

We Are All Security

Here are the five that, in my experience, have saved the most lives in hotels, each one owned by a different job. The room attendant: the room door that doesn't close properly — nobody else in the hotel will touch it today; if she doesn't report it, it will spend the night open. The breakfast server: the small child alone near water or stairs — each parent thinks the child is with the other; whoever sees it stays with the child and raises the alert. The technician: the smell of electrical burning or the breaker that trips — their nose gets there weeks before the smoke. The night front desk agent: loitering — the person who comes in and goes nowhere, the car circling the parking lot. And the entertainment host: the swimmer in difficulty or dangerous exhaustion at the pool — an entertainment host's attention has prevented more drownings than many life buoys.

Notice the pattern: Security can't see any of the five in time, because Security doesn't live in your square meter. You do.

And the second half of the rule, as important as the first: see and REPORT — don't go it alone on what is too big for you. The hero who tackles an electrical panel alone or wades in to break up a fight adds one more victim to the incident. The channel exists so that your eye counts without your body paying for it. With this, you wrap up Security: the whole hotel has just gained forty pairs of eyes.