

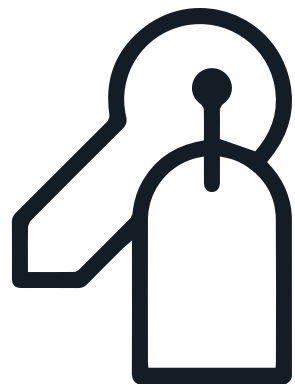
November 2024 Safety Calendar: Hotel security best practices

Verita.

This calendar is designed to enhance safety awareness and provide a better understanding of specific loss exposures and best practices to reduce those exposures. Each month will contain a safety topic and daily associated tips. See the following page for weekly topics.

**Hotel security best practices:** Guest satisfaction plays a critical role in the success of a hotel. Unfortunately, there may be times when a guest is unhappy with their room, isn't satisfied with a meal, thinks their cocktail doesn't taste right or simply is having a bad day and is agitated. Interacting with a disgruntled guest, contractor or staff member can present challenges. De-escalation techniques are important to potentially diffuse a bad situation. Listed below are some de-escalation best practices, but be sure to follow your hotel's policy.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
Follow hotel policies on de-escalation and conflict	Immediately call your manager if you identify an agitated person that you think may be violent	Do not raise your voice to someone who is clearly agitated	If the aggressor is coming at you, you might want to speak loudly and say, "stop, don't hit me"	If an individual appears aggressive you may want to keep an obstruction such as a table or chair between you and the person	Use positive language "I will see what we can do to help"	Stay calm and composed
Week 1: xxxx						
10	11	12	13	14	15	16
Be an active listener	Apologies can help to de-escalate	Avoid aggressive body language i.e. arms folded in front of you	Try to bring the conversation to a quieter area if necessary	Show empathy "I can understand how frustrating that must be"	Resolve conflicts peacefully	Don't play with your phone unless it's to call for help
Week 2: xxxx						
17	18	19	20	21	22	23
Engage assistance as needed	Maintain firm but polite boundaries	State that disrespectful conversation or aggression are not acceptable	Observe/save de-escalation situations to review	Learn from each de-escalation event	Focus on finding a solution of the conflict	Call the police as needed
Week 3: xxxxx						
24	25	26	27	28	29	30
If resolved, ask the guest if they are ok with the outcome	Forward facing staff members should know the hotel policy on de-escalation	Lock yourself in an office or room if someone appears ready to attack you	Always be aware of your surroundings during a guest conflict	Thanksgiving	If a co-worker has been agitated for days, you may want to contact your manager	If you see something, say something
Week 4: xxxx						



## Hotel security best practices:

Guest satisfaction plays a critical role in the success of a hotel. Unfortunately, there may be times when a guest is unhappy with their room, isn't satisfied with a meal, thinks their cocktail doesn't taste right or simply is having a bad day and is agitated. Interacting with a disgruntled guest, contractor or staff member can present challenges. De-escalation techniques are important to potentially diffuse a bad situation. Listed below are some de-escalation best practices, but be sure to follow your hotel's policy.

Week 1 XXXX	Week 2 XXXX	Week 3 XXXX	Week 4 XXXX
<div>1. Follow hotel policies on de-escalation and conflict</div> <div>2. Immediately call your manager if you identify an agitated person that you think may be violent</div> <div>3. Do not raise your voice to someone who is clearly agitated</div> <div>4. If the aggressor is coming at you, you might want to speak loudly and say, "stop, don't hit me"</div> <div>5. If an individual appears aggressive you may want to keep an obstruction such as a table or chair between you and the person</div> <div>6. Use positive language "I will see what we can do to help"</div> <div>7. Stay calm and composed</div>	<div>1. Be an active listener</div> <div>2. Apologies can help to de-escalate</div> <div>3. Avoid aggressive body language i.e. arms folded in front of you</div> <div>4. Try to bring the conversation to a quieter area if necessary</div> <div>5. Show empathy "I can understand how frustrating that must be"</div> <div>6. Resolve conflicts peacefully</div> <div>7. Don't play with your phone unless it's to call for help</div>	<div>1. Engage assistance as needed</div> <div>2. Maintain firm but polite boundaries</div> <div>3. State that disrespectful conversation or aggression are not acceptable</div> <div>4. Observe/save de-escalation situations to review</div> <div>5. Learn from each de-escalation event</div> <div>6. Focus on finding a solution of the conflict</div> <div>7. Call the police as needed</div>	<div>1. If resolved, ask the guest if they are ok with the outcome</div> <div>2. Forward facing staff members should know the hotel policy on de-escalation</div> <div>3. Lock yourself in an office or room if someone appears ready to attack you</div> <div>4. Always be aware of your surroundings during a guest conflict</div> <div>5. If a co-worker has been agitated for days, you may want to contact your manager</div> <div>6. If you see something, say something</div>

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