SAFETY & SECURITY in hotels

1. [2.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-2-638.jpg?cb=1501921154)SECURITY ′ IMPORTANCE ′ RESPONSIBILITY- STAFF, ′ SECURITY OFFICER \*SUSPICIOUS PERSON \*CHECK KEYS ,LOCKS. \*CCTV \*BOMB THREATS \*STAFF CHECK \*SEARCH STAFF BAGS& BODY \*PREVENT PROSTITUTION IN HOTEL \*LOST & FOUND ARTICLES \*SAFE DEPOSIT BOXES
2. [3.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-3-638.jpg?cb=1501921154)HALL PORTERS ,BELL BOYS ENTERANCE HALL / LOBBY - CROWD TAKE ADVANTAGE TO ENTER STAFF ENTERANCE CHECK ALL TIME OUTSIDE DOORS CLOSE AT NIGHT GROUND FLOOR WINDOWS GRILL
3. [4.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-4-638.jpg?cb=1501921154)ROOM MAID DUTIES SHOULD NOT GIVE INFORMATION/KEYS /OPEN DOOR FOR ANY PERSON CHECK WITH HOUSEKEEPER,REPORT SUSPICIOUS BEHAVIOURE MAID SHOULD LOCK ALL DOORS DO NOT LEAVE KEYS IN LOCK
4. [5.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-5-638.jpg?cb=1501921154)TYPES OF KEYS ′ ROOM KEY ′ FLOOR MASTER KEY ′ MASTER KEY ′ GRAND MASTER KEY
5. [6.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-6-638.jpg?cb=1501921154)INDIVIDUAL ROOM KEY ′ Key have room no. ′ Key board-not visible to guests ′ key theft to be controlled ′ Electronic key card have replaced metal keys ′ computerized system controls the key card ′ new code assigned to new guest ′ master key codes changed at regular intervals ′ Locks should be replaced easily
6. [7.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-7-638.jpg?cb=1501921154)FLOOR MASTER KEY ′ open all rooms in the hotel ′ Carried by assistant housekeeper , maintenance staff MASTER KEY ′ Open all rooms on a floor/maids section ′ Attached around maids waist ′ Should never be lent to anyone ′ Handed back to control desk on going off duty
7. [8.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-8-638.jpg?cb=1501921154)GRAND MASTER KEY ′ Opens all locks, double locks, latches ′ In case of emergency ,illness , death ′ When access is prevented ′ Used when guest leaves keys inside & double lock from outside ′ Used when guest leaves without paying bill and takes keys with him ′ Is held by security officer , general manager , duty manager, sometimes by housekeeper
8. [9.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-9-638.jpg?cb=1501921154)LOST PROPERTY ′ Baggage, purse, hand bag , mobile , document , dress , article , ′ Details on lost & found slip, lost& found register, ′ Article is labeled ′ Procedure ′ After 6 months given to finder or auctioned
9. [10.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-10-638.jpg?cb=1501921154)FIRE ′ Damage guest, staff, property , causes major loss to hotels ,time is lost in making up ′ Prevent , control , escape o Causes- o smoking on bed , or in stores near polishes or flammable items, o electric bulbs which gives heat o faulty electric equipments ,sockets, power plugs, short circuit o in kitchen due to oil ,gases, electric machines o Fire certificate has to be obtained o staff from all departments should be given training to handle fire , fire drills ,mock fire fighting at regular intervals
10. [11.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-11-638.jpg?cb=1501921154)FIRE FIGHTING EQUIPMENTS ′ water ′ Sand ′ Soda acid ′ Powder ′ Foam ′ BCF(halon) ′ CO2 ′ Fire blanket ′ On small fire, on wood, plastic ,paper fabric,cloth articles ′ on electric fire, oil spills ′ Red- wood, paper, fabrics ′ Blue-all, flammable liquids & gases ′ Cream-liquids, oils, fats ′ Green- electric & liquids ′ Black-electric & liquids ′ On person to cut air/oxygen
11. [12.](https://image.slidesharecdn.com/safetysecurity-170805081541/95/safety-security-in-hotels-12-638.jpg?cb=1501921154)FIRE ′ All fire escape routes clear ′ Emergency lighting ′ Signs of fire exits , fire escape routes ′ fire alarms, smoke detectors, heat detectors connected to water sprinklers all linen furnishings should be flame resistant, non toxic ′ In case of fire ′ Operate nearest alarm ′ Attack fire if no personal risk ′ Close windows,doors to cut off air ′ Switch off electricity ′ Empty the area, ′ Do not use lifts ′ Operator will call fire station