



HOSPITALITY INDUSTRY SECURITY AND SAFETY MANGAEMNT

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Abstract

Since ancient times, people have understood the importance of hospitality to their spiritual well-being. The term "hospitality" alludes to feelings of welcome, warmth, friendliness, and generosity. Many people believe that religion is the most important motivating factor in the idea of hospitality. Priests, missionaries, and pilgrims made up the bulk of the traveling public in both historic and ancient times; their journeys typically involved visiting sacred sites and temples with important administrative roles within their respective religions. Aside from religious and political leaders, military personnel and diplomatic envoys also traveled extensively. People go on holiday, leisure, business, and recreational trips to historical sites, tourist attractions, and religious landmarks for a variety of reasons. Hotels, resorts, motels, and even the homes of friends and family in other locations were traditionally thought of as the places where travelers slept the night as they were passing through. Examining the hospitality industry's characteristics, the hospitality industry in India, eco-friendly practices in hospitality management, the skills necessary for satisfactory hospitality management, and the role of the hospitality industry in tourism, this research paper seeks to illuminate the meaning and significance of hospitality management. British economic and industrial advancements over the centuries have been instrumental in shaping the development of the hotel and lodging industry, the history of which can be traced back many centuries. Automobiles and other forms of transportation allowed people to go to previously inaccessible locations and cities, thereby elevating the status of hospitality management. In order to ensure that visitors to these locations get the proper hospitality, hotels, guest houses, and other accommodations have been established.

Keywords: Hospitality Management, Individuals, Industry, Skills, Tourism, Eco-friendly

Introduction

Life and property safety, as well as the various forms of security issues, are the topics of this chapter (9). We will also talk about the precautions that need to be taken. Injuries will be handled by Unit 10, and fires will be handled by Unit 11.

OBJECTIVES

You should have a firm grasp of the concept of "house-keeping apartment security" by the time you finish this class. Learn to protect yourself from dangers like theft and assault.

Security And Safety In Hospitality Industry

In the hotel sector, security and safety refer to measures used to safeguard guests and their possessions. It's also a systematic attempt to make people and their belongings safer. The management's efforts to fortify the housekeeping division against potential threats and safeguard the following are referred to as "security and safety."

Safety of visitors and their possessions Life and property security for employees Safeguarding the administration's possessions

Types Of Security And Safety Problems

Theft:- In public spaces like hospitals, hotels, motels, and guesthouses, valuables are frequently misplaced or stolen at alarming rates. Since hotels and hospitals are typically relatively large, they tend to have higher percentages. The amenities in the room can easily be stolen. This criminality must be reduced by whatever means necessary. This is because the expense of doing so will cut into profits. Some unsavory customers, however, can check into a room costing 2,000 Naira per night and leave with hotel property worth merely 5,000 Naira. For instance, the television engine or air conditioning compressor might be removed from the room discretely without raising suspicion among security guards or housekeeping staff. These types of thefts occur frequently in public places like hotels and hospitals. Vehicles might be taken from the parking lot as well. Convenient things can be carried in a pocket or a backpack. Theft of valuables including money, watches, and jewelry from guest rooms is a common problem. Patients' valuables are kept safe in the hospital.

Attack:- Assaults and other violent crimes are yet another concern when it comes to guest safety in the hotel business. However, the frequency of this offense is negligible compared to that of stealing. The hotel and the hospital are the most likely places for this to occur.

Injury:- This happens almost every day in every area, but the kitchen has the highest frequency, followed by housekeeping.

The Free Girls:- The so-called "call girls" pose a further safety and security risk to the hospitality industry.

property management should increase security measures to prevent these girls from entering the property. They have been known to steal from hotels, sedate other visitors in order to keep them company at night, start fights, smoke cigarettes, and drink alcohol. The prestige and good name of management need that these social vices be reduced on their part.

The Management Responsibilities The responsibility for the protection of the people and their belongings (the guests, visitors, and staff) rests squarely on the shoulders of the establishment's administration.

3.31 Duty of Employers

The following are examples of management's proactive safety and security measures in the hospitality business.

- Establishing and maintaining secure notarial procedures
- To supply and guarantee a full-time security sweep of the Building at all times To ensure everyone's well-being on the job, we need to make sure everyone has access to the tools and supervision they need.
- To supply risk-free tools and guarantee regular servicing in order to stop injuries and mishaps.
- For proper utilization, transportation, and storage of all resources.
- In order to facilitate easy entry and exit,

The hotel's name and address should be engraved on the property for easy identification purposes.

To make ensuring that everything in the workplace is safe to use, including the building itself, utilities, and equipment. A safety policy should be written and posted where it can be easily read by everyone who might be interested, including guests, employees, and visitors.

To educate the workforce through orientation and training programs so that they may do their jobs more effectively and safely.

.Duties of Employees

Workers should be aware of the need for self-defense and take all appropriate measures to ensure their safety. The duties are as listed below.

- to be accountable for one's own well-being

- To act in a responsible manner so as to prevent harm to one's coworkers and/or the public

- to strictly adhere to all of the company's safety regulations

- To make appropriate use of everything, yet not mess with it so much that it breaks could potentially endanger you and those around you.

Prevention of Theft

Theft can only be minimized in hospitality industry in the following ways

Security Personnel

In order to maximize efficiency and output, the security division must be well-organized and supplied with sufficient personnel, resources, and infrastructure. The head of security can be hired from any legion security agency, who are usually former law enforcement or military personnel. He coordinates and directs the security team. He makes sure that some security guards can roam the grounds without being spotted or recognized by guests and visitors. His job requires him to scout hospitals and motels for potentially dangerous people. He maintains communication with his fellow security personnel and shares relevant data with them. The security department's role is to provide guidance to upper management on matters of safety and security. The security office coordinates the accountant's trip to the bank for deposits and withdrawals. Checking Proper monitoring of cars entering and leaving the premises is another vital step in preventing theft. At the main entrance and exit, make sure to inspect the car trunks. Everyone on staff should be subject to exit checks.

Every motorist is issued a pass that allows them to leave the facility with their automobile. The security pass must be uniquely created and carefully protected against forgery. The administration of several hotels has gotten away scot-free after automobile thefts arose from the duplication of motor permits.

When it comes to non-perishable materials and portable small equipment, other department leaders should also always verify and double check their personnel closure

Periodical and Regular Inventory

This system will assist in preventing theft. All the head of department should cultivate this in mind as part of the management policy.

Guarantor ship

One method of preventing theft from within the company is to require all employees to provide either two credible guarantors or one reputable guarantor. If a guarantor's employee defaults on a promise or commits theft, and the company is unable to recoup those losses from the employee, the guarantor must pay the difference.

Inscription of Names

This is an additional safeguard preventing theft. Hotels and hospitals have their names and addresses printed or screen-printed onto linens (bed sheets, pillowcases, pillows, towels, blankets, and all the department equipment), property, and other goods. This needs to be done neatly to avoid a sloppy job that could ruin the item, especially while printing. It's important to choose a high-quality paint so that it doesn't wash off and leave streaks.

Disciplinary Actions

Staff members of any rank, including security personnel, who are detected stealing should be dealt with severely. This will discourage such behavior and inspire dread in potential perpetrators. The administration should not interfere with a legal proceeding over such an offense.

Prevention Of Attack On Guest

Hotels and hospitals provide an example of a well-organized establishment with adequate security and safety arrangements, making the occupants less vulnerable to harm. One of the safety precautions is to make sure that no one gets past the front door guards without being questioned about their purpose. Second, he can't meet with anyone who doesn't first go via the receptionist or reception.

A savvy and competent receptionist will know to update a guest on the identity of his or her visitor. Without the host's permission, the guest has no obligation to entertain the visitor. Management has a responsibility to safeguard guests during their stay in the daily occupancy list. A hotel can be sued by a guest if the latter discovers a security breach. Hotels and hospitals can prevent security breaches by employing receptionists and guards who think strategically about potential points of entry. The administration must not make concessions.

Un-Authorized People

These undesirables, who are sometimes escorted from the grounds by security, have no business being there. There should be regulations governing the behavior of call girls and free-girls working in hotels. There is some debate about their inclusion in the hospitality business. Arguments in favor of their casual presence and opposing perspectives about their presence exist. However, if they must be admitted, there should be certain limitations placed on them. Any guests in the maid's quarters should be monitored. People that just want to hang out, eat, and drink can occasionally have questionable motives.

Visitation hours should be posted prominently at hospital entrances and in patient rooms. In this way, unnecessary motion is avoided. Second, security guards must be on duty during visiting hours, and visitors who do not have a valid cause to see patients or staff members should be turned away. Automated Verifications

Except for airports, government buildings, and the presidential State House, computerized checks and searches of individuals are still in their infancy in Nigeria. This gadget is for locating concealed firearms for criminal use. In the not-too-distant future, it will be introduced at the reception or at the main gate. In the next unit, we shall be discussing the Hazards Prevention. Self Assessment Question. Define the word security and the word safety mention two ways to prevent theft in the hospitality industry.

4.0 CONCLUSION

In this unit you have learnt the meaning of safety and security and the importance of security and safety in the hospitality industry.

SUMMARY

This unit has revealed the importance of security and safety in hospitality industry and the preventive measures against theft.

TUTOR MARKED ASSIGNMENT

Question 1

Explain 3 major types of security safety problems in hospitality management industry.

Question 11

Explain the duties of an hotel employer to safe – guard lives and properties

7.0 REFERENCES

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