

## **Hotel Security Officer Training**

A hotel security officer is responsible for providing safety in hotels. They help protect guests and their valuables, as well as fellow hotel employees. Their duties include reviewing video surveillance equipment to identify odd behaviors, patrolling the interior and exterior of a property in set intervals and only providing property access to authorized individuals.

### **Duties and Responsibilities**

1. Patrolling the hotel premises (both interior and exterior)
2. Checking the parking area and ensuring there are no unauthorized vehicles
3. Ensuring all hotel doors are locked and that all rooms are properly silent
4. Monitoring who enters and who leaves the hotel
5. Filling in the security log
6. Monitoring the security camera
7. Responding to calls when colleagues need assistance or any emergencies
8. Escorting guests where necessary (e.g., if they are intoxicated and need to go to their room or if they are lost)
9. Conduct security checks for specified areas
10. Greeting the guest appropriately and attempting to resolve the issue is a professional security officer's virtue; therefore, you should possess this skill. Customer service is the most vital aspect of a hotel security officer's job; however, you should not compromise safety and security for the sake of customer service.

### **Skills**

1. Decision making skills: as hotel security officers will often need to be able to make on the spot decisions. Some of the decisions could save their lives, or the lives of their colleagues.
  2. Communication skills: needed to effectively communicate with others, especially in stressful situations
  3. Good judgement skills: needed in order to quickly identify the best course of action for dealing with dangerous situations as they arise.
  4. Observation skills: needed in order to immediately notice anything out of the ordinary
  5. Patience: As you often spend long periods of time standing and observing what's going on around you
  6. The ability to remain calm under pressure: As hotel security officers will be faced with unforeseen and unpredictable circumstances.
  7. Organization: Is essential as hotel security officers must make sure that they complete all scheduled and routine tasks on time.
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