



FACILITY SECURITY

Top performing hotels typically have the best Guest Satisfaction Scores and guests relay their Wonderful Experiences on social media, leading to more reservations and better profitability. One key to guest satisfaction is ease of access and navigation within a hotel to access amenities. At the same time, guests in hotels pay for and expect a certain amount of security. Therefore, the best hotels have a winning formula that balances facility security and guest satisfaction.

Guest security has two components. One is facility access and key control. The other component relies on hotel staff being vigilant with security procedures, but also being an active partner in security and being empowered to “Say Something, if they See Something” that looks like a security threat. And a facility where employees challenge non-employees who are back of the house, sends a message that the facility is not an easy target.

Every property has its own challenges due to its design, layout, and location, however the best practices listed below can be uniformly applied no matter what type of property to enhance guest security and ensure a positive guest experience.

HOTEL SECURITY BEST PRACTICES

- + **Secure Doors at 10 PM:** Test exterior doors and doors to the pool at 10 PM to ensure electronic locks are working properly. Open them wide and let them close on their own to ensure they latch closed. Close doors that are propped open and ensure delivery and laundry doors are secured.
- + **Maintain Ample Lighting:** Ensure lighting around the exterior doors, employee entrance and parking lot is in good working order. Good lighting is a good deterrent.
- + **Challenge Guests in the Back of the House:** Employees should be empowered to “challenge” guests with professionalism if they are in the back of the house by asking “Hello, you appear to be lost, may I help you find what you are looking for?”
- + **Validate Guest Identity:** Guest information should not be disclosed, and any requests for guest room numbers, new keys or access to a guest room should be met with a polite request for identity.

DECISION POINT: WHAT WOULD YOU DO IF YOU OBSERVED...

Observation	Action
Guest wants access to their room during cleaning.	Guestroom Attendant should step out of the room, close the guestroom door, and have the guest open the door with their own key.
Guest asks for a new key at the front desk.	Front Desk Attendant should ask for identification prior to issuing a new key.
Call comes in asking for information on which room number a guest is occupying.	Front Desk can connect to the room but should not provide the room number.
Non-uniformed person is spotted in back of the house areas.	Graciously ask the person "Hello, you appear to be lost, may I provide some assistance?"
Side access door is propped open.	Try to identify the guest who has propped the door open to educate them on the reasons to keep doors closed.
A suspicious person is seen sitting in the lobby for an extended period watching guests entering guest rooms (open atrium).	Report to the GM, Manager on Duty or Person in Charge.
Unattended luggage is seen in the lobby for more than 15 minutes.	Report to the GM, Manager on Duty or Person in Charge.
Guests are seen in the pool area after 10 PM or posted closing time.	Report to the GM, Manager on Duty or Person in Charge. Explain to the guest the pool has to be closed for maintenance.
Excessive trash, food waste, electronics, weapons or drug paraphernalia observed in a guest room.	Report to the GM, Manager on Duty or Person in Charge. If in doubt report to police.
Burned out lights observed on the exterior lights near side entry doors, employee entry or in the parking lot.	Report to Maintenance or Engineering.
Cars or loitering personnel observed in the parking lot or near the employee entrance.	Report to the Manager on Duty so they can ask for a police courtesy drive by.
Master keys are found lying on the front desk counter.	Secure all master keys with the employee or return them to the key control box.
Guest has refused service for two days and has "Do Not Disturb" sign posted.	Executive housekeeper and house person should access the room for a welfare check every two days. Open the curtains and turn on all lights and inspect the room completely to ensure guests are not incapacitated.

This material is for general information only and should not be considered as a substitute for legal, medical, tax and/or actuarial advice. Contact the appropriate professional counsel for such matters. These materials are not exhaustive and are subject to possible changes in applicable laws, rules, and regulations and their interpretations.

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