

## Chapter 4 Outline

Losses Affecting All Departments  
    Responding to Employee Theft  
The Human Resources Department  
    Exit Interviews  
    Violence in the Workplace  
    Alcohol and Drug Use and Abuse  
The Engineering Department  
The Rooms Division  
    Front Service  
    The Housekeeping Department  
Purchasing and Receiving  
Storage and Issuing  
The Food and Beverage Department  
    Spoilage and Pilferage  
    Alcohol Storage, Issuing, and Service  
    Point-of-Sale (POS) Systems  
The Recreation Department  
    Swimming Pools  
    Health Clubs and Jogging Trails  
Casino and Gaming Security  
Report Writing and Recordkeeping  
Special Guests and Events  
    Guests with Disabilities  
    VIP Guests  
    Youth Groups  
    Conventions, Meetings, and Exhibits

## Competencies

1. Identify the variety of security concerns that affect each hotel department. (pp. 207–232)
2. Describe the security and safety issues for facilities with swimming pools, health/fitness services, and gaming areas. (pp. 232–240)
3. Identify the general types and uses of security reports and records. (pp. 240–243)
4. State the security concerns involved in serving guests with special needs. (pp. 243–246)
5. Explain the safety and security considerations for handling conventions, meetings, and exhibits. (pp. 246–249)