



Training Solutions, Delivered!

# **SECURITY BEGINS AT THE FRONT DESK**

**Leader's Guide, Fact Sheet  
& Quiz**

**Item Number: 4345**  
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***This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.***

## **PREPARING FOR THE MEETING**

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

## **CONDUCTING THE PRESENTATION**

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

## 4345 SECURITY BEGINS AT THE FRONT DESK FACT SHEET

**LENGTH: 8 MINUTES**

### **PROGRAM SYNOPSIS:**

Security in a hotel really does begin at the front desk. Often, front desk clerks will be the first employees to see people entering the building and to witness suspicious behaviors and activities. The importance of your role in the security of the hotel should not be underestimated. The purpose of this training is to bring to your attention some of the important safety and security roles you might be asked to play at your hotel.

**PROGRAM OBJECTIVES:** After watching the program, the participant will be able to explain the following:

- Practices for protecting guests' privacy;
- The potential signs of human trafficking;
- The importance of notifying the proper authorities when an emergency occurs;
- Steps for protecting guests through control of room and master keys;
- What to do in the event of an emergency.

### **PROGRAM OUTLINE**

#### **SECURITY IS PART OF YOUR JOB**

- A security program is most effective when all employees serve as the "eyes and ears" of what is going on in the hotel. This is especially true in limited-service hotels where there may not be a dedicated security staff.
- You are the first line of defense in the security of the property. Make eye contact and greet people entering the building. Ask them if they need any assistance. Report anything suspicious to management as soon as possible.
- Undoubtedly, there will be other security-related duties that your hotel will require of you. Remember, it's not something extra being asked of you; it is part of everyone's job to keep guests and employees safe.

#### **PROTECTING GUESTS' PRIVACY**

- Few duties are as important as the role you play in protecting guests' privacy. This duty can come in many forms and will depend on your hotel's specific policies to determine precisely the role you will play.
- Protecting guests' information includes ensuring that credit card or driver's license information is not displayed where others can see it. Avoid imprinting credit card information, name and complete addresses on registration cards or other paperwork accessible by others.
- Never call out a guest's room number in a situation where others might be able to overhear.
- Make sure you always check a person's identification before giving them a room key.
- If they claim to not have any identification with them, such as in the case of someone who has been out exercising or someone who has been at the pool, you may be able to identify them by asking specific questions that only the rightful guest would know; otherwise, someone should accompany them to the room and ask them to get their identification. These measures will depend on your hotel's specific procedures.

#### **COMBATTING HUMAN TRAFFICKING**

- Human trafficking is the illegal trade of human beings against their will for the purposes of sexual exploitation, forced labor or modern-day slavery.
- Human trafficking has become a very lucrative worldwide industry and is believed to be second only to drug trafficking as the most profitable illegal industry in the world. Authorities estimate between 600,000 and 800,000 people are trafficked across borders every year.
- Many organizations including hotels, airlines and others are stepping up to help combat this growing problem. This is where you come in and why you need to know about human trafficking.
- Law enforcement sources have indicated the illegal transportation of humans from one location to another is often facilitated through the use of hotels as stopover points.
- Additionally, sexual exploitation has been known to sometimes occur in hotel rooms. Some potential signs of human trafficking in hotels might include inability to state a home address, confusion about what state they are in, inconsistencies in their reasons for staying at the hotel, not being allowed to speak for themselves (another party may insist on speaking for them), not having any or very few personal belongings, does not control their own identification documents, coming and goings of persons at all hours to their hotel rooms.

- If you become suspicious of these signs, don't overreact, but do report the situation to your manager. As a front desk employee, identifying and reporting potential human trafficking is particularly important because of the interaction you have with guests of the hotel.

### **EMERGENCY SITUATIONS**

- Another potential role you will play involves emergency situations. These can include fire alarms, evacuations, bomb threats and medical emergencies.
- The front desk at your hotel may be the command center for these situations. You may also be the first person called when a guest hears an alarm or experiences an emergency of any type.
- Your manager will inform you of your duties in the event of an emergency, but you should be aware that you may be a critical link in ensuring that the proper authorities are notified as soon as possible.

### **KEY CONTROL**

- In addition to the role you play in protecting guests' privacy through the proper issuance of keys, you also should ensure that room keys and master keys are protected as well. As previously mentioned, always make sure that proper identification is given before handing out a room key.
- A system of key control is essential to a hotel. The best locks in the world cannot protect a guest when improper key control allows the wrong person to have access to their guestroom.
- So how do you deal with a situation where a person comes to the desk and states they need access to their spouse's room? As hard as it may be, you cannot give access to the room unless they are registered to that room, or unless the rightful occupant of the room appears in person to request it.
- This also goes for safe-deposit boxes as well. Never allow access to a safe-deposit box to anyone other than the rightful user of the box. Call for a manager if this situation occurs.

### **OTHER POSSIBLE DUTIES**

- In addition to the security-related duties you may have at your hotel, there may be others as well.
- Regarding armed robbery procedures and how to best protect yourself, hotel management will instruct you of the appropriate measures you should take.
- If law enforcement asks to view the guest registration records, there are differing laws in different states that will apply. Again, hotel management should be notified when an event such as this occurs.

### **SUMMARY**

- Remember that you play an extremely important role in the security of the hotel. In your unique position, you may be the first to see and report suspicious activity.
- You can assist in protecting guests and employees by knowing and understanding your duties, following proper procedures and, most of all, by serving as the eyes and ears of the hotel.
- Remember, security begins at the front desk!

**SECURITY BEGINS AT THE FRONT DESK**

**ANSWERS TO THE REVIEW QUIZ**

1. a

2. b

3. c

4. a

5. d

6. a

7. a

**SECURITY BEGINS AT THE FRONT DESK**  
**REVIEW QUIZ**

*The following questions are provided to determine how well you understand the information presented in this program.*

Name \_\_\_\_\_ Date \_\_\_\_\_

1. Front desk workers are the first line of defense in the security of the property.
  - a. True
  - b. False
  
2. Only security personnel and front-line employees need to be concerned about the hotel's security.
  - a. True
  - b. False
  
3. When should you call out a guest's room number where others might be able to hear?
  - a. When you know or are familiar with the other people
  - b. When the other people aren't paying attention
  - c. Never
  
4. Which is believed to be the most profitable illegal industry in the world?
  - a. Drug trafficking
  - b. Human trafficking
  - c. Bank and securities fraud
  
5. Which of the following is a potential sign of human trafficking?
  - a. A person is confused about which state he or she is in
  - b. A person having few or no personal belongings
  - c. A person who doesn't control his or her identification documents
  - d. All of the above
  - e. None of the above
  
6. Even a person's spouse should not be given access to a room without identification unless he or she is registered to that room or the rightful occupant appears in person to request it.
  - a. True
  - b. False
  
7. There are different laws in different states regarding law enforcement being granted access to guest registration records.
  - a. True
  - b. False