

Hotel Use of Contract Security Guard Service

In a hotel there may arise occasions when the use of a contract security guard service is necessary; this based upon the following: hotels inability to meet the basic physical security needs of the hotel due to staffing challenges; requests by a group or meeting planner, events being held at the hotel; criminal activity on premises and/or in surrounding area where the hotel is located.

Prior to contracting with a contract security guard service the management representative of the hotel with responsibility for the security function of the hotel should first conduct a "risk assessment" to determine threats and vulnerabilities of the hotel in addition to assessing the need/request for a contract security guard service; once the need/request has been validated it is incumbent upon the hotel to insure that there is a systemic process in place to screen and manage the relationship with the prospective contract security guard service.

During the initial "screening process" of the prospective contract security guard service the hotel will need to exercise "due diligence" by validating the following:

1. A copy of the agency's current license to do business in the city, county and or state.
2. Documented verification of prior business experience with reference checks of those contacts.

3. Review of the agency's in-house hiring, placement, and training requirements. Additionally, the past performance of the proposed individuals to be contracted should be screened.

4. Request a Certificate of Insurance to validate that the contract guard service possess the various levels of insurance (GL/Auto/WC/Excess Umbrella) outlined in the contract,

5. Determine if the contract security guards are required to be commissioned by a federal or state regulatory body (i.e. Texas Commission on Private Security).

Once a decision has been reached to contract with the guard service the following steps should be taken:

- A. Establish "Post Orders" outlining the duties/responsibilities/emergency notification protocol that the security guard must adhere to while on the premises. Typically all contract security guards assigned to a hotel are "unarmed/non commissioned".

- B. Outline uniform standard for the guards assigned to the hotel, "off duty" police officers typically wear their agency uniform when performing duties at an establishment. Often times contract security guards are provided outer garments (rain slickers, wind breakers) by the hotel which may have the logo and/or name of the hotel; this is misleading and inadvertently infers that the security guard is an employee of the hotel. Therefore the hotel should require that the contract security guard service provide the outer garments for the guards assigned to the hotel.

- C. Establish protocol with the designated liaison of the contract guard service to address inconsistencies with performance of duties. This would include inappropriate comments/fraternization with hotel employees and/or guests, use of hotel facilities (i.e. health club, pool/spa, restaurant/bar, etc.

- D. The contract guard service must supply the hotel with daily security logs reflecting the time, location and activity description of the security officer at all times.