

Hotel Security Advice



Entrance and Exits

- Minimise the number of entrances, one is preferable, although not always possible. Reducing the entrances allows owners, management and staff to monitor who is entering and leaving the premises.
- Ensure that entrances are easily viewed from reception including emergency exits. CCTV should be used if this is not possible.
- Emergency exits should be alarmed so that staff will be immediately notified if the door is opened or tampered with. Signs to this effect should be placed on emergency doors

Reception Area

- The reception area should be open and staff should have a clear view of all persons within reception.
- Cash transactions should be kept to a minimum
- Check that all security measures such as CCTV and alarm systems are serviced and working efficiently. Ensure all staff are aware of how and when to operate such systems.
- Ensure CCTV is in use within the reception area; a camera should be pointed directly at the area where guests sign in thus this would give a good facial image of any persons at the desk.
- An internal alarm/automatic alert system should be installed on the main entrance door or reception area to alert staff of a person entering if the reception desk is unmanned.
- Ensure all staff are aware of how and when to operate security measures including panic alarms.
- Restrict access to areas beyond reception with a card system to prevent non-guests accessing other floors and rooms
- Consider holding safety meeting, using the time to give advice on dealing with guests not necessarily used to living in hotel surroundings.

Further recommendations

- Consider closing off access to all leisure facilities to prevent misuse during this time
- Cleaning staff only to enter rooms when unoccupied. Ensure appropriate health and safety guidance is in place to deal with possible drug misuse/needles.
- Staff will need guidance on how and when to ring Police if the above becomes an issue within the hotel.
- Restrict Access to and remove all alcohol from bars.
- Request Next Of Kin contact details on first arrival.