

	RESOURCE LIBRARY – SECURITY Obnoxious Guests	<i>CODE:</i> 03.19.010 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 2
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POLICY STATEMENT/政策声明

To assist the Assistant Manager in handling undesirable hotel guests.

协助大堂副理处理酒店不受欢迎的客人。

PURPOSE/目的

Security Officer on duty is required and expected to play a critical role to control the hotel situation if encounter guest misbehave or giving cause for alarm or concern.

如遇到行为无礼或故意制造事端的客人，当值保安在控制酒店形式方面起到关键性的作用。

PROCEDURES/程序

1. This can take many forms:-这有如下几种方式:

- a) A guest “getting fresh” with our female staff.
非礼女员工的客人
- b) A guest becoming boisterous after some drink.
醉酒后发疯的客人
- c) A guest threatening our employees.
恐吓员工的客人。
- d) An unruly guest damaging hotel properties.
破坏酒店物品的蛮横客人
- e) An unruly guest misbehaving and causing a disturbance to other guest.
蛮横、行为无礼，故意打扰其他客人的客人。
- f) A guest making a nuisance of himself.
无理取闹的客人

2. In all these cases, the Security Personnel is expected to play a critical role to restore peace and order. To do so, he must act promptly consequences may be sufficient to diffuse the situation. Depending on the circumstances, the Security Personnel should adapt an accommodating and receptive stance guided by two fold objective

遇到以上情况，保安员在平息事件及恢复酒店秩序方面起到关键性的作用。所以，保安员应迅速地做出适当地反应以控制事态的发展。保安员应视情况，采用通融的、能接纳的姿态去处理问题。

3. In most cases, patient counseling, lending a sympathetic ear, an occasionally friendly gesture, or a thinly-veiled threat (of unpleasant consequences) may be sufficient to diffuse the situation. Depending on the circumstances, the Security Personnel should adapt an accommodating and receptive stance guided by two fold objective:-

大部分情况下，耐心的倾听，富有同情的表现，一个不经意的友好举动或轻微的恐吓也许会缓和一下当时的情形。保安员应视情况，采用通融的、能接纳的姿态去处理问题。

- a) To remove the immediate threat to our staff

消除直接对员工的恐吓。

- b) To bring the guest back to his senses to realize the wrongful of his action.

使客人恢复常态以便让他们意识到自己的错误行为。

4. If need any further assistance to notify Assistant Manager / General Manager.

如需进一步的帮助，大堂副理直接报告酒店值班经理或总经理。