

2.2 Front office accounting system and settlement

2.2.4 City ledger

Ledgers

A **ledger** is a summary grouping of accounts. The front office ledger is a collection of front office account folios. The folio represented in the front office are a part of the front office receivable ledger. An account receivable represents money owed to the hotel. Front office accounting commonly separates accounts receivable into two subsidiary groups: the **guest ledger**(for guest receivables) and the **city ledger** (for non-guest receivables)

Guest Ledger

The guest ledger refers to the set of guest accounts that correspond to registered hotel guests. Guests who make appropriate credit arrangements at registration maybe extended privileges to charge purchases to their individual account folios during their stay. Guests may also make payments against their outstanding balance at any time during occupancy. Guests' financial transactions are recorded onto guest ledger accounts to assist in tracking guest account balances. The guest ledger may be called transient ledger, front office ledger or rooms ledger. Deposits received from future reservations are usually posted to the advance deposit ledger, which is part of the guest ledger.

City Ledger

The city ledger also called the non-guest ledger, is the collection of non-guest accounts. If a guest account is not settled in full by cash payment at check-out, the guests' folio balance is transferred from the guest ledger in the front office to the city ledger in the accounting division for collection. At the time of account transfer, the responsibility for account collection shifts from the front office to the accounting division. The city ledger can contain credit card payment accounts, direct billing accounts and accounts of past guests due for collection by the hotel.

2.2.5 Billing procedure and instruction

Check out and settlement are part of the final stages of the guest cycle.

It is the final phase of the guest cycle and examines the various activities involved in checkout and settlement. Check out involves the front desk as also other departments such as housekeeping, bell desk, cashier's desk, Point of sales etc. Main areas for a checkout are the belldesk and the cashier.

The FO performs at least 3 important functions during the checkout and settlement process.

- It resolves outstanding guest account balances.**
- It updates room status information**
- It creates guest history records.**

1.It resolves outstanding guest account balances.

Guest account settlement depends on effective FO accounting system that maintains accurate guest folios, verifies and authorizes a method of settlement and resolves discrepancies in account balances. Hotels find it most effective to settle a guest account while the guest is still in the hotel. Guest can settle the bill by paying cash, charging the balance to a credit card, deferring payment to an approved direct billing entity or using a combination of payment methods. Most hotels require a guest to specify during registration an eventual method of settlement. FO should verify or confirm guest credit

card or direct billing information before he/she arrives at the desk for check out. Pre settlement verification activities ensure that the hotel will be paid for accommodation and services.

2. It updates room status information.

Front office operations depends on accurate room status information. When a guest checks out and settles his account front desk agent performs several important tasks .which includes a) Changing the room status from occupied to vacant not ready on the system. b) In manual depts. after making the room status change the front office informs the housekeeping that guest has departed and room needs to be cleaned.

3. It creates guest history records.

Check out and settlement involves the creation of the guest history record because a hotel can gain a variable competitive edge in the hospitality market place through proper analysis of guest history data. • Guest history files can provide a powerful data base for marketing.

Checkout can be an efficient process when the front office is well prepared and organized. Departure stage of guest cycle involves several procedures designed to simplify checkout procedure , , these include,

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- Inquiring about additional recent charges**
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- Posting outstanding charges**
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- Verifying account information**
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- Presenting the guest folio**
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- Verifying the method of payment**
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- Processing the account payment**
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- Checking for mail, messages & faxes**
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- Checking for safe deposit box or in- room safe keys**
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- Securing the room key**
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- Updating the room's status**
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- Inquiring about guest's stay & experience**

- The procedures used will vary among front offices, depending upon the hoers level of service and degree of automation. ne amount of personal contact the guest and front desk staff may also vary, since most front offices offer automated or express check-out services.

Check-out affords the front office yet another chance to make a positive impression on the guest. A guest approaching the front desk should be greeted promptly and courteously. The front desk agent should check for any messages, faxes. or mail awaiting guest pickup. The front desk agent should also verify that the guest has cleared his or her safe deposit box or in-room safe and returned the key. In many systems, the guest's record can be marked so that the front desk agent can notified if the guest has an outstanding message, mail, fax, or safe deposit This simplifies the recordkeeping and also minimizes the chances of missing these matters before the guest departs.

To ensure that the guest's folio is accurate and complete, the front desk agent should process any outstanding charges that need posting. In addition, the front desk agent should ask the guest if he or she incurred any recent charges and make the necessary postings to the gues€s folio. Before computers became common in hotels, guests used to call the front office before coming to the front desk to check out This notice allowed the cashier to find any unposted charges and prepare the folio so the guests would not have to stand and wait while the charges were identified and posted- Since most hotels today are automated, guests expect their folios to be accurate and ready for them when they approach the front desk to check out. No matter what degree of automation at a hotel, the guest may leave with a poor impression of the property if the bill is not up-to-date and accurate when he or she is ready to check out- Traditionally, at check-out the guest is presented a final copy of his or her account folio for review and settlement. During this time, the front desk agent should confirm how the guest intends to settle the account, regardless of which method of settlement the guest specified during the registration process. This request is necessary because many front offices require the guest to establish credit at check-in, regardless of how the guest eventually plans to settle the account. A guest may establish credit by presenting a credit card at check-in, and then decide to settle his or her account balance by cash or check Guests noted as very important (VIPs) or s guests of a group or corporate account should not be asked for settlement their account is marked that all charges are to be direct billed.

After determining how the guest will pay, the front desk agent should then bring the guest's account balance to zero. This is typically called zeroing out the account. A guest's account balance must be settled in full for an account to be con. sidered zeroed out. As long as the hotel has received full payment or is assured full payment, the account will be settled with a zero balance. For example, if the guest pays cash, the account is brought to a zero balance. If the guest settles using a credit card, the hotel will get an approval from the credit card company for the amount due. The credit card company guarantees payment to the hotel for the amount approved, so the account can also be brought to zero. Hotels are usually paid by credit card companies within a day or two of the settlement transaction. Because of this guarantee, the hotel assumes payment in full and closes the folio. If the account is to be paid through direct billing by the hotel, however, the account is not brought to a zero balance because it must be transferred to the city ledger and billed through the accounts receivable system.

2.6 Methods of settlement (Cash/ CC- Direct currency converter/ BTC/ TAV/ PSO/ COMP Voucher)

The guest account can be brought to zero balance in several ways , and these are:

Cash

CC- Direct currency converter

BTC

TAV

PSO

COMP Voucher

Cash:

Cash payment in full at check out will bring the guest account balance to zero. • The front desk agent should mark the folio paid and a proper receipt is issued to the guest. • The total bill amount is shown in the deposit / cash column of the guest weekly bill and balance carried forward is shown as zero. • When the bill is settled in cash then guest is neither asked to sign the guest weekly bill/folio nor is any charge slip imprinted and signed by the guest.

- 1.The cash mode includes payment of bill in Indian rupees and acceptable foreign currency such as Dollars and pounds. This also includes traveler cheques payment which can be of Indian rupees or foreign currency.
2. If the guest has paid in foreign currency and there is any balance amount to be given back to the guest then the same is given in Indian rupees .
- 3.An encashment certificate is also issued to the guest.
- 4.No one is allowed to take out / export Indian currency out of India.
- 5.In case a foreign tourist is left with some unspent Indian currency at the time of leaving this country then he may get it exchanged in foreign currency on producing the foreign currency exchange receipt.
6. Foreign tourists are advised to exchange the currency into Indian currency from the authorized money exchange counters and obtain a proper receipt from them.
7. If they exchange from open market ,it is illegal and will be imprisoned and they might be cheated also as touts may either pay them less value or pay them through fake notes.
8. In case they don't possess the proper receipt then the unspent Indian currency will not be converted back.
- 9.All foreign currency received by the hotel front office have to be deposited with an authorized bank within 24 hours.
- 10.Proper books pertaining to foreign exchange received and banked have to be maintained and by the 10th of next month complete information regarding the currency banked is to be sent to the RBI.

11. The RBI can inspect the hotel record to check irregularities in handling the foreign currency.

12. Hotels are required to display foreign exchange board with the value of each foreign currency both in INR and travelers cheque accepted by them.

13. Hotels have to obtain the license for accepting the specific foreign currency from the guests. 14. Hotel residents as well as non residents can exchange the currency, the non resident guests have to produce a valid passport and passport number, date, place of issue along with nationality and name of the guest is entered on the receipts.

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Credit Cards:

It is one of the most commonly used methods of bill settlement by the guest, and has become so popular in developed world that people don't find convenient to carry cash with them. • Credit card is usually made of plastic and is of a visiting card size. And can be easily stored. • C.C's are usually issued by Banks, financial institutions, and various financial corps. etc. All credit cards have a fixed limit up to which credit can be extended at one time to the card holders. • In case the bill amount crosses the limit, then a special permission has to be obtained from the bank issuing the credit card.

PROCEDURE OF ACCEPTING A CREDIT CARD.

1. Ensure that the C.C guest is holding is acceptable by your hotel. • To accept a credit card hotel has to become a member of specific C.C. • Hotel has to pay a membership fee to become the member. • Hotel becomes the member of those C.C's which are most commonly used.

2. The expiry date of the C.C is to be checked. • Each C.C is issued for a specific period. The date on which the C.C will expire is embossed on the card. • The bank does not take responsibility to pay on behalf of the expired C.C's.

3. Check the floor limit. • Each credit card has a fixed limit up to which the credit is to be given to the card holder. • Credit beyond the limit can't be extended, as the banks issuing the C.C don't honor to pay. • If the amount exceeds the credit limit, of the card the cashier must take permission from the credit card company for the over-limit amount. This is called over limit authorization number.

4. Ensure that the credit card has neither been blacklisted, cancelled, nor stolen. which can be checked from blacklist bulletin/cancellation bulletins supplied by the card issuing

authorities to the hotels on regular basis. • These days some banks publish /furnish the list on their website and are conveyed through emails to the hotels.

5. Ensure that the validity of the card is checked. • It can be checked by passing the card through special magnetically charged validation machine. • The process is also called card approval process. • The C.C has a magnetic strip , and while coming in contact with magnetically charged validation machine the data of the card holder gets displayed on the machine. • After verifying the C.C the cashier takes the appropriate charge slip for the specific card . • These slips are provided by the bank free of cost. • The imprinter is used to print the embossed information like name, card number etc. • The amount to be charged is entered. • Two copies are imprinted • After signing the charge slip the cashier compares signature on the credit card with signature on the bill and the charge slip. • If satisfied then credit is extended and guest is returned the C.C. , guests copy of charge slip, and a carbon copy of bill. • The bill and charge slips are send to card issuing authority for collection. • A date is fixed for dispatching the bills for payment. • The issue bank makes the payment to hotel , and collects the amount from the Card holder. • Even if card holder refuses to pay hotel gets its dues without any delay.

VARIOUS C.C'S ARE • VISA, MASTER CARD, AMERICAN EXPRESS, DINNERS CLUB, BARCLAYS , SBI CREDIT CARD.

Direct Currency Converter:

The Direct Currency Converter is a quick and easy way to view exchange rates, wherever you are in the world. It offers up-to-date exchange rates and clear conversions for all our major worldwide currencies & converts all major worldwide currencies e up-to-date rate exchange information provided

• an internet connection is required for the first launch of the App to retrieve rates and to update the rates each trine the App is used.

Absolutely anyone can use the direct Currency Converter

Debit Cards:

Debit cards, or check cards, are embossed plastic cards with a magnetic strip on the reverse side that authorize direct transfer of funds from a customer's bank account to the commercial organization's bank account for purchase of goods and services. Some examples of debit cards are MAC, NYCE, STAR, and PLUS. These are similar to credit cards in that they guarantee creditworthiness, against which the hotel charges the bill; however, the payment is deducted directly and immediately from the guest's personal savings or checking account and transferred to the hotel's account rather than being billed to the guest on a monthly basis. Debit

cards continue to gain in popularity as the use of credit cards becomes more costly to the guest. However, the concept of float, the delay in payment after using a credit card, may remain a more attractive benefit for some guests. Some debit cards have an embossed credit-card logo that indicates they are acceptable at places that accept that particular credit card and are processed through a credit card financial organization. Debit cards are processed similarly to credit cards. To process a debit card payment, the following procedure is used:

1. Insert the debit card into the validation machine.
2. Have the guest enter his or her personal identification number.
3. Process the debit-card voucher as a cash payment on the guest folio.

Bill to company

•Directors and other top executives of various corporate companies keep travelling from one place to another very frequently . The companies issue authorization letter to their executives on the basis of which they get services such as accommodation etc from the hotels with whom they have a tie up for credit. At the time of departure the guests signs his bill and checks out. CREDIT MODE OF SETTELEMENT .Bill is transferred to ledger account and the balance carried forward is shown as zero. The bill along with authorization letter is to be sent to the accounts department for collection. The credit can be extended up to the limit mentioned in the letter or up to the maximum amount of credit extended to that company by the hotel

Travel Agent Voucher

Generally a travel agent who sells a package to the tourists collects the money from the tourist in advance , which includes accommodation and other service charges . Travel agency voucher indicates that the guest has prepaid to the travel agency for accommodation etc and the recovery of such amount are made from the travel agent and not from the guest. Travel agent sends a copy of the voucher to the hotel at the time of reservation and gives the record copy to the traveler who submits his copy to the hotel at the time of arrival. The receptionists should tally both the copies. • The voucher gives the details of the services to be offered. Bill is transferred to ledger account and the balance carried forward is shown as zero. Bill is to be sent to the accounts department for collection from the T.A.

Complimentary Voucher

Hotel participate in various social events and offer prizes of raffle tickets. These are publicity measures or social contributions to various causes. Winners get a week-end stay for two at the hotel as prize. They are presented with vouchers to show at the front desk. The receptionist is bound to honor such vouchers. Incase 100% discount or complementary accommodation is extended then usually the bill is not raised at all. • But sometimes the bill is

raised and subsequently management decides to extent 100% discount ,in this case either the bill is cancelled or 100% discount is extended.(it is usually avoided as hotel has to pay taxes if bill is raised). • Incase guest is not satisfied and hotel decides to give 100% allowance then also the bill need neither to be paid in cash not transferred to other resident or city ledger or non gust account , and will have zero balance c.forward.

MAO & PSO

Vouchers issued by an airline company for its outstation staff and layover passengers.

- Meals and accommodation order (MAO)
- Passenger service order (PSO)

Some airlines give large number of guest nights to the hotel in the form of crew members . Lay over passengers etc. • These guests are provided with specified meals and accommodation by the hotel (as mentioned in their particular vouchers), for which the payment is made by the particular airline.

SAFETY & SECURITY

Safety pertains to the things such as disasters, emergencies, fire prevention and protection. It also includes the prevention of injury or any sort of damage to property. On the other hand, security is the freedom from fear, anxiety and doubts concerning human as well as protection against thefts of guest, employee or hotel property.

Three “E” of Safety

Safety Education

Employees should be encouraged to come up with ideas for inculcating safety into hotel methods because safety programs and policies are only effective when practiced accordingly. Proper training should be provided to each staff.

- Teaching safe method, with emphasis on areas of potential danger and how they can be guarded.
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- Demonstration of use of safety equipment
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- Ability to recognize the sign of hazard around them.
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- Teaching legal implication of non-adherence to safety procedure.
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Safety Engineering

It is done in the designing phase of the establishment. Generally, equipment, furniture and fittings are allocated the space in accordance with the safety measures.

Safety Rules Enforcement

Rules are not meant only to be made. Proper implementation and following the rules become quite necessary. Motivation and enforcement are to be ensured.

Safety Awareness and Accident Prevention

- Safety awareness should be an ongoing program at all establishments. Various laws and rules for ensuring the safety in the establishments have been devised out by the Government. Safe work environments and safety of the employees should be taken care by the Management.

In order to raise AWARENESS, following points should be kept in mind:

- All employees should be well aware of the potential hazards in their respective department.
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- H.O.D. should ensure that employees follow safe job procedures, correct unsafe conditions immediately and do not work in hurry to avoid accidents.
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- Housekeeping Safety Manual enlisting safety rules should be prepared.
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Basic Guidelines for the Prevention of Accidents

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Prevention is better than cure. If we prevent accidents to happen, then it becomes easy for us to provide the maximum efficiency during work.

Following guidelines should be following in order to prevent accidents:

1.
Always follow instruction while using any cleaning equipment.
2.
1.
Replace cap on cleaning chemicals immediately and securely after dispensing.
2.
1.
Label cleaning agents clearly.
2.
1.
Keep floors clean and dry.
2.
1.
Place warning signs around the area while cleaning.
2.
1.
Always dry hand before touching any electrical pieces of equipment or wiring.
2.
1.
Clean away broken glass carefully.
2.
1.
Mark faulty equipment as 'OOO' (Out Of Order)
2.
1.
Dispose off rubbish carefully.
2.
1.
Never place sharp objects or cigarette butts in trash bags.
- 2.

Action in case an accident occurs

An accident may happen anywhere, anytime with either the guest or employees.

Following preventing measures can be used:

- With the help of another person, check if the victim requires any assistance.
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- Report the matter immediately to the manager concerned.
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- Either administer First-Aid or get help from trained personnel.
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- Transport the victim immediately to a hospital if required.
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- Fill in the accident report form.

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Accident Report Form

Fire Safety

The all staff needs to know various types of fires and fire extinguishers. The staff must be trained to handle small fires.

Fire is classified into the following types –

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- **Class A** – Class A fire consists of ordinary combustibles such as wood, paper, trash or anything else that leaves ash behind. It needs water under high pressure to extinguish this fire.

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- **Class B** – This fire occurs in inflammable liquids such as oil and grease and needs blankets or sand to extinguish.

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- **Class C** – This fire occurs in electrical equipment. Use of non-conductive agent is required for extinguishing this fire.

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- **Class K** – Class K Fires are fires that involve cooking oils, grease or animal fat and can be extinguished using Purple K, a typical agent found in kitchen or galley extinguishers.

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Prevention of Fire

Fires may be prevented if fire hazards are identified & eliminated. Some unsafe practices that may lead to fires are as follows:

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Guests smoking in bed.

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The hotel not providing sand urns or sufficient & appropriate ashtrays in rooms as well as public areas.

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Using high-wattage light bulbs in lamps.

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Leaving linen chute doors open.

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Storing rags & cloths with residues of cleaning polish still on them.

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- Not unplugging electrical appliances when not in use.
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- Using faulty electrical equipment or sockets.
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- Leaving magnifying glasses where the sun can catch them.
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- Using furnishing materials that are easily combustible.
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- Each establishment must conduct fire drills on a periodic basis & ensure that all staff attends these drills so that they know what is to be done during a fire emergency.
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Fire Warning System

- These may be electrically powered manually operated systems, automatic fire detection system, or a combination of both. The usual components of these systems are discussed here:

Fire alarms: These can be set off by smoke detectors, heat detectors, sprinkler systems, or pull stations. The most common types of fire alarms are the ones operated by pull stations located in corridors, lobbies, & near elevators.

Sprinklers: These are found in most hotel establishments, especially in corridors & rooms. They are situated on the ceiling & automatically spray water when the temperature rises above a certain level.

Smoke detectors: These are set off by smoke. The two types of smoke detectors available are photoelectric detectors & ionization detectors. Photoelectric detectors are alarms triggered off when smoke blocks a beam of light emanating from the detector. In the ionization type of detector, the alarm sounds when the detector senses a shift in electrical conductivity between two plates.

What to do in case of Fire Emergency

- In case a fire breaks out, follow the guidelines given below:

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- Immediately switch on the nearest fire alarm.
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- If possible, attack the fire with suitable equipment, remembering to direct the extinguishers at the base of the flames. Do not attempt to fight a fire if there is any danger of personal risk.
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- Close windows & switch off all electrical appliances, including fans & lights.
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- Close the door to that affected area & report to your immediate supervisor for instructions.
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- Carry out instructions
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- Remain at the assembly point until instructed to do otherwise.
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- Do not use the lifts.
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Fire-fighting Equipment

Staff should be trained in operating the fire-fighting equipment. Types of fire-fighting equipment vary from simple ones such as buckets of sand & water, fire blankets, & hose reels to more complex fire extinguishers. Water buckets should be constantly checked for adequate water levels & sand buckets should be kept dry. Water should not be used in case of fire involving electricity.

Types of fire extinguishers

Fire extinguishers can be of various types:

Dry powder: These are usually meant for multipurpose use with various types of fire. They contain an extinguishing agent & use a compressed, non-flammable gas as a propellant.

Dry chemical foam: These are primarily used on flammable liquids, oils, & fats, but may have the multipurpose use.

Halon/vaporizing liquid: These contain a gas or volatile liquid that interrupts the chemical reaction that takes place when fuel burns. This type of extinguisher is often used to protect valuable electrical equipment as they leave no residue to clean up & have a limited range up to 4-6 feet.

Water-gas or soda-acid extinguishers: These extinguishers contain water & compressed gas & should only be used for Class A fires.

Carbon dioxide: These CO₂-based extinguishers are most effective on Class B & C (liquids & electrical) fires. Since the gas disperses quickly, these extinguishers are only effective from a distance of 3-8 feet. The carbon dioxide is as a compressed liquid in the extinguisher; as it expands on release, it cools the surrounding air.

Burglar Alarm System

Armed robbery is a possibility since a hotel has some cash on the premises. Front office staff should respond as reasonably as possible. They should not make any sudden movements and should comply with the robber's demand. They should not do anything to jeopardize their lives or those around them. They should remain quiet unless directed to talk, keeping hands in sight and not attempt to disarm the robber or use a weapon. A secret silent alarm may be installed in the cashier's desk that is operated when a certain packet of bills is removed. The staff may make careful note

of the robbers and their mode and direction of getaway or even a license plate in order to report it to the police, but very unobtrusively. The police may be notified as soon as it is safe to do so.

KEY CONTROL & PREVENTION OF THEFT:

All hotel properties use three types of guest room keys- emergency keys, master keys and individual guest keys.

a) An emergency key or grand master key opens all guestrooms even when they are double-locked. These keys should be highly protected and their use should be strictly controlled and recorded. Such a key should never be removed from the premises.

b) A master key opens all guestrooms that are not double locked. It should be secured in a designated place for safekeeping and should be issued to authorized personnel only and that after a written record is maintained of identity of individual and time taken and returned. It can be also called a floor master key or a section key depending on the area where it can be used.

c) A guestroom key opens a single guestroom if the door is not double locked. This key should be given to a guest after proper identification of the registered guest. Front desk agents should remind guests to return the key at check out. Well- secured key boxes in the lobby and entrance can serve as additional reminders.

Some hotels do not list their name, address or room numbers on guestroom keys to avoid tracing back if they fall in the wrong hands. A code number may be stamped on the key in place of the room number.

Hotel keys should not be taken from the property at all.

Many hotels require that all keys be returned to security and placed in a locked cabinet when not in use.

Keys issued should be entered in a logbook with such information as the date of issue, time of issue, person taking the key and the reason for issue along with the issuer's name.

With the use of PMS, every door opening can now be recorded along with the user identity and the time of access, which improves the implementation and control of the security system.

In case of any unauthorized or unlawful use of a key, or any loss or theft, every lock affected should be changed or rotated to another part of the property.

Electronic Locking system:

This has replaced the traditional mechanical locks with sophisticated computer-based guestroom access devices.

a. Centralized electronic locking systems operate through a master console at the front desk, which is wired to every guestroom door. At registration, the front desk agent inserts a key or card into the appropriate room slot on the console to transmit its code to the guestroom door lock.

b. Micro-fitted electronic locking systems operate as individual units. Each door has its own microprocessor that contains a predetermined sequence of codes.

A master console at the front desk contains a record of all code sequences for each door.

At registration, the front desk agent encodes a key/card with the next code in the sequence of the assigned room.

The console and each microprocessor must agree on which code in the sequence is currently valid.

Most electronic locking systems may provide other guest safety and convenience features such as a “do not disturb” signal (which in turn deactivates the doorbell).

These keys are usually valid for the period of the guest’s stay in the hotel. Many of these systems keep track of which keys or cards opened which doors, by date and time, which reduces employee theft.

If the guest overstays, this key may be invalid so the same key may have the new time mentioned/ it may be extended or a new key valid for the new time period of guest stay may need to be issued. Note: All electronic keys can be mastered to serve as master keys or section keys or even grand master keys as in the conventional key systems.

THEFT OF HOTEL PROPERTY: - Take care of scanty baggage guests - Guests suspected of stealing hotel property should be charged on the bill – for souvenirs - Proper guestroom key control - Staff lockers check - Staff physically checked on departure.

EXTERNAL SECURITY

The measures used for achieving external security in general may involve:

proper lighting of the perimeter and outside of the building/s □□proper fencing of the building

planting of shrubbery along the perimeter of the building

manning of all gates and entrances to the property and building/s

fixing and monitoring of surveillance equipment External security may also include the prevention of vandalism or damage to hotel building property and premises by miscreants (including writing graffiti on the premises). Preventive steps to be taken against vandalism are: -

Blacklisting of all guests known to have caused problems - Scheduling of regular patrols in and around the building - Requesting damage deposits from guests - Regular inventory checks - Reporting any occurrences of vandalism to the supervisor immediately - Report any faults immediately

to maintenance to avoid damage through force used on doors, etc. such as kicking the door when not opening easily, by guests or staff. - In extreme situations when things get out of hand front office should immediately inform security and the main door should be closed. The police may have to be called with the permission of the GM or FOM in dire situations.