Introduction to Careers in Hospitality and Tourism

Unit 11 – Loss Prevention – Security and Legal Issues

**Summative Assessment 2**

**Writing an Incident Report**

**Imagine the incident described below has occurred at your property. After reading the incident, write an incident report. Remember that detail, spelling and grammar are very important as the report may be used in future investigations by local, state, or federal law enforcement agencies. It may also be used in court during a lawsuit.**

You are making rounds of the property at 10:30 pm. The front desk contacts you to let you know about a phone call they’ve just had with a guest. The guest stated that a man had just knocked on her door and identified himself as a maintenance man. He told her that he was there to check the air conditioning in her room. She told him “My AC is fine and I didn’t call in a report”. He seemed very certain that it was her room and was insistent about getting in to check it out. Finally he left. She told the front desk that she waited behind her closed door because she felt very uneasy about it. She could hear him knocking at several doors near her room.

The front desk lets you know they are unaware of any air conditioning problem reports and has asked the guest if she would mind reporting the incident to security.

When you meet with the guest, you ask her what did the man look like. “He was white with short blond hair. He was wearing workman’s coveralls. He was about 25 years old. Average height. About 160 pounds. I didn’t really pay much attention to his face. He was carrying a small pouch that didn’t look like it would carry many tools.

After your meeting with the guest, you make rounds of the guestroom corridors, but do not see the man. You contact the local police. They check with guests and find the property to be secure.

In this report include the following:

1. The 5 Ws: who, what, where, when, why
2. Date, time and place of the incident
3. Detailed description of the incident
4. What actions you took as Security Officer
5. Reference to local police being contacted, the time contacted, the time they arrived and the actions they took
6. Explanation of the resolution to the incident