

## UNIT 7

# Safety and Security

### Contents:

- 7.0 Unit Overview and Description
  - ❖ Overview
  - ❖ Knowledge and skill outcomes
  - ❖ Resource Material
  - ❖ Learning Outcomes
  - ❖ Assessment Plan
- 7.1 Introduction
- 7.2 Developing the Security Programme
- 7.3 Security for Guests
- 7.4 Security of Hotels
- 7.5 Emergency Procedures
- 7.6 Communication and Records
- 7.7 Let Us Sum Up
- 7.8 Practical Activities

### 7.0 Unit Overview and Description

#### Overview:

This unit provides an in depth view of the importance of developing a proper security program for a hotel. The unit details separately the security requirements of a guest and that of a hotel. In a separate section various emergency situations and the standard responses are detailed.

#### Knowledge and Skill Outcomes:

- ❖ Importance and benefits of developing a security program for the hotel and for the guests.
- ❖ Various emergency situations and standard responses.
- ❖ Communication and records required for the security apparatus of the hotel for efficient functioning.

#### Resource Material:

Hotel Front Office Operations & Management : Jatashankar R. Tiwari

Front Office Operations : Colin Dix, Chris Baird

Front Office Management : Sushil Kumar Bhatnagar

Front Office Management & Operations : Sudhir Andrews

Front Office Operations & Management : Rakesh Puri

Check-in Check-Out Managing Hotel Operations : Gary K. Vallen, Jerome J. Vallen

Principles of Hotel Front-Office Operations : Sue Baker, Jeremy Huyton, Pam Bradley

**Learning Outcomes:**

<b>Unit 7: Safety and Security</b>	<b>Outcomes</b>
7.1 Introduction	General Overview
7.2 Developing the Security Programme	The student will understand the importance of having a security program and the process of developing it.
7.3 Security for guests	The student will be able to know the security requirements of a guest and the approach hotels use to fulfill them.
7.4 Security of Hotels	The student will know the security threats to the hotel and the ways to handle them
7.5 Emergency Procedures	The student will understand the standard operating procedures in case of different emergency situations faced by the hotel.
7.6 Communication and Records	The student will get information about the communication devices and the type of records used in security program of the hotel.

**Assessment Plan: (For the Teachers)**

<b>Unit-1</b>	<b>Topic</b>	<b>Assessment Method</b>	<b>Time Plan</b>	<b>Remarks</b>
7.1	Introduction	Exercise : Question & Answer		
7.2	Developing the Security Programme	Exercise : Question & Answer		
7.3	Security for guests	Exercise : Question & Answer		
7.4	Security of Hotels	Exercise : Question & Answer		
7.5	Emergency Procedures	Exercise : Question & Answer		
7.6	Communication and Records	Exercise : Question & Answer		

## 7.1 Introduction

Lodging property managers have many responsibilities, one of which is security. From the earliest days of the hospitality industry, one of the most important duties of an innkeeper has been to protect guests from any harm to his life or property. Although interpretations of protection may vary from country to country, every legal jurisdiction imposes some form of security obligations on hotels. Security regulations go beyond the innkeeper-guest relationship to include hotel employees and others on the properties who are not guests. Therefore, providing security in a hotel is the broad task of protecting people, be it the guests, employees, and others and assets. It must be stated, however, that each lodging property is different and has different security needs.



### Review Question

Q. 1 Providing safety and security to guests is one of the foremost duties of a hotel's management. Comment ?

## 7.2 Developing the Security Programme

Lodging property security efforts may involve such areas of concern as guestroom and security, key control, locks, access control, perimeter control, alarm systems, communication systems, lightning, closed circuit televisions, safe deposit boxes, inventory control, credit and billing procedures, computer security, Staffing, pre-employment screening, employee training, responsible service of alcoholic beverages, emergency procedures, safety procedures, record keeping, and more.

The industry's concern with the security has increased greatly since the terrorist attacks of September 11, 2001 in USA. Hotels, because they are so open to the public, are potential targets for terrorist activities. For example, immediately after the tragic events of 9/11, hotels in New York and Washington,

D.C., received dozens of bomb threats, including threats to use poisonous gas and other types of destructive devices. More recently, two prominent hotels were among the targets of the terrorist attacks in Mumbai, on 26/11/2008.

A lodging property security programme should stress the prevention of security problems. It is far more desirable to keep security incidents from occurring than to catch a criminal after crime has been committed. Certain security actions and procedures may help to prevent or discourage incidents.

Each property should continually review its security procedures and update them to meet changing security levels. The following list indicates general areas that might be part of a properties security programme:

- ❖ Doors, locks, key control, and access control
- ❖ Guestroom security
- ❖ Control of persons on premises
- ❖ Perimeter and grounds control
- ❖ Protection of assets
- ❖ Emergency procedures
- ❖ Communications
- ❖ Security records
- ❖ Staff security procedures

### **Review Questions**

- Q. 1 List the General Areas that form a part of a hotel property's security programme.
- Q. 2 Prevention of security problems is better than its cure. Explain in 3-4 lines.

## **7.3 Security for Guests**

### **A. Doors, locks, key control, and access control**



During a grand opening, a hotel traditionally throws out the keys to the front door. This symbolizes that everyone is welcome. Yet the symbolism doesn't preclude the need to provide access control to all parts of the building and grounds. When most people think of access control, they first think of guestroom access, but there are hotels areas that require security control, including offices, pool and fitness center, meeting rooms and lockers, and other areas, for example, locking hotel storerooms help prevent hotel employees from unauthorized entry and from stealing hotel property, whether it is food, linen, or other supplies.

Locking fitness center and pools helps prevent guests, visitors and employees from using the facilities when they cannot be properly supervised.

Guest room access security is the most common security need. Electronic guest room locks have greater flexibility compared to manual systems. Different systems can record every authorized and every unauthorized entry attempt. If a guest reports a robbery, the person responsible for hotel security can query the guest room lock and identify the keys that were in the last 10, 20, 30 or 50 entries. For guests, security is enhanced because new key codes are issued each time a guest check in. Keys are issued during the check in process, and usually will work only for a limited time period- for example, the issued key is good until noon on the scheduled date of departure. If the guest decides to extend the stay, the key must be recorded. Similarly, the guest departs a day early; the key can be rendered invalid by checking in another guest in the room.

For employees, guest room keys are coded by department, and also have time limits on them. For eg., hotel maintenance employee may be given a temporary guestroom key to fix a problem in a guestroom. The key may be good for a specific time period, such as between 10 A.M and 11 A.M. If more time is needed, the key must be recorded.

Guest room doors locks also may include chains or other backup locks on the inside of the door, so that they provide guests with good security. Balcony and patio locks may include not only the lock on the door, but also an extra lock that is controlled from the inside of the room. When connecting rooms are not needed, it is important that the connecting door be closed and locked. Only hotel employees should have the keys to open those doors.

Most hotels have multiple key-security levels. The lowest level is the individual guest room, office, store room, or meeting room. The next level is often called a "section master" key. Section master keys are generally used in housekeeping when a room attendant is assigned a specific group of rooms to clean or inspect; he or she can carry one section master key instead of carrying many separate guest room keys. A floor master key is generally the next level up; it provides access to an entire floor. There can be several buildings master keys. One building master can cover the guest room section of the building, including all storage closets in that part of the building. Another building master can cover all public areas, such as dining and meetings rooms. A grand master key gives access to all doors locks in the building. An emergency key or "E-key" is an emergency override key that allows access to all rooms, even if they have been locked from the inside.

All the lodging property's keys, no matter what level they are, should have control on them. Guest room keys are recorded every time new guests checks in or change their departure date. Other keys do not need to be changed as often, but still need to be controlled. Section master keys and floor

master keys should be issued at every shift. If a key is lost or stolen; it must be reported immediately and appropriate actions should be taken to invalidate that key.



### B. Guestroom Security

The guest room security extends beyond the guestrooms door locks. Another security device found on guest room doors is the peephole. Peepholes usually contain a fish-eye lens that allows guests to see to the left and right when looking out. Peepholes are usually placed conveniently in the door for guests of average height. In rooms that are specially designed for differently able people , a second peephole is provided for guest in wheel chairs to see all areas of the hall.

Telephones are also an important part of guest room security, as they allow guest to call for help whenever necessary. Clear instructions, such as “Dial 0 for emergencies” should be on or near every guest room telephone.

### C. Safe Deposit



Though hotel is not responsible for the guest valuables, the rule to this effect is written in the guest registration card and also notified in the guest room but a hotel offers a free safe deposit facility for his valuables.

Hotels have bank type of lockers installed at the front office cash. A locker is allotted to guest that can be opened by using two keys .The master key is with the front office cashier and other key is issued to the guest.

A contract is also signed in between the guest and the hotel. Whenever a guest wants to open his locker it has to be entered into the locker operating register. Signatures are always verified with the specimen. Head cashier inserts his key then a guest inserts his own key, and then only a lock can be opened. Guest is left alone to operate his locker. If the key is lost by the guest, then the locker will be drilled open in presence of the guest and can be charged for the replacement of the locker.

These days some hotels have installed electronic safe deposit boxes in each guest room. This safety box can be operated by using an electronic number. Guest can use any number to open the lock. The number selected by the guest becomes the locker's code number. The guests are advised to keep their valuables in the electronic safety box. Though hotel is not responsible for any lost item. But hotels take this issue as prestige issue so an inquiry is done on the hotel security level.

### Review Questions

- Q.1 True or False :
- Manual locks have greater flexibility compared to electronic ones.
  - A grand master key gives access to all door locks in the building.
  - Safe deposit lockers allotted to guests are opened with the use of a single key which remains with the cashier.
  - In a room for differently abled people, two peep holes are provided.

## 7.4 Security of hotels



### (a) Control of Persons on Premises

Controlling people on the premises is one of the most difficult issues for hotel managers and security personnel. Hotels are private property, so people can be excluded if they have no specific reason for being on the premises. It is in these situations where training the hotel staff in security issues is so important. Surveillance systems use video cameras, motion detectors, and other security devices to monitor hotel areas. Cameras are usually connected to monitor in the security offices, Front desk, telephone dept., or other areas where there is generally someone to watch them. Motion detectors and other forms of passive security can set off alarms. Some hotels have signs posted stating that they are private property.

### (b) Perimeter and Grounds Control

Perimeter and grounds control can take many forms. Surveillance systems are very useful in providing security monitoring of such outdoors areas as parking lots, pools, tennis courts, and other areas. Parking lots should be well-lit; guests and employees feel safer in well-lighted parking lots or structures. Parking facilities may also have gates to control traffic; sometimes these gates are staffed for extra protection. Fences are often needed, especially in high risk areas. The hotels management should train valet parking attendants, landscape staff members, maintenance staff members, and other to watch for unauthorized people on the grounds.

### (c) Protection of Assets

The physical and intellectual assets of the hotel must be protected as well. Important devices for securing the assets of guests are hotel safe deposit boxes and, for those hotels that offer them, in room safes. Hotels provide some sort of safe deposit box facility for guests at no charge. Guests must be noticed of the availability of these boxes, usually through notices in guest rooms.

There may be more than one safe for hotel use. When a deposit is made into the safe, the amount, the date, time, revenue outlet, and name require someone other than the person responsible for the drop was actually envelopes found in the safe as the first step in ensuring that the contents are accurate. Both general hotel safes and drop safes are fire-rated to protect the contents from fire.

Hotels must also protect the assets of employees. Employee changing and locker rooms should be secure and safe. Many hotels provide locks for employees. When employees arrive for work, they require a uniform and a lock for the locker where they can store their personal valuables, other hotels use a more flexible system, involving a lockable bag that holds employee clothing and other items. The bag is turned into a secure area after it is filled, and it is claimed at the end of the employee's shift.

## Review Questions

Q.1 State whether True or False:

- (a) Protecting employees and their assets is also a part of hotels security programme.
- (b) Safety locker installed at the front office for guest use is operated using one key.
- (c) A floor master key gives access to all door locks in the hotel.

Q.2 Fill in the blanks:

- (i) Terrorist attack of \_\_\_\_\_ in USA has greatly increased the Security concerns of hotels.
- (ii) In a hotel right of admission is \_\_\_\_\_
- (iii) \_\_\_\_\_ Keys are more secure compared to Manual keys.

Q.3 Answer the following questions:

- Q. 1. Explain how security system is important in guest security.
- Q. 2. Proper control of Keys is important for strong hotel administration. Discuss?
- Q. 3. 26/11 has alarmed the security system of not only country but of a hotel? What could be the precautions (equipments and systems) which could have helped the administration to avoid that incident?

## 7.5 Emergency Procedures

Sooner or later, every hotel will have some sort of emergency to deal with Injuries, Robberies, Destruction of Assets, Fires, or Other Emergency situations will require extraordinary action on the part of the hotel staff. The hotel should have well documented procedures for all emergencies that can be anticipated. These procedures should be included in the initial and ongoing employee training program. Front desk employees must know what to do during a robbery or when a guest calls asking for medical assistance. Hotel staff members working at hotels located in earth quake, hurricane or flood-prone areas needs to know what to do when these emergencies occur.

One of the most important emergency procedures is to assist guests with disabilities during an emergency. Most hotels computer systems have special codes in them for identifying where guests with disabilities have been roomed. If a hotel is being evacuated, employees must go to these guest rooms to assist the disabled guest.

Regulation requires guests to be notified in their guest rooms of emergency exits and procedures. Most service hotels have bell attendants provide a brief emergency orientation while escorting guests to their rooms. Evacuation routes are generally posted in guest rooms, often on the back of the main guest room door.



### Emergency Procedures & Situation Handling:-

#### (a) Lost and Found

This is a term used in hotel parlance to refer to any item which is left by the guest or temporarily misplaced by the guest but traced later by the hotel staff. Such articles to be handed over to the housekeeping department which maintained a special locker for this purpose. If the item belongs to the guest who has already checked out, then a letter has to be sent to the forwarding address left by the guest while check out or which is there in the registration card. If no reply is received by the hotel within certain time limit, it may be auctioned to the hotel employees as per the hotel rules.

If the lost belongings are found in the public areas and the guest is still residing in the hotel then

housekeeping department keeps those items with them till any complain is made at the front office or in the lobby, in this case guest is required to give a description of the article which is lost, before that item is shown to him.

### (b) Fire in the hotel

As soon the fire is detected and intimated to the front desk ,the first thing to do is to inform the telephone department. In most hotels the telephone department plays a pivotal role of alarming the hotel. In smaller hotel which have telephone department is merged with the front office, there the first job is to call the fire department of that city for the help. The front office should alert all guest and inform them to use the staircase and not the elevator. The telephone exchange should always be manned during fire to communicate from one point to another. If the front office staff have to get actively involved in the procedure then they should search each room thoroughly, specially under bed or in closets or bathrooms to ensure that no guest is left behind. They must guide the guest through the fire exit map and help in extinguishing the fire by the use of appropriate fire extinguishers i.e. Foam for electrical fires and oil fires, water for the general fires and so on.



### (c) Death

The front office should inform the General Manager, the Security Officer and call for the hotel doctor, no alarm is raised and none of the guest to be informed .The General Manager may decide to call the police. The room to be sealed till police formalities are over. People known to that person are to be contacted through the addresses entered in the registration card.

### (d) Accidents

The house doctor should be called immediately on phone and informed about the nature of the accident and guest's condition. The doctor's instructions must be followed immediately. Bleeding must be stopped by swabbing wounds with cotton wool and applying antiseptic or any lotion. If

a fracture is suspected the guest is not moved till the doctor arrives. Burns are to be treated with creams meant for the purpose and water is never poured over the burns as this will surely leads to the blisters. Hotel should train staff for this purpose.

**(e) Vandalism**

The front office staff must call the hotel security and order the main door to be locked. If thing get out of the hand police must be called.

**(f) Damage to property by the Resident Guest**

The front office cashier is instructed to raise a charge for the value of the damages to property, a responsible guest will never argue but if he does the subject is to be referred to the General Manager.

**(g) Drunken Guest**

It is prudent to never argue with drunken guest .He must be politely led away from the public areas either into an office or in his room. If he is behaving unruly the security may be called.

**(h) Theft**

Hotels often adopt certain precautions to avoid thefts, they include

- ❖ Self-locking room doors.
- ❖ Safety deposit boxes for guest valuables.
- ❖ Watching guests with light baggage who could become potential skippers.
- ❖ Watching a walk-in who can be a thief.
- ❖ Avoiding giving room numbers to visitors or guest names to telephone callers.
- ❖ Install CCTV devices in all corridors.
- ❖ Strictly controlling the master key.
- ❖ Posting security personals on floor.
- ❖ Keeping all entrances, corridors and staircases well illuminated.
- ❖ Reporting immediately any suspicious characters.

**(i) Bomb Threats**

With the increase in terrorism in the country and world ,the bomb threats are not so uncommon these days .This may be a genuine threat with explosive planted somewhere in the hotel or it may be a hoax whichever the case may be such threats are always taken seriously and the proper action taken.

Mostly bomb threats which are made on phone are attended by either the telephone operator or the receptionist of the hotel in this following steps to be followed:-

- ❖ Signal the colleague to also listen in the call and try to find out the location through exchange.
- ❖ Listen the caller carefully and make it prolong and get all the information carefully- place where planted, time of explosion and strength of explosives.
- ❖ If possible this call may be taped and note the back noise and try to catch information from accent and police to be informed.
- ❖ Immediately after disconnection the G M and Security Officer has to be informed.
- ❖ If the location is identified the department head should be also informed
- ❖ People from that suspected area have to be evacuated from that particular location.
- ❖ After “all clear” signal from the police the normal process of hotel can be continued.

### Review Question

- Q.1 What are the steps to follow in the following cases :  
 a) Bomb threat b) Theft c) Death

## 7.6 Communications and Records

Good communication forms the backbone of any successful security program. Providing mobile communication devices, such as radios and pagers, to employees is one way to ensure good communication. The strategy is to post security information in high-traffic employee's areas to help keep high security awareness at the hotel. Security should be a frequent topic of discussion for departmental and staff meetings. In addition, the hotel should regularly publish security information. Employees should be given very specific instructions on what to do when they identify a possible security problem.

Just as important, all hotel staff members should receive on how to communicate to guests and other people during an emergency. Dealing with the public at large is just as important. When the news media becomes aware of a hotel emergency, they will attempt to contact the hotel for comment. Every employee should be aware of the hotels policy concerning media contact and why compliance with the policy is so important.

### Security Records

Any activity that has security- related dimension to it be recorded for future reference. Reports about robberies, assaults, personal injuries to guest or employees, and property damage or theft, vehicle maintenance records, and preventive maintenance records all should be part of a security record programme.

Security records are important for several reasons: First, they allow hotel management to track issues, Vehicle maintenance records allow hotel to track maintenance issues, such as tire wear. Most municipalities mandate periodic testing of the fire alarm system and recordings of the results.

Finally, security records may assist the hotel with insurance claims made by either the hotel or the guest. In either case security records can present the hotel's view of what happened. This is especially helpful when hotel staff members are called upon to describe a security incident that occurred many months ago.

### Review Questions

Q.1 Match the following:

- |                   |                      |
|-------------------|----------------------|
| (1) Bomb Threat   | (a) Don't Argue      |
| (2) Vandalism     | (b) House Doctor     |
| (3) Illness       | (c) Prolong the Call |
| (4) Drunken Guest | (d) CCTV             |
| (5) Theft         | (e) Close the door   |

Q.2 Answer the following questions:

Q. 1. Discuss in brief the standard operating procedure in case of the following?  
 (a) Vandalism (b) Fire

Q. 2. What is the importance of communication and records in a hotel's security system?

## 7.7 Let us Sum Up

Providing security to guests and their property is not only the moral responsibility of the hotel but is also binding upon them, by law, to follow specific safety regulations. Hotels have a structured security program where emphasis is on security needs of the guests and their property. Electronic keys for the guest rooms and in-room electronic safety lockers for the guests have greatly helped in addressing security concerns.

Hotels develop a standard operating procedure to handle emergency situations. Bomb-threat, Fire, Death, Illness, Drunk guest etc. are the situations that concern the hotel management and efficient handling of all such emergencies is a part of the front office department profile.

Documentation of all security procedures is important for the hotel as it's a part of the security records. These records are useful for any insurance claim, court cases and to absolve the hotel in case of an undue claim by a guest.

## 7.8 Practical Activities

<b>Activity I:</b>	Students should visit a nearby hotel and have a look at the equipment used for security purpose such as Metal detector, Fire alarm, smoke detector, CCTV, safety locker, etc.
<b>Activity II:</b>	Fire fighting demonstration by an expert for all the students.
<b>Activity III:</b>	First aid demonstration/training for all the students by an expert.
<b>Activity IV:</b>	Teacher to divide the students in groups. Each group to plan and act a role play on the handling of following emergency situations: <ul style="list-style-type: none"> <li>(a) Handling Guest Illness.</li> <li>(b) Handling a Bomb Threat.</li> <li>(c) Handling a Drunk Guest.</li> </ul>

### Role Play I : Handling Guest Illness in Hotel

As hotel is a home away from home we must ensure that attention and proper care by staff and medical treatment by hotel prescribed doctors can be provided.

**Situation handling role plays by 4 students (One as a Guest, Another Student as a Receptionist, One as a Doctor and Another one as Bell boy).**

(Guest approaches reception counter)

**Receptionist :** Good evening sir. How may I assist you?

**Guest :** Madam, I am having fever and headache since afternoon.

**Receptionist :** Oh, I am extremely sorry sir. Can you wait for a minute. Meanwhile she gets the thermometer to check the temperature. Sir you are having 102 degree fever. I think we may call a Doctor to assist you.

- Guest :** Yes , sure. You can call the doctor.  
(Receptionist makes call to the hotel doctor to attend to the guest immediately.)
- Receptionist :** Sir, I have informed about your health problem, our hotel doctor will visit you in the room. May I order hot coffee for you.
- Guest :** That will be fine. You can send the coffee to my room.  
(Receptionist calls room service saying that room no 124 guest Mr. Suresh should be served with a cup of coffee immediately as he is not well.)
- Doctor :** (Visit the guest and analyse the health problem) don't you worry. It is just a viral fever. I am giving some medicine for you for three days and you will be perfectly fine.
- Doctor :** To the receptionist you make arrangements to get these medicines from the medical store.
- Receptionist :** Calls the bell boy to go out and get the medicine for the guest. Calls the guest over phone saying that sir, I have sent our hotel staff to get the medicine for you and i hope the coffee is served to you.  
(Bell boy comes to the receptionist with medicines and Doctor's prescription.)
- Receptionist :** You hand over the medicine to guest Mr. Suresh room no 124.  
(Bell boy knocks the door gently by announcing 'Bell Boy Sir'.)
- Guest :** Opens the door. The bell boy handover the medicine along with doctor's prescription.)
- Bell boy:** Get well soon sir and he leave the room.
- Receptionist :** (After an hour she calls the guest) Sir, how are you feeling now?
- Guest :** Much better. I am thankful for your prompt response. I really appreciate your work.
- Receptionist :** Most welcome sir; in fact it is our honour to serve you. Have a good day sir.

## Role Play II Worksheet: Bomb Threat

Bomb threats are usually received orally on telephone by hotel's telephone operator. It should be handled in the following way:

- Telephone Operator :** "Good evening! Hotel Moon. How may I help you?"
- caller:** "A bomb has been planted in your hotel."
- Telephone Operator :** "May I know to whom I am speaking?"  
(she indicates the other employee to record it )

- Caller:** “You won’t be able to know it. The bomb planted in your hotel will blast in 4 hours from now. If you want your hotel and the people over there to be safe, you will have to fulfill our demands.”  
(The employee should remain observant and calm. He/she is hearing sound bells of temple in the background. He/ She should try listening to the person more and ask questions to keep him connected.)
- Telephone Operator :** “Where is the bomb located?”  
(Recognizing his voice as of a south Indian)
- Person:** “You and your people will never find out.”
- Telephone Operator :** “What is your reason for planting this bomb?”
- Person:** “Because we want our needs to be fulfilled. Do not dare to inform the police because they will also be of no help.”
- Telephone Operator :** “Where are you calling from?”
- Person:** “You will not find this also. Wait for my next call and I will tell you all my demands. You better fulfill them or the results will be disastrous.”

**( Call gets disconnected)**

- ❖ After the call gets disconnected, the Front Office Manager should be informed.
- ❖ All the department heads and General Manager should gather at one place and discuss the matter.
- ❖ The Police should be informed and they should investigate the threat.
- ❖ If the telephone operator has heard anything during the call that can be of any help, it should be informed to the police. All details such as the voice of the person, background noise etc. should be told.
- ❖ One staff member should guide the police and other teams to the hotel for searching the bomb.
- ❖ If a suspicious object is found, the hotel should be evacuated and make sure all doors and windows are open.

## Role Play III Worksheet: Handling a Drunk Guest

Handling a drunken guest in the hotel seems to be a very easy task in listening but in itself is a very difficult task and handling a guest who is drunk and completely out of his senses is very tough.

Certain attributes you have to possess:

- ❖ Act politely.
- ❖ Never argue.
- ❖ Talk softly and lead him away from the public area.
- ❖ If the drunken guest is behaving rudely then the last option should be to call the security officer but try and handle the situation very calmly.

The conversation below will give the fair idea of handling this kind of situation which may be very common in hotels.

- Receptionist:** “Good evening sir, how may I assist you?”
- Guest:** “I want my room to be changed and should be on the other floor.”
- Receptionist:** “Sir, please may I know the reason for your room change.”
- Guest:** “There is no specific reason but I am just ordering you to change my room as you are here for my assistance.”
- Receptionist:** “I am very sorry to say so but sir without any specific reason our room cannot be changed and right now we also don’t have any room available because we are running on 100% occupancy. My sincere apologies to you sir.”
- Guest:** “How dare you talk to me like that, just call your manager I will talk to him. You bloody don’t know who I am. I will surely change the room and you all are here for me only just do as I say.”

**Note:** Here the duty manager or the immediate supervisor should take the drunken guest away from the reception/front desk area and make the guest realize that this is not the right way to talk and then acting very calmly and talking very politely with him the supervisor can escort him to his room or he can indulge the guest in some other thoughts and just keep the guest calm and as soon as possible send him back to his room.

## **Role Play IV Worksheet: Handling a Drunk Guest (B)**

**Scene: A Guest at 11:30 P.M. at Front Office.**

- Guest:** Hello good evening. I want a martini right now.
- F.O.A (Lady):** Good evening sir, the bar is closed, I will request to the F&B service. Please go to your room sir, your drink will be sent to your room.
- Guest:** No, I will have it in this lobby, I like this lobby and “you as well”
- F.O.A (Lady):** Sorry sir , you are crossing your limits. Please go to your room.  
(The guest was constantly insisting on remaining there, FOA calls up a male colleague for help)
- F.O.A (Male):** Excuse me sir, let me escort you to your room, the other guests are getting uncomfortable.
- Guest :** To hell with others , I have paid , I am paying , I will pay , I am “The guest”  
(Finally the security officer is called, guest attacks him, the situation gets uncontrolled and later police was called up by security)