



## ***Hotel Safety & Security - As a Guest Amenity***

**Hotel safety and security** is a growing concern among travellers throughout the world. Let's face it; traveling is stressful enough without having to worry about becoming a crime victim while away from home. One only has to look at the negative impact on hotel bookings, following a highly publicized incident, to see how important the perception of security is to the traveller.

**Predictions** - Traveller demand for hotels that promote enhanced security will increase in the coming years especially with the added fear of terrorism. Security amenities are important to travellers, especially the elderly and women traveling alone. Tour Operators and Booking Agents now require minimum security & safety standards in order to support your hotel. Security conscious properties will gain advantage over competing hotels that fail to recognize this important new trend.

Business and recreational travellers demand safe and secure hotel accommodations and responsive and friendly customer service. How can hoteliers ensure that their property provides as secure an environment as possible, while maintaining friendly customer service?

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.

**"It takes 20 years to build a reputation and five minutes to ruin it - If you think about that, you'll do things differently."**

A single act of crime on your property could diminish your brand. Hotels need to ensure that the entire staff understands the need to keep security top of mind – always.

**Does your hotel know what it is expected to do in response to the most basic and predictable threats in the hospitality industry?**

Savvy hoteliers should consider the following solutions when looking to improve their property's security:

## ***Security Awareness & Training***

## HOTEL SECURITY OPERATING PROCEDURES

### Aim and Purpose

- The protection of life, property and Company Assets
- The maintaining of law and order
- The promotion of goodwill and understanding between Management, Employees, the Guest and the general public
- The detection and prevention of crime
- The responsibility to manage all risks facing the Hotel
- Both Employees and satisfied Guests, as well as property, are the most important assets of the Hotel.
- The Hotel should view the security function as an integral part of the organization and an extension of the Public Relations function
- To make the Hotel a safe and secure place in which to work and pursue leisure activities
- To recognize risks, real and anticipated, and to take immediate action to reduce or eliminate them
- To contribute towards the well-being of all the Company's Employees, Residents and Guests - by maintaining policies and procedures, and protecting both the person and property of the Employees and Guests by the prevention of crime
- To ensure a safe and crime-free environment, while promoting a relaxed atmosphere for the satisfaction of Clients
- To ensure an effective, comprehensive loss control program
- To establish and manage a professional security operation and to maintain the highest standards

## STERLING TRAINING MANUALS

Comprehensive SOP's covering all aspects of Safety & Security and Emergency Management & Procedures have been developed specifically for the Hospitality Industry and available for purchase by **FEDHASA Members for the discounted price of R750.**

# *Crisis Management Planning*

## CRISIS MANAGEMENT OPERATING PROCEDURES

### Introduction and Purpose

A Crisis is a potentially serious or abnormal event that may result in injury, death and/or damage. Crises include actions that are unexpected and potentially dangerous or disastrous. They are usually situations where hotel customers, team members, resources, reputation and/or property are put at risk, and where help is often required from external sources e.g. Emergency Services

A Crisis might be considered to develop from any incident in which:

- Death, serious injury or damage has occurred or is threatened to hotel customers, team members, third parties or other assets and business processes associated with the hotel
- The potential financial loss as a result of direct costs or loss of sales will have a major effect on future financial results
- The image of the Hotel as a caring, responsible and well-managed company is at risk

## STERLING CRISIS MANAGEMENT TRAINING MANUAL

A comprehensive SOP covering all aspects of Crisis Management & Procedures have been developed specifically for the Hospitality Industry and available for purchase and available for purchase by **FEDHASA Members for the discounted price of R750 Take both Safety & Security and Crisis Management manuals for R1,200.**

Please contact us for further details

## SECURITY SURVEILLANCE TECHNOLOGY

Camera Surveillance plays a major role in ensuring safety. The growing importance toward protecting personnel, property, and content has given rise to the need for increased technology in security surveillance systems, making it more effective in its primary role of detecting and preventing undesirable behaviour.

Also increasing its role in delivering information that can be used to enhance business processes and optimize overall business performance besides minimizing stock losses. All of this is making surveillance more attractive to the Hospitality Industry.

Today's technology plays a major role in enhancing security surveillance capabilities by offering many technical solutions.

## STERLING HOSPITALITY NETWORK

Surveillance Services offered;

- Offsite monitoring 24 hours (CCTV)
- Perimeter fencing & 24 hour monitoring
- Mobile phone tracking
- After hour's Stock control & Loss Prevention

*Additional services offered;*

- Consulting on Hotel Physical Security Requirements
- Personal GPS tracking for guests

# *Employee Screening Protocol*

## EMPLOYEE HONESTY PROGRAM Introduction and Purpose

While the hotel industry is ahead of the curve on ensuring that employee applicants complete comprehensive background screening, not all hoteliers are as vigilant when reviewing the processes. In addition, background screening should be an ongoing process.

This is an important element of an ongoing commitment to safety and security. Re-screening employees annually can help hoteliers maintain the high quality staff they desire.

## STERLING HOSPITALITY TRUSTED PARTNER

An Employee Honesty Program with **Smart Verification Technologies (PTY) Ltd** who are leaders in their field, specializing in pre-employment and periodic integrity maintenance through the use of layered voice analysis (LVA-i) is highly recommended.

This system tests the emotional content of the subject's voice and gives an indication as to the truthfulness of any response.

Due to the system using the voice as the measurement tool it enables the subject to be tested over a telephone thus enabling us to reach subjects in any location where telecommunication is available.

The aim is to ensure the integrity of any potential employees and also the on-going integrity of current employees.

Along with the obvious benefits, an invaluable tool when investigating and preventing internal theft from Hotel Guest's and Hotel property.

With this latest technology, Hotels will experience in the long term benefit as close to 100% Employee Honesty as possible.