

Security Action Plan for Hotels and Motels

One dilemma faced by hotel and motel managers is how to keep the facility secure, while still allowing for ready access to guests and unimpeded exit during emergencies. This handout provides an overview of general strategies to be addressed in a security loss control program for hotels and motels.

General Considerations

- Develop and implement written security policies for the facility, with special emphasis on security for the lobby, guest rooms, and shipping/receiving/storage areas, and provide training to all staff.
- Develop emergency management procedures to respond to situations, such as bomb threats, and distribute to all staff.
- Conduct periodic emergency drills.
- Advise staff of the need to be alert to the presence of suspicious packages or illegally parked or unidentified vehicles, and to bring it to the attention of management.
- In accordance with state, federal and local law, perform appropriate pre-employment screening on staff, particularly on those with access to guest rooms.
- Issue identification cards to all staff and require they be displayed at all times.
- Perform regular audits of all security procedures, including past incidents of crime, to ensure that, among other things, security programs are up to date and security procedures are being followed.

Security Procedures

- Provide adequate illumination in all areas of the facility, keep foliage and shrubbery trimmed and maintained to provide for surveillance of the property, and use fencing, as needed, to control access.
- Provide secure locking devices on all exterior doors, including accessible roof openings, doors to accessible balconies and terraces, shipping and receiving areas, and parking garage entrances, as needed.
- Provide for remote surveillance of the property by installing a closed circuit television (CCTV) system.
- As a means of controlling access into buildings, keep exterior doors locked and provide 24-hour security in the lobby of the buildings. Locking procedures should not conflict with life safety code requirements.

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- Strictly enforce front desk security procedures on not providing names and room numbers of guests and on the distribution of room keys.
- Install deadbolt locks, peepholes, safety chains (night latches), and self-closing devices on guest room doors, and provide information on safety and security policies in guest rooms.
- Control access to air intakes of heating, ventilation, and air conditioning (HVAC) systems to prevent attempts to introduce contaminants into the system. Check credentials of contract maintenance personnel.
- Control access to parking garages, and issue distinctive parking permits to guests, visitors, and employees for identifying automobiles authorized to park on the property.
- Consider establishing setbacks between buildings and exterior parking lots.
- Provide sufficient security personnel, as needed, and ensure that they are properly selected, trained, and supervised.
- Have security personnel patrol the facility in distinctively dressed uniforms and in vehicles that are conspicuously marked.

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