



Loss Prevention's **10-Minute Safety Trainer**

损失预防的
10分钟安全培训
BE ALERT...

For Suspicious Persons and Activities

警惕.....
可疑的人和活动

Leaders Guide

领导人员指南

Target Audience

培训对象

All Employees
全体员工

This program is designed to introduce employees to the need and importance of hotel security.

本培训课程的目的是向员工介绍酒店安全的必要性和重要性。

1. Hotels provide a friendly, open environment where guests, employees and visitors enter and exit throughout the day. However, from time to time, persons who have no legitimate reasons for being on property may try to enter the hotel. These persons are trespassing. Being aware of your surroundings can help keep the hotel safe and secure.

酒店为客人，员工和访客每天的进出提供一个友善和开放的环境。然而不时的有人在不具有正当理由的情况下试图进入酒店。这些人是犯罪份子。警惕你周围的环境能有助于保持酒店的安全。

2. Being friendly and greeting each guest you encounter serves two important purposes. It instills a warm, positive feeling of customer service with the guest. It also lets any would be criminals know that our staff is alert and observant. One way to accomplish this is by practicing the 5/10 rule. The 5/10 rule is a simple and effective way to show you care and that you are aware. You should smile at a person who comes within 10 feet (3 meters) of you and you should greet each person who comes within 5 feet (1.5 meters) of you. This should apply to everyone, including when you encounter a fellow employee.

友善的对待和问候你所遇到的每位客人是服务的两大重要宗旨。它为宾客服务灌注了热情和积极的感觉。它还使潜在的犯罪份子知道我们的员工具有警惕性和观察力。通过执行 5 与 10 规则便能达到这个目的。5 与 10 规则是显示你的关心与警惕性的一种简单而有效的方法。你应该向每位在你 10 英尺(3 米)范围内的人微笑，并且你应问候每位在你 5 英尺(1.5 米)范围内的人。此规则适用于每个人，包括你所遇到的同事。

3. As a hotel employee, you are an integral part of our security team. It is important you report suspicious persons and activities.

作为酒店的员工，你是我们保安队伍必要的组成部分。汇报可疑的人和活动是非常重要的。



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4. Did you know you can help prevent crime simply by following the 5/10 rule. Guests enjoy the customer service and typically criminals do not like to be recognized. This makes them uneasy and they feel that they have been noticed and could be identified. Getting to know guests by name will also help trigger a would-be criminal to leave the area. Be aware of your surroundings. 你知道只需要遵循 5 与 10 规则能有助于防止犯罪吗？客人体验宾客服务，而一班来说犯罪份子不喜欢被识别出来。这会使他们不自在，从而使他们感觉到已被别人注意并有可能被识别出来。了解客人的名字也将有助于促使潜在的犯罪份子离开这个地方。警惕你周围的环境。
5. If you observe persons loitering in the lobby, parking lot, guest corridors, the back of the house or other areas, approach the person and identify yourself as an employee. Be professional and courteous and ask how you may be of assistance and if the person is a registered guest. If the person claims to be a guest, ask to see their room key. If the person claims to be visiting a guest, ask for the guest's name and room number. Use a house phone to verify this information with the front desk. 如果你看到有人在大堂，走廊，工作区或其它区域内闲逛，以员工的身份亲自接触这个人。如果这个人是注册的客人，专业且礼貌的询问你能如何提供协助。如果这个人声称是酒店的客人，则要求查看房卡。如果这个人称来拜访客人，询问客人姓名和房号。使用店内电话与前台核实这些信息。
6. If you ever feel uneasy or endangered by a suspicious person, leave the area and notify security or the MOD immediately. Note any details about the person such as their height, weight, clothing, hair color, ethnicity, gender, location, etc. Remember to never put yourself at risk. 如果你对可疑的人感到担心或有危险，你可离开这个地方然后通知保安或立即通知值班经理。记录下这个人的具体情况如：身高，体重，衣著，头发颜色，种族，性别，位置等。绝不要将自己置于危险境地。
7. Criminals will also take advantage of an open door. Do not make it easy for criminals to commit their crime, make sure all guest and storage room doors are closed and secured. Do not prop doors open and leave them unattended as this will create an unsafe and unsecured environment. 犯罪份子也不会放过敞开著的大门的机会。不要为罪犯创造犯罪活动的机会，确保所有客房和仓库的门都关好并锁好。不要将门支开而无人看守，因为这将制造不安全的环境。



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TRAINING TIPS
培训提示

- Try role-playing the discussion between a suspicious person and an employee. This will help them feel comfortable in questioning while being courteous at the same time.
试用可疑人员和员工之间的角色表演。这将有助于他们在礼貌的同时能够自如的提问。
- Demonstrate the 5/10 rule with your employees.
向员工示范 5 与 10 规则。
- Remind employee that their key cards are assigned to each person and if they use the key for a room they are the responsible party in the room. Propping doors might be an easier way to get in and out of rooms, but they are essentially leaving their name on the card reader open to all would-be criminals.
提醒员工房卡是分配给他们每个人的，如果他们用房卡开门就对这间房负责。支开房门可能便于出入房间，但实际上是为了罪犯打开大门，而将自己的名字留在房卡读取器上。
- Encourage employees to always be observant when in the hotel and out in the parking lot. Criminals do not like to be seen.
鼓励员工在酒店内和停车场时要时刻小心谨慎。犯罪份子不愿意被看到。



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QUIZ 测试

- 1. You can help improve customer service by ignoring the people.**
不理睬人将有助于改进宾客服务。

 - a. True
对
 - b. False
错

- 2. The 5/10 Rule helps make the hotel a safer place because:**
5 与 10 规则帮助使酒店成为更安全的地方因为：

 - a. Criminals don't want to be recognized
罪犯不想被识别出来
 - b. Smiling is 5/10th of the law
微笑是 5 与 10 规则的法律规定
 - c. Saying hello to 5 out of 10 people is not too difficult.
向 10 个人中的 5 个人问好并不难。

- 3. Hotels provide:**
酒店提供：

 - a. An open, friendly environment.
一个开放和友善的环境
 - b. A restricted access environment.
一个严格限制出入的环境

- c. A hazardous environment.**
一个危险的环境
- d. A unique environment that is only open half of the year and operations include the hours of 8:00 am to 5:00 pm.**
一个独特的环境，只开放半年的时间，营业时间从早 8 点到晚 5 点。

- 4. Hotel employees are a valuable asset in helping to prevent unauthorized persons from gaining access to the hotel.**
酒店员工在阻止未经许可进入酒店的人的工作方面是宝贵的资源。

 - a. True
对
 - b. False
错

- 5. Only security should be alert and aware of the hotels surroundings.**
只有保安应该提高警惕和注意酒店周围的环境。

 - a. True
对
 - b. False



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错

没有正当理由呆在酒店的人

6. What is an example of a trespasser:
犯罪份子的例子是：
- a. A guest
客人
 - b. A meeting attendee
参会人员
 - c. A friend of a guest
客人的朋友
 - d. Someone who has no legitimate reason
for being in the hotel

7. If you are threatened by a suspicious
person you should still ask them to leave
the property.
如果你受到可疑人员的威胁，你仍应
要求他们离开酒店。
- a. True
对
 - b. False
错

When you have completed this quiz, turn it in to your supervisor.
完成本测试后，请交给你的上级领导。

Name:
姓名：_____

Date:
日期：_____



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QUIZ ANSWERS
测试答案

1. (b) False. You can help improve customer service by practicing the 5/10 Rule.
(b) 错。通过执行 5 与 10 规则，你能帮助改进宾客服务。
2. (a) The 5/10 Rule makes the hotel a safer place because criminals do not want to be recognized.
(a) 5 与 10 规则使酒店成为更安全的地方是因为罪犯不想被识别出来。
3. (a) An open, friendly environment.
(a) 一个开放和友善的环境。
4. (a) True. Hotel employees are valuable assets in identifying suspicious persons.
(a) 对。酒店员工在辨别可疑人员的工作中是宝贵的资源。
5. (b) False. All employees play a part in hotel safety and security and they should be alert for suspicious persons and activities.
(b) 错。所有员工在酒店安全和保卫工作中起一定的作用，并且他们应警惕可疑的人和活动。
6. (d) Someone who has no legitimate reason for being in the hotel.
(d) 没有正当理由呆在酒店的人。
7. (b) False. Do not confront suspicious persons yourself. Instead, alert the security department or the MOD immediately.
(b) 错。不要自己与可疑人员发生冲突。而是应该立即通知保安部或值班经理。



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Employee Sign-Off

员工确认单

Date (日期)

Hotel (酒店)

Training Facilitator (培训师)

Today I participated in a training program which addressed the importance of being alert of suspicious persons and activities. I agree to observe and follow the safe work practices described to me in this training. In the event of an injury, I understand that I am to report it to my supervisor immediately. I understand that should I have any further questions regarding this program or any safety issue, I should ask my supervisor.

本人今天参加了说明对可疑的人和活动提高警惕的重要性的培训课程。我同意遵守并按照培训中安全工作规范的规定进行工作。我了解如果有任何损伤的情况发生，我应立即向我的上级领导汇报。我了解如果对本课程或安全问题有进一步的问题，我应咨询我的上级领导。



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