

Chapter 1 Outline

A Growing Concern
Developing the Security Program
 The Need for Effective Management
 Areas of Vulnerability
 Security Requirements
Setting Up the Security Program
 The Importance of Law Enforcement
 Liaison
 Security Staffing
The Elements of Security Training
 Who Is Responsible?
 The Authority of a Security Officer
 The Team Concept
Security and the Law
Legal Definitions
 The Connie Francis Case
 Societal Concerns
 Recommended Reading
Case Studies
Appendix: Selected Court Cases
 Weninger v. Motel 6, Inc.
 Peters v. Holiday Inns, Inc.
 Fortney v. Hotel Rancroft, Inc.
 Phillips Petroleum Co. v. Dorn
 Reichenbach v. Days Inn of America,
 Inc.
 Orlando Executive Park, Inc. v. P.D.R.
 Matt et al. v. Days Inns of America,
 Inc.
 Robertson v. Sixpence Inns of
 America, Inc.
 Malone et al. v. Courtyard by Marriott
 Limited Partnership et al.

Competencies

1. Explain the key issues in developing and setting up a security program, including law enforcement liaisons and security staffing. (pp. 3–15)
2. Identify the elements of security training that are critical to an effective security program. (pp. 15–24)
3. List and describe the legal concepts and societal concerns related to security issues and court cases, and summarize the importance of the Connie Francis case to the lodging industry. (pp. 24–33)