

Chapter 3 Outline

Key and Keycard Control
 Electronic Access Systems
Surveillance and Access Control Procedures
 Patrols
The Presence of Unauthorized Persons
 Drug Dealers
Safe Deposit Box Procedures
 Keys and Key Control
 Access Procedures
 Special or Unusual Access
The In-Room Safe
Lost and Found Procedures
Appendix: Sample Room Notices

Competencies

1. Identify various types of key control and their advantages and disadvantages. (pp. 165–169)
2. Explain how effective access control is achieved through surveillance and security patrols. (pp. 174–176)
3. Explain how to deal with the presence of unauthorized or undesirable persons. (pp. 176–178)
4. Implement effective safe deposit box security procedures and explain the hotel's liability for safe deposit boxes and in-room safes. (pp. 178–186)
5. Describe and implement lost and found procedures. (pp. 186–191)