without being interrupted. Whilst some security should be evident in order to deter criminals and provide a sense of security for the guests, it should not be intrusive. It should be discreet, professional and effective.

Good security benefits everybody, hotel guests, staff and managers. When all staff take security seriously as a service, the result is a well run, efficient hotel with an excellent reputation and booming business. Security should be another guest service, just like the bar, restaurant, health centre, turn-down or valet-parking. It should not be seen as an overhead, but as a **value-adding service**, which can be used to promote the hotel as a safe haven and secure environment.



How We Can Support Security in Your Hotel



- Performing a **comprehensive security review**
- Preparing strategies, plans and procedures
- Providing systems advice & supervising competitive acquisitions
- **Training staff** on security awareness, management and reaction to events
- Discreetly investigating suspicious or alleged activities
- Testing **operational effectiveness** and efficiency
- Improving relations with national and international police & security

Benefits of Improving Security in Hotels

- ✓ Criminals and terrorists deterred
- ✓ Improved staff morale, trust and teamwork
- ✓ Better service to guests
- ✓ Guests feel safe and secure
- ✓ Better publicity and improved reputation
- ✓ Increased occupancy
- ✓ Increasing foreign/tourist occupancy
- ✓ Increased respect and collaboration with local government and police





Hotel Security - Training & Development

Who should Attend ? Contract or In-house security professionals and managers responsible for security and safety in the hotel & tourist industry.

How you will benefit You will learn up to date methods for coping with criminal and terrorist pressures ensuring security for guests, staff and business continuity.

Eligibility Delegates must be.....

Qualification On successful completion of the course delegates will receive a certificate

Course Dates

Ankara

Jan 5- 10

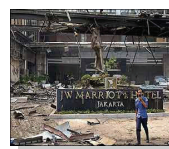
Istanbul

Feb 8-13



Appreciating the vulnerabilities of a Hotel is vital to providing proper security. Entry and exit monitoring, guest booking in procedures, Key management, CCTV management, Staff vetting, and staff training in security are some of the key areas. Though there are security issues common to all Hotels, only a thorough security review of the individual location and its environment will identify specific issues. Any areas of weakness can be highlighted, countermeasures introduced, procedures developed and staff trained to act professionally in the best interests of Guests, Staff and Proprietors .

What you will learn



Module 1: Crisis Management

- Conduct emergency planning and implementation
- Applying risk management protocols
- Communication and media management

Module 2: Theft, Fraud & Malpractice

- Identify prevention methods & counter measures
- Identify areas of weakness
- Apply recognised investigation methods
- Implement correct aftercare protocols

Module 3: Building Security



- Conducting security surveys & audits
- Physical security, limitations & reaction
- CCTV surveys
- Legal implications
- Workplace hazards

Module 4: Equipment

- Correct use of equipment
- The Importance of Maintenance
- Correct Deployment of Personnel & Equipment

Duration & Costs

5 Days £xxxxx

