

Download File PDF Hotel Security Training Manual

#Jenny



Finally I get this ebook, thanks for all these I can get now!

#Rio



Cool! I'am really happy

#Markus Jensen



I did not think that this would work, my best friend showed me this website, and it does! I get my most wanted eBook

#Hun Tsu



wtf this great ebook for free?!

#Che Salsa



My friends are so mad that they do not know how I have all the high quality ebook which they do not!

#Diego Butler



so many fake sites. this is the first one which worked! Many thanks

[Download PDF version of :](#)
Hotel Security Training Manual

Radio Control—SOP

Objective:
To provide and maintain a quality communication device.

Check Out:

- Upon reporting to property, associates needing radios should report to security to be issued a radio.
- Each radio will be issued to the individual signing the radio out, according to each radio's individual number. A hotel issued ID or driver's license must be provided and held in security until the radio is returned.
 - Radios are to only be used by the individual who checked them out.
 - Use of a radio by another individual could result in the staff member issued the radio being responsible for damages to the radio.
 - The radio that is checked out must be the same radio when checked back in.

Return:

- Radios must be returned to security at the end of every shift.
 - Leaving a radio unattended, outside the security office, does not constitute a radio return. Radios must be returned to an actual member of security or in the radio return box.

Use:

- Radios are to be used for hotel business only. Use of radios for other reasons could result in disciplinary action, based on each individual incident.

Channels:

- Each individual is responsible for setting the radio to the appropriate channel when receiving.
 - Channel 1—Security/ Engineering
 - Channel 2—Front Office/ Guest Services/ Butler
 - Channel 3—Housekeeping
 - Channel 4—Valet
 - Channel 5—Food and Beverage
 - Channel 6—Private Channel

Damage:
Excessive damage will be managed on an individual basis to include disciplinary action and paying the cost for the radio. Each event will be addressed on an individual incident basis.

RADIO PROHIBITS:
The two-way radio supplied by the hotel is a professional communication tool. Employees should always be aware guests and other employees are around and will be able to hear what is said over the radio. When you wish to call someone on the radio, state their name or department then state your name. Example: if PBX is trying to contact security the PBX operator would say, "Security from PBX".
Proper radio etiquette includes:

- Holding the radio microphone several inches away from your mouth, then hold the key pad down for a couple of seconds before speaking
- Speaking clearly and concisely

27