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## Do Not Disturb Sign

A room that has a “Do Not Disturb” sign left on the door should be Investigated by management under the following conditions:

1. The guest has occupied the room for 24 hours.
2. The “Do not disturb” sign is on the door two hours after the posted check- out time, and the room is still listed as occupied. (The sign is reported to the Executive Housekeeper by the room attendant to whom the room is assigned for cleaning).
3. The Executive Housekeeper has tried to contact the guest by phone has gotten no response.
4. A physical check of the room by the Executive Housekeeper obtains no response.

Given these conditions, the Executive Housekeeper must report the room to the manager on duty for further investigation. This procedure is not meant as a violation of the guest’s privacy. It is established for the protection of the guest who may be ill or otherwise unable to contact the front desk, when in need of help.

### **Immediate Actions:**

NOTE: If at any time during your check of the room you are able to contact the guest, apologize for the interruption. Explain that the hotel was concerned for the guest’s welfare. Ask if the guest would like to have the room cleaned.

- Double-check the time stamped on the registration card that the guest checked- in. Note whether the room is connecting or could have sliding glass doors so the room can be entered by these entrances. Note the guest’s name.
- Call the guest.
- When no response can be obtained by phone, proceed to the room with the Duty Manager Master Key Card. Take a companion with you in case any problem should occur.
- Knock on the door and identify yourself. Wait for a response.
- When no response can be obtained, try to open the door. If the deadbolt is still thrown, use the Emergency key.
- Open the door slightly and identify yourself again.

**Follow up and reporting:**

- When a guest is found to be seriously ill, unconscious or deceased, follow emergency procedures based on the situation.
- When the investigation has been completed and the room has been unlocked be sure that the contents of the room are made secure again.
- Note the incident in the Manager on Duty report.
- When the incident involves guest injuries, losses, death or possible legal consequences for the hotel, complete a Loss and Incident Report.

## Power Failures

### General Precautions

- Make sure that there is an emergency box set up at the front desk that contains several flashlights that work and any critical keys you may need are on location.
- Remember to check the flashlights from time to time to be sure that the batteries and bulbs are still operating.
- Check the type of power that is used to operate the switchboard. Batteries should power this system so that it will continue to work when the rest of the power in the hotel is out.

### Immediate Actions

- Call the Utilities Company. Find out what caused the power failure and how long the power will be down. Give this information to the switchboard operator and guest service personnel so that they can answer guest inquiries.
- Notify the Chief Engineer and the General Manager.
- Set up a central communication center.
- Make sure that you have enough employees available in the event that you have to provide escorts for guests to and from their rooms.
- Make sure all equipment is shut down. This equipment will use excessive amounts of energy to start up again, and when power returns, will create expensive utility costs for the hotel, if all units start at once.
- Completely survey the property to make sure that all emergency lights are working and that there is enough light throughout the whole building for guest safety.
- Consider increasing security during a prolonged power outage to ensure adequate guest employee, and asset protection.

## Flooding / Plumbing Malfunctions

- Clogged plumbing in guest bathrooms can result in complaints that may lead to refunds Request. Overflows of water from poor drainage can also damage carpet and create a hazard from slippery floors.
- For any major plumbing malfunctions, call the Chief Engineer at once.
- Basic procedures are given below for actions that can be taken to resolve less critical problems until the maintenance department can make the necessary repairs.

## Guest Room Plumbing

### Shower and sinks:

- Go to the room with rags and a plunger.
- Turn or push the lever that opens and closes the drain. If the drain does not open, lift the plug up partially with your fingers to allow the water to drain.
- If the water still does not drain, remove the plug entirely and use the plunger.
- If neither procedure is successful, move the guest to another room. Place the room out of order, and write up a Maintenance Request.

### Toilets:

- Go to the room with rags and a plunger.
- Use the plunger, then flush the toilet to see if it empties properly.
- If the toilet still will not operate properly, move the guest to another room.
- Place the room out of order and write up a Maintenance Request.

### If the toilets overflow:

- Turn off the water using the cut-off below the tank at the base board level.
- Place bath mats and towels on the floor to absorb the water and prevent it from reaching the carpet in the bedroom.
- Use the plunger.
- Turn the water back on and wait for the tank to fill. Flush the toilet.
- If this procedure is not successful, turn the water off again.
- Move the guest to another room. Place the room out of order, and write up

a Maintenance Request.

- If any clothes of the Guest Damaged by Water, Send to the Laundry and to be returned on a Complimentary Order Signed by the Duty Manager.

## Kitchen Drains / Storm Drains

For kitchen drains, our first action should be to shut off all equipment discharging water into the drain, such as the dishwasher, disposal and pot sink, then follow the procedures given below:

- Close all doors near the affected area. Put rags or towels against the threshold to absorb the seeping water.
- Post signs to keep traffic away from wet floors that could cause slips and falls.
- If carpeted areas could be soaked by the flow of water, pull the carpet up and back from the base of the wall. Roll back the padding, if possible. This action can prevent the need for replacement of soaked carpet and padding.
- If the carpet is already wet, extract as much of the water as soon as possible.
- Possible. Use a "Water ac", if available.
- Write up a Maintenance Request on the problem.

## DISTURBANCES

### **General Precautions:**

- Maintain a calm attitude.
- Act in the interest of your own safety and safety of the hotel's guests and employees. Remember that irrational persons under the influence of alcohol or some other stimuli can be a threat to your physical well-being in addition to being loud or obnoxious.
- Make sure that lounge employees are not serving liquor to persons who are already intoxicated. This supervision can prevent a major problem that requires further action.

### **Immediate Actions:**

- Contact the security officer or the local law enforcement officials for assistance at the earliest recognition of a problem.
- 2. Maintain a safe distance from the individual. Evacuate the area if the person becomes violent or makes threats of violence.
- Remain calm and speak in a low voice.
- Use reasonable force only as a last resort for self-defense.
- Have the person removed from the area when severity or law enforcement assistance arrives.

The person causing the disturbance may be asked to leave the hotel under penalty of arrest as a trespasser.

## Guest Accidents and Injuries

### General Precautions

- Be courteous and do not argue.
- Do not discuss defects for the building or equipment with the guest.
- Correct any problems as soon as possible.
- Do not talk about insurance or claim settlements with the guests. Call the Insurance Company. Tell the guest that a representative will be calling to obtain a statement.

### Immediate Actions

- Respond to the location of the accident with first aid equipment and personnel trained in first aid, if available.
- 2. Ask injured person, if they want to see the Hotel doctor for an examination, and provide the name of the Hotel Doctor.
- When medical treatment is declined, note the refusal in your report of the injury. Include the name of witnesses to the refusal.
- When the injury is not serious but medical attention is requested, find out if the person has transportation at the hotel. If necessary, call a taxi to take the person to a medical facility.
- When the injured person is a juvenile, inform the parents of the injury immediately. The parents must give their legal consent before the child can receive medical treatment.
- When the injury is apparently serious:
  - Render emergency first aid (if practical)
  - Call an ambulance immediately to take the person to the nearest hospital
- If a guest is admitted to the hospital:
  - Emergency key the room of a guest who is traveling alone to protect the guest's belongings.
  - Contact the hospital to find out the person's condition.
  - Try to contact the guest's family. If proper notification cannot be made contact local police officials for their assistance.
  - Conduct a witnessed inventory of the personal effects left in the guest's room. Store these items in a secure location until they are claimed by the guest or the guest's family. Obtain a receipt when the items are claimed. A copy of the inventory may be signed as a receipt.

## Sickness

### **Immediate Actions:**

- When you are advised that a person at the hotel has become ill, contact the person present to determine whether he or she is a guest and if medical assistance is needed.
- When the person is a guest and medical help is declined, have the guest assisted to his or her room.

NOTE: The incident and the refusal of medical help in the Manager on Duty report must include the names of witnesses to the refusal.

- When the person is not a guest and medical help is declined, find out who should be contacted to give the person any assistance that may be needed.
- When medical help is needed, whether or not the person is a guest, have the front desk call for medical assistance.
- When the person appears to be severely ill:
  - Render emergency first aid (if practical)
  - Call an ambulance to take the person to the nearest hospital emergency room.
- If a guest is admitted to the hospital, follow the policy as normal (No. 7 of the Guest Accidents and Injuries).

## Attempted Suicide

### **Immediate Actions:**

- Call an ambulance.
- Notify the police.
- Go to the location of the suicide attempt with first aid equipment and personnel trained in first aid, if available.
- NEVER LEAVE THE PERSON ALONE AT ANY TIME. The person may make another attempt at suicide.
- Have the area secured. Do not allow on-lookers to become a nuisance or interfere with emergency personnel or vehicles.
- If a guest is admitted to the hospital, follow the policy as normal (No. 7 of the Guest Accidents and Injuries).

## Death of a Guest

### **Immediate Actions:**

1. Call the General Manager, and Follow His Instructions

## Alleged Thefts from Guests

### **Immediate Actions:**

- Make sure that the guest is contacted personally by yourself and/or the hotel's security officer.
- In the interest of employees and other guests, determine whether the severity of the incident requires that the local law enforcement officials should be contacted.
- Your decision can be based on whether or not the theft involved:
  - Armed robbery
  - Physical assault and injury
  - A break-in which jeopardizes the hotel's security
  - An item or items of significant value
- Determine whether the guest would like to have the matter reported to the local law enforcement officials. This report is the decision of the guest, unless hotel security has been jeopardized. If the guest does not want to have a law enforcement agency contacted, make sure that the refusal has been noted in the report on the incident. Include the names of witnesses to the refusal.
- Have the area where the alleged theft took place inspected for signs of possible forced entry. All locks should be checked to be sure that they were engaged and working properly.
- With the guest's assistance, search the area for any mislaid items.

**Follow up and Reporting:**

- Make sure that you obtain the following information about the alleged theft either from the guest directly or from the security officer's report.
  - The guest's name, address and room number.
  - A complete description of the items reported as stolen, including the value of each one. Record any serial numbers that can be used for identification.
  - The location of theft.
  - When the item was last seen
  - When the loss was discovered
  - Who discovered that the items were missing?
  - Where the guest was before discovering the loss and who the guest was with.
  - What visitors and acquaintances of the guest had access to the guest's room.
  - Whether the guest requested the assistance of local law enforcement officials.
- Obtain interviews with any witnesses to the theft, and any visitors to the guest's room, including hotel employees.
- Provide the names and addresses of witnesses to the law enforcement officials who investigate the incident.
- If the guest has any suspects in mind, these leads should be referred to the local law enforcement officials for follow up.

## Assaults

### **Immediate Actions:**

- Call security or the local law enforcement officials to the location of the assault.
- Respond to the location of the assault with first aid equipment and personnel trained in first aid, if available.
- Ask injured persons if they want to see a doctor for an examination, and provide the name and address of one or more licensed local physicians.
- If medical treatment is declined, note the refusal in your report of the incident. Include the names of witnesses to the refusal.
- When the injured person is a juvenile, inform the parents of the injury immediately. The parents must give their legal consent before the child can receive medical treatment.
- If the injury is apparently serious:
  - Render emergency first aids.
  - Call an ambulance immediately to take the victim to the nearest hospital.
- If a guest is admitted to the hospital, follow the policy as normal (No. 7 of Guest Accidents and Injuries).

### **Follow-up and reporting:**

- Make sure that statements are taken from any witnesses to the assault.
- These statements should be made in your presence as acting manager.
- Call the claims adjustment organization as soon as possible and furnish them with the details of the incident.

## Armed Robbery

### **During the Robbery:**

- Do not be a hero.
- Consider all guns to be loaded.
- Never take any action that would jeopardize the safety of the hotel employees, guests or yourself. Avoid doing anything that would excite the robber or provoke violence. Do not resist, and do not block the robber's exit.
- If possible, note all physical characteristics of the robber, the direction of escape, and a description of any vehicle or means of escape used by the robber.

### **After the Robbery:**

- Notify local police station immediately after the robbery.
- Limit access to the area where the crime occurred in the likelihood that evidence, such as fingerprints, could be obtained, if the area is not disturbed. Do not touch any physical evidence left behind by the robbers, such as notes or clothing.
- As soon as possible after notifying the police, write down a description of the robber and the means of escape.
- Obtain the names and addresses of any witnesses to the robbery. Ask them to wait until the law enforcement officials arrive so that they can give their descriptions of the incident.
- Provide all information recorded on the robbery to the police.
- When dealing with media representatives, do not release the following information:
  - The exact amount of money taken in the robbery.
  - Any cash that was overlooked by the robbers.
  - Any alarm systems at the hotel (or the absence of alarms).
  - The identity of particular persons who can accurately describe the robber.
  - A physical description of the robbers.
- Normally, the media will be satisfied with a general statement concerning the robbery, and they can then be directed to the police who are making an official investigation of the incident.

## Investigation by Police Officer

### **For All Investigations:**

- Ask to see the officer's proper identification.
- Determine whether the officer is conducting an official investigation.
- Hotel management may allow police officers to enter a guest room without a warrant only when there is an immediate concern for the security of the hotel's property or operation. These exceptions are:
  - To handle a disturbance.
  - To investigate the presence of an individual who has broken in to the room or has not legitimate reason for being there.

### **Release of Guest Records:**

- Do not release registration cards, messages, telephone call records folios or any other documents. If the officer presents a subpoena for any documents or information, call the General Manager at once.

## Arrests:

- Ask to see the arrest warrant and call the General Manager.
- If the officers plan to apprehend the guest and there is possibility of violence, take steps to move other guests from the area.
- Accompany the officers to the guest room, but stand and back and allow them to announce themselves and open the door.

## Search:

- Ask to see the search warrant. Do not permit an officer to enter or search a guest room without a warrant, unless the guest is in the room and consents to the search.

## Fire

### FIRE EXTINGUISHERS

#### When to use a Fire Extinguisher:

- Do not use when:
  - The fire is spreading rapidly beyond the point of origin
  - The fire could block your exit.
  - You are not sure how to operate the extinguisher.
  
- Use a fire extinguisher to fight a fire given all of the following conditions:
  - The fire department has been called.
  - The fire is small (confined to its origin as in a mattress, waste basket, cushion or small appliance).
  - When using the extinguisher, you can fight the fire with your back to an exit.
  
- **Never re-hang an extinguisher once it has been discharged (even if it is used for a few seconds only). Have it recharged by a licensed service company.**
  
- **Always maintain an area of three feet clearance around all fire protection equipment.**