



# ONLINE

Hotel **Security** Awareness Course

Study online



- ✓ Designed for hotels
- ✓ The first online hotel security awareness course that includes cyber crime
- ✓ Developed by hotel security specialists
- ✓ Culturally sensitive
- ✓ Available worldwide

# Training Syllabus



**Mobile friendly** learning tools are easy to use



**Realistic** training videos tailored to the hotel environment



**Interactive** branch scenarios and case studies are based on true events



**Innovative** puzzles and practical exercises help to remember security



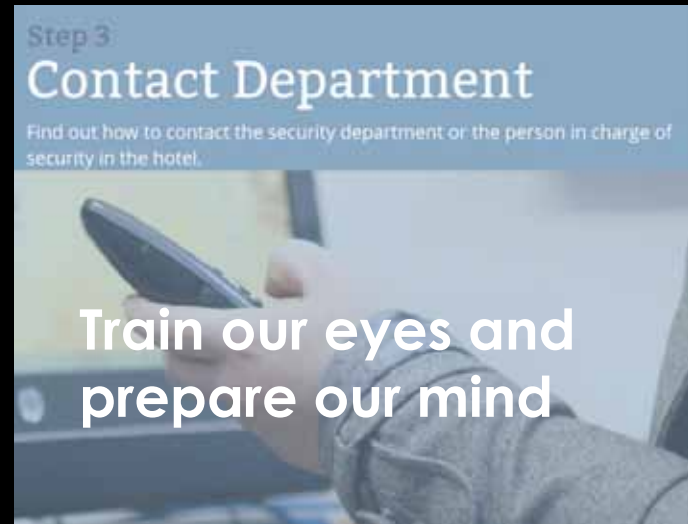
eHotelier is the global portal for hospitality professionals, providing professional development, career opportunities and the latest hospitality industry insights and news. The ehotelier Academy partnered with Sky Touch to ensure the online training is compliant with the *Global Hotel Security Standards*.

## Overview

The learning's from case studies and exercises can be applied to every department in a hotel. The high quality training in security skills for hotel employees is designed to refresh basic security knowledge of your employees on a regular basis to be prepared for security incidents and to mitigate risks.

This basic training raises security awareness to help employees in dealing with suspicious behaviour, items, luggages, vehicles and emails. The basic training covers;

- The See, Hear Feel and Tell approach
- Basic human rights and duty of care related to security
- Security procedures
- Suspicious activity, items, vehicles, emails
- Terrorism and active shooter incidents
- Identity theft and credit card fraud
- Cyber crime



## Background

Training all employees in security awareness is more important today than ever before. Hotels are facing changes in their security policy and learn more about the present abstract danger the world is experiencing.

*Security awareness means you see or hear something that does not feel right and you take action to prevent harm to yourself, colleagues, guests and facilities.*

Once trained in the **See, Hear, Feel, and Tell Approach** to security awareness, hotel employees are encouraged to trust their gut feelings when facing an urgent situation. Nurturing their instinctive feelings and teaching people to open their ears and eyes to hazards and suspicious behaviour will arm hotels with a powerful protective shield.

Crimes of terror are a certainty and reality now in many parts of the world. It is the details of the attacks that are uncertain. It is important to **train our eyes** and look out for suspicious behaviour and items, and to be skilled in differentiating between right (safe) and wrong (unsafe) behaviour.

Between 1946 and 2015 over 70 hotels became victims of terrorism. For example, the attack by an Islamic extremist in Sousse, Tunisia that killed 38 people in 2015 is not the first time a hotel has experienced an act of terrorism. In this instance, a gunman wielding a machine gun entered the hotel property from the beach and randomly shot hotel guests. In a popular suburb in Bangkok, hotel guests witnessed in August 2015 outside their hotel an explosion that killed locals and tourist. In December 2015 and January 2016 two terror attacks occurred in hotels in West Africa.



## Learning objectives

At the completion of the training hotel employees and hotel security guards should be able to:

- Understand security awareness and appreciate its Importance
- Understand security responsibility of hotel employees
- Understand basic human rights and duty of care
- Understand the difference between safety & security
- Recognize common security risks and potential actions to reduce these risks
- Understand the abstract danger of terrorism and cyber crime
- Understand criminal minds and what can lead to a potential crime



### Language

English

### Attendees

This basic training is suitable for all staff working in hotels as well as for hotel security guards employed by security providers

### Focus

Hotel security / crime prevention

Terrorism and Cyber Crime

### Length

Self-paced. Approximately 2 hours time required

*Stefan, our friendly Online Coach will guide the students through the course and he will ensure that learning objectives are met*



## Learning resources

With **eHotelier Academy** hotel employees can learn at their own pace and when it suits them. Hotel employees can access the learning resources from any computer, tablet or smart phone.

This interactive **Online Hotel Security Awareness Course** features videos, animations, case studies and exercises, so there's something to suit all learning styles.

This training will also help hotel employees and management with common problems such as crime. The material was developed by Sky Touch - the hotel security specialists.

Professional reference material is available in a range of formats including books, eBooks, white papers and coming soon, videos and webinars.

## Workshop outline

- Safety vs. security
- Learn about CCTV surveillance
- Basic Human Rights from the United Nations
- What is Duty of Care?
- Iceberg Theory
- The importance of security procedures
- What is Security Awareness
- Three types of theft
- Suspicious activity
- Suspicious bags
- Terrorism
- Be aware of unusual behaviour
- Suspicious body language
- Taking photos or videos
- Raising suspicion
- Giving description of a person
- Suspicious items, parcels, vehicles, emails
- Suspicious Activity Branch Scenario
- Suspicious items in hotel rooms
- Giving description of a vehicle
- Bomb threats / telephone threat/ written threat
- Identifying improvised explosive devices (IED)
- The Golden Rule in security
- Active shooter
- What is identity theft?
- Cyber Crime in the News
- What is cyber crime?
- Electronic pick pocketing
- Cyber crime facts
- Storage media
- Online Safety
- PCI-compliance related to hotel employees
- The eight things you need to remember regarding cyber crime.



The online training is proudly brought to you by eHotelier Academy.

### Globally Recognised Certifications

Access development opportunities as stand-alone individual courses or work towards a range of eHotelier certificate and diploma awards. Certifications recognise your achievements. Developing these credentials demonstrates your professional skills and knowledge.

## Assessment

Hotel employees and/or hotel guards receive a certificate from the **eHotelier Academy** after they have successfully completed the assessment.

Quiz questions will be asked throughout the training.

A score of 90% or more is required in the final assessment to be issued with a Certificate of Achievement in Security Awareness (Basic).





## Don't be the prey

*A lone wolf is nowadays a global danger we can't afford to ignore.*

*Start learning to protect yourself and your business from predators.*



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**eHotelier Academy**

[www.ehotelier.com/academy](http://www.ehotelier.com/academy)



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