

Hotel Security: Navigating Concerns and Identifying Solutions

Business and recreational travelers demand safe and secure hotel accommodations and responsive and friendly customer service. How can hoteliers ensure that their property provides as secure an environment as possible, while maintaining friendly customer service?

A high rate of crime on your property could diminish your brand. Hotels need to partner with an experienced physical security provider, and ensure that the entire staff understands the need to keep security top of mind - always. Savvy hoteliers should consider the following solutions when looking to

Maintain Security Minded Customer Service

Front desk staff and valets are trained to embody a customer first, customer service model. While maintaining friendly, responsive interactions with customers is crucial, it is also important to vigilantly follow all security protocols. What happens when a nicely dressed man asks the valet for his car or stored bags? As a matter of course, does the valet validate the request against identification, room card or ticket, or do they take the man at his word that that the Gucci luggage and Mercedes Benz are indeed his own? Does the front desk require identification when providing replacement access cards to those who have misplaced or lost their cards?

Key Card Access Review

With a few pieces of hardware and minor programming, it is possible for a criminal to gain undetectable entree to millions of key card protected hotel rooms. At a security conference, a hacker presented the vulnerabilities he discovered in hotel room locks by a major manufacturer whose devices are installed in about seven million hotel rooms internationally. The manufacturer answered this security breach and is working with customers to repair these faulty mechanisms with hardware retooling. Hotels need to ensure that their key card access systems are not vulnerable to hacking or unlawful access.

Hoteliers should remind all guests of the security safeguards they offer and remind guests to use their lock bars and chains and dead bolts when retiring for the evening. Room safes or securing valuables at the front desk should also be recommended if available.

Assess Location and Local Crime Statistics

Commitment to Ongoing Training

Security professionals require continual quality training if they are to be as responsive and knowledgeable as