

eye on awareness™

HOTEL SECURITY AND ANTI-TERRORISM TRAINING



The Next Generation of Hospitality

Recognition and Prevention

Your personnel are the first line of response and should be part of your property's security measures—they know the property. It's important to recognize that security isn't just the security staff's responsibility; it's a part of every hotel employee's day-to-day responsibilities.

The American Hotel & Lodging Educational Institute, in collaboration with Cardinal Point Strategies, has developed an interactive, online safety training and anti-terrorism program, **Eye on Awareness: Hotel Security and Anti-terrorism Training™**.

Eye on Awareness™, which also complements the Department of Homeland Security's (DHS) "If You See Something, Say Something™" terrorism awareness campaign, is designed for all front-line employees of a hotel property regardless of their position.

All staff—housekeeping, maintenance, front desk, guest services, food and beverage, transportation, etc.— can benefit from security and anti-terrorism awareness training to help them recognize and report suspicious activity.

Suspicious
person
behavior

Key control
procedures

Reporting



See Something

- Suspicious appearance and body language
- Suspicious interest in the hotel
- Suspicious items
- Signs of terrorism
- Indicators of potential violence

Say Something

- Urgency of suspicious activity
- Who to call
- What to report
- Don'ts of reporting

Do Something

- Evacuation and shelter-in-place
- Active shooter
- Bomb threats
- Suspicious mail and packages
- Local area emergencies

Eye on Awareness™ assists hotels in providing focused security knowledge and skills to promote greater understanding of security and terrorism awareness at all levels of operations, while improving capabilities and enabling confident first response execution and reporting.



“Think of training in a different way—from the perspective of a terrorist. Terrorists train too...they run training camps--- to develop their skills; they produce manuals and guides; they hold webinars for their affiliated members. If they are putting so much effort into their training, can we afford to be doing any less? That’s the security training challenge we face.

Mark Sanna
Vice President of Corporate Security
Hyatt Hotels

**Unauthorized
personnel**

**Securing
sensitive areas**

**Guest
verification**

**Indicators of
potential surveillance**

“One of the most successful ways to counter terrorism is really to empower staff employees and people to be aware of their surroundings and to understand vulnerabilities and understand threats. What people know or what they don’t know can have an impact on how things turn out.

Paul Goldenberg,
President and CEO
Cardinal Point Strategies

The course includes interactive, multi-media lessons enhanced by review questions assessing comprehension.



Relevant

- Designed for all hotel employees

Accessible

- One-hour online training
- Measurable
- Certificate of course completion

Engaging

- Video
- Animations
- Audio
- User interactions



Pricing

07080WEB01ENGE – English@2011/Online Course
\$45.00 | AH&LA Member **\$30.00**

Pricing subject to change without notice.

To preview a demo,
visit www.ahlei.org/eyeonawareness
800-349-0299 | 407-999-8100



www.ahlei.org

Florida
800 N. Magnolia Avenue, Suite 300
Orlando, FL 32803 USA

☑ 407-999-8100

☎ 407-236-7848

Michigan
2113 North High Street
Lansing, MI 48906 USA

☑ 517-372-8800

☎ 517-372-5141

India
Asha House
28, Suren Road,
Andheri (East) Mumbai - 400 093

☑ +91-22-26820878

☎ +91-22-26830043