

DEPARTMENT STANDARDS CHECKLIST

Security

Yes No

- All security personal receives training on handling claims
- Security associates are trained and periodically retrained to perform their specific tasks in the event of an emergency including fire response. A simulated fire drill should be completed quarterly and include the Fire Department . Annually a full evacuation should be completed.
- Security is represented at the Safety committee meetings
- Security management attends a Corporate Risk seminar annually
- Security and management associates should be aware of increased alert procedures i.e.parking restrictions, car checks, increased staffing needs, etc.
- All phones are answered within 3 rings
- Telephone greetings are professional and efficient using hotel established greetings and transfer procedures

SECURITY GENERAL

Yes No

- A concerted effort is made to coordinate and remain in contact with local law enforcement to be updated on Crime Status Reports
- Security is updated on all crime status reports especially on the local level. All information should be shared with the Managing Committee and concierge staff. Concierge should not send guests to known unsafe areas
- Level of Alert chart is updated and accessible
- A supply of emergency equipment is available (glow sticks, batteries, etc)
- First aid kits are accessible to all departments and properly stocked
- There is signage at the employee entrance that bags are subject to search coming in or going out
- All contracted labor personnel should sign in/out, and be issued visitor's pass
- Employee escorts are available by request with the Security staff
- Security officers are unarmed
- Cameras are attached to digital video recorders, a minimum of 30 days worth of storage capability
- CCTV Is in good working order and public areas should be is continuously monitored, except front desk and accounting areas
- Electronic tour system is used to document field routes i.e. Guard-Tour
- Guard activity reports are reviewed for sufficient details (i.e. time, location, and activity)
- The Lost & Found storage area is secure and contents documented
- The Lost & Found valuables are kept for 90 days, non-valuables for 30 days. Staff is aware of hotel procedures
- A record is kept for at least 1 year of all items logged into lost and found. Also, a record of lost item inquiries is kept
- Incident reports are reviewed in sufficient detail and proper follow-up is completed by property and insurance carrier

Report completion

Report completed by

Date

What guest rooms were audited

List the training that was completed