



Rooms Division Course

Option

Safety & Security



English only

Course contents

SIGNS

GUESTS' SAFETY

EMPLOYEES' SAFETY

INVENTORY

FIRE HAZARDS

CASE SCENARIOS IN VIDEOS



Reference

INTERNAL - RESTRICTED

Signs

- **Red: Stop / Fire / Life threatening / Dangerous**
- **Orange: Dangerous equipment**
- **Yellow: Caution (Ex. Slippery floor)**
- **Blue: Information**
- **Green: Safe (Ex. Emergency exits)**

		Prohibition
		Warning
		Mandatory Action



What are guests' main concerns in terms of safety & security, when booking or staying in a hotel ?

- ✓ Theft / stolen items
- ✓ Personnel's loyalty and honesty
 - ✓ Identification of every person
 - ✓ Cleaning products and hazards

Theft

- **What are you scared to lose ?**
 - Belongings (suitcase, clothes, accessories, etc.)
 - Valuables (money, phone, laptop, jewelry, etc.)
 - In-room safe contents (e.g. documents)
- **What are the solutions for the guests ?**
 - In room safe
 - Door chain lock
 - Safe deposit boxes located at the reception



What can we do about the personnel ?



Background check for the new team members:

- Getting references from previous employers
- Some countries / some employers ask for criminal records



Lead by example, and encourage the employees to be:

- Loyal
- Honest



Train the employees:

- To be respectful of others and their property
- Not to touch the valuable belongings of guests

Identification

- **Identify every person :**
 - Employees
 - Guests
- **Verify a legal document, as following :**
 - Swiss citizen : passport, ID, driver's license
 - European citizen : passport, ID
 - Other countries' citizens : passport only
- **Update and save Guest name list :**
 - Arrivals
 - In-house guests
 - Departures



Chemicals as Hazards

- Using the adequate product for each surface
- Cleaning well / rinsing after using chemicals
- Keeping them out of guests reach



Safety



1. Use signs in the presence of any danger



2. Be aware of the chemical safety list



3. Inform your superior of any malfunction



4. Store the cleaning products appropriately

- 1) Heavy on the bottom
- 2) Light weight on top

Employee security



Sign-in upon arrival and sign-out upon end of the shift.



Do not lend your Master key, as it is meant for personal use only.



Report all valuable items of the guests.



Handover the lost & found items to the supervisor, in the shortest delay.

Room Inventory

- **Room inventory :**
 - MUST be done after every check-out
- **Most stolen items from the hotel room :**
 - Pens
 - Towels
 - Bathrobes
 - Pillows
 - Amenities (shampoo, soaps, shower gels, etc.)

Room Inventory Check list				
Room number : _____			Date : _____	
Description	Qty	Yes	No	Remarks
TV	1	✓		
TV remote control	1	✓		
Coffee machine	1	✓		
Coffee spoon	2	✓		
Tea cup	2	✓		
Coffee cup	2	✓		
Glass (long drink)	2		✓	1 broken by guest
Pillows	4	✓		
Blanket	1	✓		
Big towel (white)	2	✓		
Hand towel (white)	2	✓		
Face cloth (white)	2	✓		
Floor mat (white)	1	✓		
Bathrobe	2	✓		
Hairdryer	1	✓		
Kettle	1	✓		
Pen	1	✓		
Room directory	1	✓		
Hangers	10	✓		INTERNAL - RESTRICTED

Fire Alarm

- **Types of fire alarm detectors :**

- Smoke detectors
- Temperature detectors
- CO2 detectors

- **Which one is used in hotel rooms ?**

- Smoke detectors

- **Why ?**

- To prevent:
 - ✓ Smoking
 - ✓ Candles
 - ✓ Incense



Heat Detector



Smoke Detector



Carbon Monoxide Detector



Multi-Sensor Detector



Manual Call Point

Fire extinguisher

- **Types of extinguishers :**

- Water
- Powder
- Carbone dioxide CO2
- Foam
- Wet chemicals

- **The most used ones in hotels ?**

- Multipurpose extinguishers, that are capable of putting out small fires involving:
 - ✓ Wood, plastic, paper
 - ✓ Sometimes even oil, gases and electronics

Fire Extinguisher Type						
						
Fire Type	Reference	Powder	Foam	CO ²	Water	Wet Chemical
CLASS A	Solids (e.g. wood, plastic, paper)	✓	✓	✗	✓	✗
CLASS B	Flammable Liquids (e.g. solvents, paint, fuels)	✓	✓	✓	✗	✗
CLASS C	Gases (e.g. butane, propane, LPG)	✓	✗	✗	✗	✗
CLASS D	Metals (e.g. lithium, magnesium)	✓	✗	✗	✗	✗
ELECTRICAL	Equipment (e.g. computers, servers, TVs)	✓	✗	✓	✗	✗
CLASS F	Cooking Oils (e.g. cooking fat, olive oil)	✗	✗	✗	✗	✓
Some examples of businesses that may need this extinguisher		Outdoor locations, garages, welding workshops, forecourts.	Schools, offices, hotels, shops, hospitals, apartments.	Offices, server rooms.	Schools, hospitals, shops, apartment blocks.	Kitchens, canteens, restaurants.

Fire incident scenarios



Video 1



Video 2



Video 3



Any questions ?



Thank you

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