

1. Lost & Found

This is a term used in hotel to refer any item which is temporarily misplaced or lost by a guest, traced later by hotel staff. Lost and found property also means those articles which are unintentionally left or lost by a guest in the hotel premises. Such articles can range from jewellery, costly electronic goods to simple garments etc. The hotel considers it its duty to secure such articles until the guest claims them. It is a general practice that any lost properties found in a room/floor or the public areas should be handed over to the lost and found section of housekeeping department, who maintains a special locker for the same. The appropriate details should be entered in a slip, which is put along with the articles in a transparent bag. Desk control supervisor or assistant housekeeper fills up lost and found register. This article is then sent to the lost and found section where it is usually kept for a period of 6 months to one year or depending upon the policy of management.

If the item belongs to the guest who has checked out, then a letter is sent in same address furnished on the registration card. In the case of no reply received within a specified time period, the article may be given away to the staff members who found the article. If the owner claims for the lost articles, proper identification is asked to establish the real owner. Then the lost and found register is filled-up, the signature of the guest is obtained and the article is handed over. If lost guest belongings are found in public areas and the guest is still residing in the hotel, then housekeeping keeps such articles till specific enquiry is made at the front office or lobby. In this case the guest should be required to give a description of the article before it is shown to him, because it makes possible to relate the lost articles to the right person.

The lost and found articles are normally disposed in the following ways:

- The owner may come to claim or authorize someone on his/her behalf to collect.
- It may be sent through the mail/courier as per the instruction of the owner.
- If the article is not claimed within the specified time, it may be auctioned or given to the finder.

Things to remember related to lost and found procedures:

- When the lost item is found, it should be immediately informed in the HK department.
- The appropriate details should be entered into a slip, which is put along with the article in a transparent bag.
- First copy is attached along with the articles, second copy is given to the person who has found the item and third copy is sent to the security department and fourth copy is kept in the desk control room for the further reference.
- The details of the articles should be written in two types of registers, i.e. valuable and non-valuable registers.
- Perishable items are kept for a day, and then it is handed over to the finder or distributed to concerned areas staff after the set time.
- Articles are usually kept for a period of 6 months to a year or depending upon the policy of the management.

2. Guest Complaint

Why do we feel guest complaints are bad for your property? Let's think in a different way. Don't you feel that, it is helpful for us to find out weakness of our property and a chance to resolve that? A valid logical complaint is the feedback from your guest by handling which you can improve your hotel on the other hand ignoring such complaint will result in serious loss in future. This is the right approach to handle guest complaint. When a guest with a complaint or request approaches you, follow the basic steps of making it right.

Listen: Take your time. Listen with full attention on what guest wants to say. While listening make mental notes with the right body language, put on a serious face, nod your head (Take notes if the information is very detailed and specific).

Apologize with Empathy: After guest express his complaint, repeat that in your voice to make him understand that you listened to him properly. Apologize and put yourself in the guest's situation. No matter how insignificant the matter is to you, it must be dealt with seriously. Start replying in a diplomatic way - "I understand your problem sir or thanks a lot for bringing up the matter to us." This will give impression to guest that you are not against the guest but rather supporting him. This would make him calm.

Find a solution: All problems have a solution - that's the approach to use. Try and find the simplest and clearest solution. Take time from guest to solve the problem and in this situation don't forget to follow up the problem to check whether it is solved or not. If the problem is very serious then consult with top personnel immediately.

Follow Through: After the problem has been resolved, go back to the guest to ensure he is satisfied or not. Even if the problem is being solved by someone else, you were the one who the problem was brought to follow through accordingly. Take personal responsibility of the issue.

Note: A log must be maintained detailing the situation. The entire right procedure of handling guest complaint should be completed within 24 hours.

Things to remember while handling guest Complaints:

- Listen with concern and empathy.
- Isolate the guest if possible, so that other guests won't overhear.
- Stay calm. Don't argue with the guest.
- Be aware of the guest's self-esteem. Show a personal interest in the problem. Try to use the guest name frequently.
- Give the guest your undivided attention. Concentrate on the problem. Don't blame and insult the guest.
- Take notes. Writing down the key facts saves time if someone else must get involved. Also, Guest tends to slow down when they see the front desk agent trying to write down the issue.
- Tell the guest what can be the best done. Offer choices. Don't promise the impossible, and don't exceed your authority.
- Set an approximate time for completion of corrective actions. Be specific, but do not underestimate the amount of time it will take to resolve the problem.
- Monitor the progress of the corrective action.
- Follow up. Even if the complaint was resolved by someone else, Contact the guest to ensure that the problem was resolved satisfactory.

3. Do's of Hotel Housekeeping

- Perform your respective duties according to the hotel standard and policies. Follow instructions accordingly.
- Always deal with guests and colleagues in a professional and polite manner.
- Response to your guest call immediately or with shortest possible of time.
- Answer to paging effectively and take progressive actions to attain guest's request.

- Always greet your guest and other associates with a smiling voice and natural tone.
- Greet your guest according to the time of the day by courteously saying "Good Morning/ Afternoon/ Evening/ Sir/ Madam (if possible by using name).
- Report to your work 15 minute prior to take the duties of next shift.
- Always wear your uniform maintaining proper grooming and standards in the hotel premise.
- While servicing, stand and walk straight and do not lean on walls or corners.
- Keep your working equipment clean and tidy. After completion of your work, place them in the pantry area.
- Take 30 minutes breaks for your meal. Make sure that you eat only at the staff canteen.
- Before reporting and after completing your duty sign in and out properly in the attendant sheet. Even when going for meal breaks remember to sign in and out in the attendance sheet.
- Perform your duty only in the area assigned to you unless allowed by the supervisor.
- Whenever you find any difficulty or face any disputed action or any discrepancy, report to your Supervisor or Assistant Manager as early as possible.
- Remember you are only allowed to use public telephone. Never use guest room's telephone for personal use.
- Make sure that all old newspapers, magazines and guest items are orderly and properly arranged.
- While servicing the room, vacuum the guest room daily.
- If you find any cash or valuables items in the room, report to the lost and found section immediately.
- Report to your supervisor immediately, if you find anything unusual (DND sign for longtime, guest sick, damaged property or occupied room without luggage).
- Ensure that all soiled linen or uniform are sent to the linen room for cleaning in time.
- Take care of all guests and guest belongings.

4. Don'ts of Hotel Housekeeping

- Always remember you are not permitted to sell hotel properties to guest under any circumstances.
- Never ask for any tips or suggestions from the guest.
- Be honest and punctual towards your work. Stop yourself from any sort of gambling or stealing in the hotel.
- Do not smoke, drink or chew gum while in the duty. Smoking is permitted only in the staff smoking zone.
- Do not engage in any unusual activities while on duty such as moving legs, spitting or drum on desk with the fingertips or swing your keys/ key card or play with the coins in your pocket.
- Never lose your temper or patience in front of the guest.
- Use rags (old cloth) for cleaning the room rather than towels.
- Do not keep your hand in the pocket in your working areas.
- Remember you are not permitted to read newspapers, books or magazines while performing your duty.

- Report any situation to your supervisor that is harmful for the hotel. Never try to fix any electric problem without permission.
- Never put any guest property or guest belonging in the back of the house service area.
- Do not be absent in your duty without emergency situation or absolute cause and inform your supervision before taking any decision.
- Do not be late to your work. Report to your supervisor regarding any delay.
- Do not use others locker or drawer. Keep your stuffs in your designated locker.
- Keep away all your personal affairs while on duty. Never bring them in your working area.
- Do not invite friends and family into any area of the hotel. Remember you are not allowed to attain any sort of hotel amenities (restaurants, bars, public rest rooms and guest rooms).
- Do not carry or bring food from the staff canteen. Never keep any food in your locker.
- Do not think hotel property as your own property.
- Do not walk or service in the hotel without your uniform.
- If the "DND" sign is on or if the room is double locked, then do not disturb the guest.
- Do not pour hot water or throw ice into the wash basin as it may harmful the water basin.
- Do not enter in the hotel through guest entrance. Always use staff entrance to enter in the hotel.
- Stop laughing or talking loudly with the colleagues, running or walking fast long the guest corridor, whistling or singing on the duty, using of slang language.
- Do not use guest room telephone for your personal calls. Even do not answer guest room telephone while servicing or cleaning the room.
- Do not use the guest lifts, toilets or any guest amenities such as TV, mini-bar etc.
- Never discuss with the guest about other guests or associates of the hotel.
- Never exchange your time card with other employee unless permitted by the supervisor.
- Do not keep lost and found items in the pantry or trolley. Never throw any lost and found items.
- Never throw or put any soiled linen or uniform on the top of room attendants or room service trolley.
- Never allow any guest, strangers or contractors to enter any guest room without permission.

5. Sick Guest

All time hotel staff s are to show empathy towards the client. In a hotel, guest from various places of different age group come to enjoy spend their quality time. During their stay, any of our guest may suddenly become sick or may not feel well. Certainly, as an hotelier this is one of the toughest moment to handle, because if you don't take proper step immediately, a valuable life may be lost and at the same time it will welcome lots of legal and other problems. It is very important to assist the visitor in the most effective style to make sure that their relaxation and co-ordinate for medical treatment as easily as possible. Guests can get injury or anything else like that at any time. So it should be considered as a serious fact to help them for getting well within a short time.

When the guest complains that he needs the doctor or he is not feeling well. Don't kill any time unnecessarily. A life depends on you, so you must act quickly. Following steps will assist you in doing so:

I. Treatment in hotel

The Manager, assistant Manager, relatives of guests are to be informed within a quick time.

- Politely ask the guest; whether he needs a doctor or not. If he would like to have the doctor on call, if so call hotel's doctor and request him to come as early as possible.
- After the arrival of doctor at the hotel, authorities are needed to guide to guest room for help.
- Healthy food, medicine, fruits are needed to be served by the hotel management. It helps a guest to get well soon.
- Assistant manager needs to attend sick guest for collecting update about him.
- It needs to be ensured that all the facilities of treatment are available in the hotel.
- The Management is to give daily update to the nearest relatives of sick guest.
- If the sick guest gets again unhappy then the authorities should recall the registered doctor to take care of him.
- If there is need of a nurse for caring the sick guest then the Management should keep a nurse.
- When the guest gets well from sickness, he needs to be provided all his necessary medical documents and medicine. He also needs to be suggested to stay in home according to doctor's suggestion.

II. Treatment in hospital

If the condition of the guest is mentioned as acute (severe) then take the guest to the hospital immediately then follow these steps below:

- Call the front office to have a car ready with driver.
- Call the hospital to inform them we are on the way.
- Butler or host to go with them if it's serious one Manager on duty to accompany.
- General Manager is informed about the condition, if serious GM should go to the hospital to give added support.
- We must inform the hospital, if the guest has any illness or taken prescribed medication. We must determine this at the first step.
- A full report must be made by the butler or host as to what the guest has said and what has been done by the hotel to cover any mishaps that might occur.
- If the guest stays overnight we must look at food if they are allowed.
- The sick guest having spouse should stay overnight at the hospital.
- Any additional assistance they might need to contact their insurance company etc., this must become a best practice.
- When the guest gets well from sickness, he needs to be provided all his necessary medical documents and medicine.
- Guest Relation staff will follow up with a courtesy after the guest has returned at the hotel.

- Assistant Manager is to log all the information on the log book for record purpose including a report filled out by the MOD (Ministry of Defense).

What you should write on Log Book?

- ✓ Time of call from guest.
- ✓ Location.
- ✓ What they have complained about.
- ✓ Any medication they take due to illness.
- ✓ Specific request from the guest to their illness.
- ✓ Time of our driver on standby.
- ✓ What hospital we sent them to.
- ✓ Any overnight stay at hospital.
- ✓ Any request additional from the hotel they want if they stay over.
- ✓ Any food taken to them.

6. Customer Relation

Any business benefits from good customer relations, whether a large corporation or a mom and pop shop. Customer relations or customer service refers to the way a business communicates and interacts with the public to gain and retain customers. It is necessary for a business to cultivate good customer relations to attract and keep a loyal base of customers. Some companies hire consultants to advise them how to develop stellar customer relations.

A customer is the most important visitor in our premises. He is not dependent on us. We are dependent on him. Customers attract toward hotel only when we built good relation with them. A customer relation is key to understanding consumer motivation. Without assessing customer relations, it's difficult for a company to know how visible it is in terms of its client base. It's also hard to figure out how to grow the company without understanding the relationships it has with current customers. Maintaining a loyal base involves building relationships with customers by acknowledging them. It is difficult to attract customers, and a key aspect of customer relations is retaining a loyal base of customers who keep coming back to the company.

First Interstate Bank (FIB) provides a good model for developing customer relationships. FIB employees told customers where they can get the best loan, even if it is at a competing bank, according to a 2001 report compiled by the U.S. Department of Health and Human Services. Progressive Insurance also follows this model. As a result, these companies enjoy plenty of return business because they have cultivated an atmosphere of transparency and trust.

What a customer wants?

Greet me, respect me, regard me, value me and listen me.

How to Build Effective Customer Relationships?

Building relationships with customers is critical to your business's success. For example, 82 percent of customers cite that they no longer give a company their business due to a negative experience with that company, according to the 2010 Customer Experience Report conducted by RightNow Technologies. Conversely, customers who deal with companies with which they have built a relationship tend to provide referrals and repeat business. Put in the extra work to make your customers feel valued, and your business could enjoy an increasing influx of business for many years to come. Here are some effective tips to build customer relationships:

- Be friendly with guest in a right way. Friendliness is the most basic of all customers' needs.
- Understand and have empathy towards customers need. Make customer feel that the service person understands their circumstances and feeling without criticism or judgement.
- Interact with customers. This might mean putting on special events, calling a customer to let her know that the style she's looking for is now in stock or simply spending time chatting with customers about topics that aren't necessarily related to business.
- Vary the type of communications you send your customers. Only mail a customer receives from a company is promotional. Send emails and direct mail that provide notice of special events, helpful tips or that offer a reward or freebie (incentive).
- Strive to genuine improve your customers' lives
- Hire people who genuinely care about your company and customers. Cultivate an environment in which customers experience excellent service.
- Asking for customers' opinions and ideas is a trend that companies are well-advised to follow, as there are potentially large gains to be made.
- Use social media to stay on customers' radar. With their permission, take photos of customers and post them on your social media page.
- Give discount to customers.
- Smile is the longest word: Sell More Incurring Less Expenditure.
- Make eye contact with guest while making dialogue.
- Present self in well groomed manner with proper dress code.
- Be patient and apply keep short and sweet formula.
- Use corporate language, watch your words, understand the need and check your tone variation.

7. Fire

You don't have only legal responsibility toward guest; you also have legal responsibility to help to ensure safety to your co-worker and self. However accidents do happen, machinery can go on and people become careless. Even in the best run establishments fire can occur when you least expect them. When any member does not know what to do when a fire emergency; it is not only danger to himself and also potential danger to guest and other members of staff. Therefore, it is essential that you are aware of your hotel fire procedures and own individual duties when a fire alarm is sounded.

Whenever you work in hotel you play an important role in helping prevent fire by always looking out for any potential fire risks. When you go to the job, if you identify risk you should reported or move it if you are able to. First we should not call the problem to our guest. Any fire in a building can be potentially danger for the people inside hotel but in a hotel it is even more dangerous. Guest will not be familiar with a route where the route to escape or exist. At a little smoke and darkness, reasonably awaken guest can quickly become disoriented and don't know which way to go. The same goes for contractor, worker working in hotel. So, clearly work of instruction for escape route become vital for helping guest to find the way to go out of the hotel.

There are different types of fire extinguisher designed to tackle different type of fire. It is important to get proper training. As using the wrong extinguisher can be potentially dangerous. You do have to know what you are doing before you use one. The most common extinguishers are water, powder, foam, CO2 and wet chemical. So care need to be taken while lifting and carrying them.

There are many ways to organize evacuation and detailing the actions that staffs should take in the event of fire. Some hotel use fire cards system. Fire card always must available in fire file at reception. In fire card list what actions should be followed? The chances of everyone surviving in a fire are higher, if the process and procedures are followed quickly and efficiently. In an emergency, it is not a time to discover that you do not know what you are supposed to do. Remember in the case of fire; always raise the alarm, evacuate from the building, call the fire service and only check the fire if it is safe to do so.

Name of some hotels were fire was caught:

- Regent Plaza Hotel - Karachi, Pakistan in the year 2016.
- MGM Grand Hotel - Las Vegas, USA in the year 1980.
- Taj Hotel - Mumbai, India in the year 2008.
- Address Hotel - Dubai in the year 2016.
- Broadway Hotel - Singapore.
- Majestic Hotel - England in the year 2010.

8. Dead Guest

At some point of time, every front desk, security, or housekeeper will have to deal with the issue of death in their hotel. It is not a pleasant scenario when a guest is found dead, but it is a situation that requires immediate action, tact, and most importantly, discretion. Knowing the appropriate steps to take ahead of time can make dealing easier and enable the hotel and its staff to return to some semblance quickly. Deaths resulting from natural causes or illness that occur in hotel premises are typically much easier to handle than those that occur as a result of a suicide. When a dead guest is found in the hotel remember that, it is not the hotel's responsibility to determine a cause or the nature of a guest's death; leave that to the police and coroner.

The hotel's responsibility in this situation is pretty straightforward. Whether it is a housekeeper, security officer, or hotel manager, the first responsibility must always be to check the body to determine that the guest is actually dead or merely asleep, suffering a stroke or heart attack, or has lapsed into a state of unconsciousness. Shake the guest and check for a pulse and listen for breathing. Absent these vital signs, notify the front desk using a landline telephone or cell phone. Do not use a two-way radio or walkie-talkie as news of the death will be broadcast over the entire hotel communications network. The front desk notifies the police and the hotel's security department. It is imperative to share word of a guest's death only to those individuals who need to respond or notify the authorities. Leave the guest room, lock the door, and wait for the arrival of hotel management and the police to come. To preserve the area for investigation and to secure the decedent's valuables, it is critical that no single employee be left alone in the area where the death occurred. Once Management arrives, the employee who discovered the body should explain how and when they found the body, what steps they undertook to ascertain the guest was no longer alive, anything else they noticed, and what items in the guestroom or general area they touched.

Have a front desk agent or security officer stationed in the lobby to meet responding police. No employee or manager should re-enter the guest room. Once the police arrive, escort them to the location of the guest's body and help them in investigation. Provide them the guest's registration card and payment information from the front desk. Do not remove the decedent's property until the police or coroner approve. Once approval is granted, safeguard all of the decedent's

property until authorized person does not come to receive it. Items of high value should be placed in a safe or safe deposit box. The hotel should retain a copy of the certificate and detailed receipt when delivering the property.

Death from suicide, it is an unfortunate fact that many individuals who opt to commit suicide choose a hotel as the setting for their life-ending action. When this happens the hotel must respond immediately to ascertain the guest has expired and to cover over the impact site until the police arrive. Very large dark-colored tarps made of impermeable material should be readily available to cover over the scene in the event. Immediately cordon off the area and redirect all traffic away from the location. Do not allow any person into the area until the police or coroner clears the site. Keep all guests, media, and non-responding employees as far away from the scene as possible.

The final unique aspect when dealing with suicides that occur on property is the “public relations” aspect. Not surprisingly, most people are put off by the thought of suicide or violent crimes occurring. Few would want to stay in a hotel where they knew a suicide or violent crime had occurred. And even fewer would want to stay in the same guestroom where such an incident had played out. This is why controlling the scene and resisting the flow of negative information is critical. In any location where death occurred, the hotel will need to sanitize the area. Hotel has to be able to defend that it took appropriate actions to cleanse a death site before returning it to use by the general public.

9. Pest Control

Pest control refers to the regulation or management of a species defined as a pest and can be perceived to be detrimental to a person's health, the ecology and the economy. Pest is a insect which affect human, food, garment and also the property of hotel. Pest can be divided into three groups:

- i. Those that bite and infects the blood which causes diseases. E.g mosquito, bed bugs & certain type of flies.
- ii. Those that contaminate food which pollute the food stock eg. flies, ants, cockroach etc.
- iii. Those that destroy property eg. Ant, moth, silverfish, wood-boring beetles, carpet beetles etc.

Insect pests enter inside buildings seeking food, shelter or surroundings having the right temperature and humidity. The key to successful pest control is eliminating one or more of these conducive factors. Sanitation is an important part of control. Successful pest control should begin with good housekeeping. It is important to know something about the habits of the pests in order to take proper preventative measures and to select and apply appropriate pest control products correctly. Using the wrong control product or using the right product but in the wrong manner may result in unsatisfactory control. Keep in mind that different pests may be found in different parts of the building, in different seasons or in different years. Below a few common pests found in the hotels and methods of their control are described.

Cockroaches

These are found in kitchens & restaurant. They do not require human food & can feed on white wash, hair & books. Their life span is around 4 months or more. Prevention can be done by hygienic disposal of food & waste & overall cleanliness of the area. Eradication: Chlorodecone (Insecticide)

Rats

They are found in kitchen & dining areas. They can be controlled by hygienic storage & disposal of food & waste. Destruction: Baits, Fumigation & Trapping.

Silverfish

They are grey in color, 1 cm long, found in basement, pipes, sink, drain etc. They feed starchy food, cloth made of cotton and rayon. Silver grey insect looks like minute fish without fins. Adults can be killed by freezing, but it is difficult to kill the eggs. Prevention can be done by regular cleaning, spreading insecticide powder. To capture silverfish, sprinkle plaster on a wet, white cotton cloth, put it in a corner overnight, near the silverfish's hideout. By far the most effective way to be rid of Silverfish for sure is to keep an area or room tidy, limiting the possible number of breeding grounds they have.

Housefly

It breeds on human & animal extracts, decaying & fermenting vegetables. It cannot breed in dry materials. Controlling measures: Keeping area clean & installing Electrocuters.

Fleas

Any wingless bloodsucking parasitic insect noted for ability to leap known as fleas. It is like cockroach. They bite their hosts causing irritation. In humans red itching spots appear on the skin. Found in unhygienic conditions & entry to clean places is entirely accidental.

Bed bugs

They are 5mm long and 3 mm wide, reddish brown in color. They can survive many months without food. Active in night, sucks human blood, lay eggs in cracks of wood, wall, concrete surface etc. Bed bugs cannot fly, spread unpleasant smell, their bite create irritation, swollen red patches etc. Prefer human blood & can survive for months without food. They are found in furniture, bedding and books of ship, train and house. Kerosene oil containing pyrethrum may be sprayed. Hydrocyanic acid gives very good result.

Mosquito

Mosquitoes prefer dark areas. They live on blood (females). Presence of water is essential for their existence. Controlling: Anti-mosquito spray (insecticide), do not allow water to stagnant etc.

Wood boring Beetle

They attack unpolished & unpainted wooden surfaces. They lay 20-60 eggs, damage and make wood weak in 2-3 years. It causes weakening of the wood & may take 2-3 years to destroy it. Controlled by spraying Rentokil, cuprinol, Heat & fumigation. Badly infested pieces are burnt.

Moths (Larva)

They look like butterfly having a month life.(June and October month). Live in a cocoon in a dark place, destroys bed, quilt, carpet upholstery curtain etc. Sit in storage where warmth darkness and lack of disturbance.

Control measures: Naphthalene balls & camphor tablets and Keeping area clean.

Controlling measures or Preservation of pest:

- Do not plant shrubs or trees close to a building, and avoid flowering species.
- Remove vines, ivy, and other climbing plants from the walls or roof.
- Paint or polish the wooden surface.
- Use wide gravel or paving surround to the building, ensuring that there are adequate and effective drains to prevent water from entering the structure.
- Do not attach lights to buildings, as they will attract flying insects.
- All garbage and rubbish, including garden and library waste should be kept in a vermin-proof container away from the building.
- Ensure that all roof drains and downspouts are kept clear of debris and in good condition.
- Bird and other animal nests should be removed from the building.
- Seal all unnecessary holes in the building, electrical cable, water pipes, telephone connections, and waste pipes.
- Doors and windows should be tight fitting and kept closed at all times.

- When designing a new immediately building, consider the installation of a revolving door.
- The building interior should be well maintained and kept clean, as free as possible of the dirt and dust that provide nutrients for insects.
- Water spills should be mopped up, and care must be taken when washing windows and floors that excess water does not permeate the structure through cracks in the walls or floor.
- Keep food consumption and preparation areas away from collection area - ideally in a separate building.
- Areas under and around the refrigerators and appliances should be regularly cleaned, and sticky traps placed if necessary.
- Cracks in inner walls or the floor should be filled to prevent insects from entering and infecting cavity areas.
- Filled vacuum bags should be disposed of outside the building immediately after removal.

Bomb Threats

Terrorism is a concern for all public buildings. Hotels are prime targets. Housekeeping personnel are trained to report on suspicious objects, drugs, and excess money lying in the room, arms and bomb like structures to the security. When a hotel receives a bomb threat, it should not be taken lightly. The primary concern must be always be the safety of the guests and staffs. It is required to have a bomb threat response policy to ensure the maximum margin of safety. In the event of a bomb threat it should be informed to security personnel and an evacuation is initiated, the exit routes and assembly areas should be searched prior to vacating the premises.

All hotels should prepare an emergency plan with logical and chronological steps to handle these situations.

- ✓ Handling Bomb threat by Front office staffs - As bomb threats are often received by phone, the person receiving the call should be prepared to obtain the information prepared in a checklist during such emergency.
- ✓ The operator should be trained to deal with such situations.
- ✓ The telephone operator should linger the talk so that the call can be traced.
- ✓ The time the call was received and on which telephone number or extension.
- ✓ Callers telephone number. (If the hotel is having an operator board which displays the callers telephone number).
- ✓ The Exact words of the person making the threat.
- ✓ Listen to any background noises such as traffic, music, railway station, loud music etc.
- ✓ Note down the gender of the caller and also the approximate age.
- ✓ Any particular accent or familiar voice.

The Person who receives the threatening call should be prepared to ask the following questions if the caller did not mention the same.

Actions to be taken after a suspicious object have been found. When an unidentified object or package is found, the finder must not attempt to move or handle it. Any effective Bomb Threat Procedure must be accompanied with an adequate training program. Training the essential personnel should encompass both the preventative and operational aspects of the procedure. The general manager or the security officer should be notified and the bomb squad should be immediately called in. As soon as possible the area must be cleared.