Introduction to Hospitality and Tourism

Unit 11 – Loss Prevention – Security and Legal Issues

**Formative Assessment 4 – Key**

**Handling Disturbances Key**

**Consider each of the following scenarios and list a possible response to each.**

1. A guest is causing trouble for front desk managers who won’t tell give them the room number of another guest. The front desk manager calls security for help.

**Security personnel should explain the hotel’s security policy and can escort the guest off property if they don’t comply.**

1. The local high school is holding their prom at a hotel ballroom. After the event is over, many of the prom guests are hanging out in the guestroom corridors. They are very noisy and a guest trying to sleep calls security. It is midnight.

**Security personnel should ask the students to produce room keys to determine if they are guests or simply hanging out. The officer should explain that a guest has called to complain. If it is determined they are guests with rooms, it should be explained they need to return to their rooms and quiet down or they will be escorted off the property. If they are not guests, they should be escorted off the property.**

1. While making rounds of the property, security notices a suspicious car behind the main building. The car is running and the lights are on. It has been there for 30 minutes. There are obviously people in the car.

**Security personnel can go to the car unless they believe it to be a dangerous situation. They may also contact the local police department.**

4. After the pool has closed for the night, guests have climbed the fence to get access. The gate to the pool is locked and signage clear states the closing time of the pool.

**Security personnel should first determine if they are property guests by asking them for rooms keys. If they are not, they should be warned against trespassing and escorted from the property. If they are guests, security should point out the signage reminding them of the policies and ask them to leave.**