



## RESORT SAFETY & SECURITY AWARENESS QUICK REFERENCE GUIDE



## Safety & Security Awareness

*Safety is something that requires thought, not just action.*

### Be Proactive-----

- A. Know who to call when things go wrong.
  - B. Know where to report suspicious or unsafe activity.
  - C. Have emergency numbers handy.
  - D. Other proactive issues specific to your company:
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### Keep Customers'/Coworkers' Information Confidential-----

- A. Never give out customer/coworker information.
  - B. Don't announce customer information where others can hear it.
  - C. Keep printed material that contains customer and/or employee information in a secure place.
  - D. Other confidential issues specific to your company:
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### Preventing Accidents-----

- A. Keep walkways and hallways clear of trip hazards.
  - B. Post appropriate signage when mopping floors or in other areas that are slip hazards.
  - C. Help enforce safety regulations like no running around the pool or diving in the pool.
  - D. Other accident prevention tips specific to your company:
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### Keeping Cash Secure-----

- A. Never leave a cash bank unlocked or unattended – even for just a few moments.
  - B. Never let an unauthorized person work out of your bank.
  - C. Don't count cash or display it in public.
  - D. Never carry cash from one location to another without the proper security escort.
  - E. Other cash handling issues specific to your company:
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### For Hotels/Resorts: Keep Guest Rooms Secure-----

- A. Never use your key to open a door for someone else. (Explain to guests that it for their safety that they must show identification and obtain a new key.)
  - B. If a guest enters a room you are working in, verify they have a valid key for that room.
  - C. Never give out a guest room key without proper identification.
  - D. Keep your hotel keys secure at all times.
  - E. Don't take your hotel keys home. Secure them at the end of every shift.
  - F. Other guest room security issues specific to your resort:
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