Introduction to Careers in Hospitality and Tourism

Unit 11 – Loss Prevention –

**Formative Assessment 4**

**Handling Disturbances**

**Imagine you are a Security Officer. Consider each of the following scenarios, list a possible response to each and be prepared to role play your response to the situations.**

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.
2. 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.
3. 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.

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.