

Chapter 14 Outline

Security: A Continuous Concern
Physical Security
 External Security
 Internal Security
Employee Practices and Procedures
 The Accounting Division
 The Human Resources Division
 The Engineering and Maintenance
 Division
 The Rooms Division
 The Food and Beverage Division
 The Marketing and Sales Division
The Guest's Role
Administrative Controls
 Inventory Control
 Key Control
 Other Control Considerations
Safety
 The Safety Committee
 Emergency Plans and Drills

Competencies

1. Identify the responsibilities of a security manager and the components of an effective security system. (pp. 347–348)
2. Describe external and internal components of physical security at hospitality operations. (pp. 348–351)
3. Identify special security responsibilities of major divisions within a hotel, and discuss the guest's role in security. (pp. 351–357)
4. Explain the use of such administrative controls as inventory, key, and other control measures. (pp. 357–359)
5. Describe the importance of safety, the role of a safety committee, and emergency plans and drills. (pp. 359–360)