



IN FRONT OF THE GUEST · SEASON 1 · MODULE 11: SECURITY · LESSON 40

We Are All Security

See, report — and don't be the hero.

In five lines

A hotel's security isn't made by one department: it is made by the sum of all the eyes that work in it. The room attendant sees the door that doesn't close; the server, the child who has been alone for too long; the technician, the smell of burning; the front desk agent, the long wait of someone who isn't heading toward anyone or anywhere. None of them is a security officer — and all four are security. The system works with a three-verb formula that closes this school's departmental modules: see (the eye trained on what doesn't fit), report (through the channel, in time, with facts) and don't be the hero (your job is to trigger the response, not to star in it).

The script, step by step

- 1. Train your job's eye.** Every position sees things no other position sees: make your list of the five risk signals your job can detect before anyone else — the blocked emergency exit, the abandoned object, smoke, the forced door, the behavior that doesn't fit, the child alone. What isn't on your list, you won't see when it happens.
- 2. When in doubt, report it.** A weak signal is reported even if it's probably nothing — because the cost of the two mistakes is asymmetrical: an unnecessary alert costs a minute; a silence when the alert was needed can cost everything. "I didn't want to bother anyone" is the phrase that comes before every avoidable serious incident.
- 3. Report it well: channel, facts, calm.** To whoever it concerns (Security, the shift leader, the front desk), with the precise what-where-when, and without alarming the public: an emergency is communicated with the same discretion with which it is managed. An alert that spreads panic creates the second problem.
- 4. Your role ends where the risk begins.** Contain the immediate problem if it is safe to do so — shutting off a valve, moving a guest out of the way, putting up warning signs — and leave the intervention to whoever is responsible for it. The employee who triggers the response properly saved the situation just as much as the one who carries it out: the whole chain is the hero.

With limited resources: how to hold the standard

If you don't have...	How to hold the standard
An in-house security department	Culture multiplies what you have, but it doesn't replace the staffing, the means or the protocols the risk assessment requires — if those are missing, they are requested and the shortfall is corrected. In the meantime: the list of signals for each job, a clear reporting channel and the point in the briefing where yesterday's oddities are discussed. A small hotel with a reporting culture is safer than a large one with a lone security officer.

In front of the guest

DO	DON'T	NEVER
Keep your job's eye active while you do your work. Report discreetly and with facts. Reassure the guest if they ask, without claiming a control that hasn't been confirmed: "we are handling it; please follow the team's instructions" — and "it's resolved" only when it truly is.	Discuss the signal with colleagues instead of reporting it. Voice alarms in front of guests.	Ignore a signal that affects a vulnerable person — a minor, someone disoriented, someone in danger: that is always acted on and reported, without exception and without weighing up whether "it's really something."

Common mistakes

- ◆ Believing that keeping watch is someone else's job: the uniform you wear includes the eyes.
- ◆ Normalizing the repeated oddity ("that one's always hanging around"): what gets normalized stops being seen — you'll remember it from lesson 33, and here it protects people.
- ◆ Reporting late for fear of looking foolish: in security, looking foolish is the best possible outcome of an alert.
- ◆ Turning the alert into a chat session: the signal travels through the channel, not through the service pantry.

THE GOLDEN RULE

**"See, report —
and don't be the hero."**

This lesson's exercise

Make your job's list: the five risk signals your position can detect before the Security department — and for each one, whom you would report it to and in exactly what words. In the answer that follows, I share my list — and we begin Module 12: The Difficult Guest.