إهداء

إلى روح ابى القَائد الموجه

منحني أبي أعظم هدية في الحياة قبل أن يتركني وحيدا. إنه أمن في ووثق بقَدرتي على الوصول أبي
رسخ في قوه الايمان بقَدراتي والاعتماد على النفس

اللهم أغفر له وادخله فسيح جناتك اللهم واوسع عليه قبره اللهم اكرمه بالحور العين و جنات النعيم اللهم
اكرمه بقَصورا و انهارا يشرب لا يظمأ بعدها ابدا

آمين يارب العالمين



My Father with President Sadat

## Dedication

*To the spirit of my father, the guiding leader*
*My father gave me the greatest gift in life before he left me*
*alone. He believed in me and trusted my ability to achieve success*
*My father established the strength of belief in my abilities and*
*self-reliance*

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**IN THE NAME OF GOD THE MERCIFUL**

There is not for man except that [good] for which he strives* and that his effort is goingto be seen* then he will be recompense for it with the fullest recompense* and that to your Lord is the finality.

**The Noble Qur'an**

**Books & References names used in this study**

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4) Management practice
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5) The difference between the administration and management
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6) 101 of the biggest mistakes made by managers and how to avoid located
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   Author/ Dr. Ibrahim al-Fiqi

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**Greetings to who taught me and work on my career and experience**

**Introduction:**

If you ask me about the best in Dubai, I will say that it is the local people themselves who have managed to fit different races and cultures into one identity to build a successful society.
May Allah bless save and protect Dubai from any harm Amen.

There's no doubt that to complete any study or project we have to know all details source.
Reasons for security system:
Security function is very important part for all the organization of any institution, it's become more or less focus depends on the nature of the region security,

**We believe in the career of security**
We love what we do, we belong in security, each officer seen is my team, he knows his stature and fatigue is the value of every effort, he believes that one day he will be at the helm of this career, so every challenge he faces will undoubtedly pass his fair strides, it is only a matter of time, we learn from good and bad management most importantly that my team is my identity, many of whom have worked in this career did not choose to be security (work to support the family but they don't like what they are doing so for them it is the most hard work ever, if we love what we are doing no stress no pressure), let them believe in the security profession, let them know it is as valuable and important as the system, it's a pleasure to share attached my book named the system.

The information Included in this presentation from specialized studies, references, websites and some personal insights we learn from the great honors leaders we work with them as well as the new officers. Successful in balancing our being under the great system with a personal view of the process, if we close to the system it will be an aggressive routine without creativity and if we close to the personality it will be unprofessional, If you want to get to know someone, ask who works under his supervision, them knows his philosophy and niche, everyone must have a vision of his career.

Assessment is a science and an art at the same time, expressing an opinion on a person based on a situation is wrong as it is a superficial and unprofessional evaluation
Choosing assistants who have a different point of view will lead to a greater and more comprehensive knowledge of things and seeing the angles and opinions that might best explain it, put your assistant and your team on the table and take them opinions that will feel loyal to the team.
There is a possibility that you may be right or wrong, hope it is useful for those who interesting and believe in the career and protect the system, sharing what we are studying and learning will lead to more success in our life.

**How to create a healthy work environment by appropriate fair team assessment which will lead to smooth running of the operation.**

It is very important for the employee to feel that his work is visible and appreciated, because if he notices that other employees do not put effort and dedication to work, and the month ends both are equal (whether glorious and hardworking his work or neglect and lack of interest) in front of the management will be disappointed and the company will begin to lose skilled employees, and the efficiency and quality of employees will decrease.

Points to be placed gradually according to the importance of the topic, details but briefly (issue, date & time), the employee is confronted on the time to avoid distortion or forgetfulness to ensure it's done equally among employees in a manner that guarantees fairness in appreciation and punishment.

Administration is a science and organization, conducts a detailed fair professional assessment.
It should not be a cortical assessment that takes into account mistakes that need to be pointed out and worked to correct, such as the employee passing the individual department directive on the first months and then reported that he/she has failure and underperforming, the flower I planted should not be criticized, also should not overlooking employee's mistakes and turning a blind eye to them for non-professional reasons which may lead to terrible results.

It regulates the relationship between the employees and them supervisors, so that no employee will complains about his superiors who use their powers aggressively with them by persecuting and penalizing them for unintended small mistakes, as well its support the supervisors of tracking the mistakes gradually counted so that we can find the unqualified employees disturbing the system in order to have a plan by developing and improving their performance, because by follow-up through the supervisors observation for the employees' mistakes we can be addressed and even achieved in overcoming the stage of mistakes and lack of integration with the team and absorbing the tasks and responsibility of he/her job in a way that ensures their giving in the future, either in the case of No real response and interaction with the performance improvement plan, to be highlighted to the management for action with regard, be abandoned to reform the team for success of the entire great system
The Four Evil Mistakes
• Corruption: accepting a bribe, used the work facilities for a personal benefit sharing the company confidential info for reason/ money
• Harm to the Company Business: negligence causes large amount loss / big property damage
• Broken the Site Operation: intentionally mistakes didn't follow the company rules and regulation/ against the company policy and procedures
• Personal offense: harassment involved in theft case, physically fighting with guests or colleagues
Don't be afraid of failure

As there is no day without night, nor flowers without thorns, nor spring without autumn, as well as no success without failure.
Sometimes failure is the only way to success.
Getting rid of the knot of failure is the first step towards achieving success.
Loss is not good taste, but we are able to overcome it by making it a beautiful memory.
Take the losses and start working again.
Don't be sad about what you went for, but be sad about what didn't happen and don't worry about the missed opportunity, worry about the present opportunity in your hands.
The problem is not that we make mistakes, but the problem of how we learn and control the mistakes.

### The modern security system

Unfortunately some of the classic security system had a bad habits such as Acting like a Police, Routine not up-to-date, no creativity, complicated in communication, fear of facing administration for changes required, increase the stress and tension in believe it will keep the operation smooth, more concerned with covering up the mistake rather than correcting it immediately, disciplinary action is taken depending on the person's position, malicious exploitation of service providers, Not offering appreciation to those who deserve it for fear of falling in level or laziness, give strict instructions to stop

something then gives exception to someone which embarrassing his team's presence of others, secrets between the team, use the team hostility against each other to ensure the work dynamic, competition, supervising each other and submitting secret reports, given unnecessary tasks as punishment, ignore the system weaknesses and team details, Birthdays & Outing.

As well some of the classic security system selected the team members on a non-scientific basis, on physical strength, nationality, Loyalty for manager not institution, follow instructions without explanation, tracks people without investigation and used them as a cone in the event, ignoring developing the security guard's mentality and professional intelligence. Good the new generation of security and hospitality management does not recognize these habits.

**Smart/ Strong Security System**

Smart & Strong practically and verbally one meaning for the security system, they are never different and inseparable, but there is a gap between the classic security system and the modern one.
Global spending on information security has been growing from 2017 to 2022, increasing from 101.5 billion US dollars in 2017 to 169 billion US dollars in 2022. Most spending has concentrated in security services, infrastructure protection and network security equipment. The 1970s saw the actual start and needs of cyber security, it was an important decade in the evolution of cyber security and the advanced research projects agency network (Arpanet) was the initial endeavor in this. Before even the internet was created, this connectivity network was constructed. The fourth industrial revolution or 4IR- is the next phase, including the rise of data and connectivity, analytics human –machine interaction and improvements in security system, video analytics and virtual reality in the hospitality industry, video technologies have been utilized in many areas including security.

There is a misconception in classical schools of management, that it is necessary to build a strong security system in the property by maintaining distance between employees to avoid advantage, exceptions and relationships for personal benefits, the modern smart security system is designed/ uses technology with simple clear policy & procedures to prevent individuals from using the security authority in the wrong way. Classical security system did not developing a system that detects cheating/ fraud even if was present at the event and to face this huge increase in technology risks, it was a necessary to create a security information technology system for the entire organization.

Having a consistent and balanced relationship with employees to get to know them better is useful for a healthy work environment, the outcomes of interest to balance theory are varied and include job satisfaction, stress, achieving worker health and safety, and harsh personalities at work like big muscles only show up in the gym, There are no a traditional catalogs or designs dedicated for the head of security/ old fashion, now we can meet a successful young strong security chief who has a very kind personality, small body and low-pitched voice and a beautiful security manager with the utmost femininity and delicate, wearing very high heels, there are no longer files and documents in the security operation officer or CCTV room just receipts/invoices etc. other all in secure computer data, daily-monthly reports and files in an Excel. Forms, gate passes and incident reports share the application with the concern departments and this system has already been implemented from years not coming from the future.

## Managing UP and Managing DOWN

Managing Up
Manage your relationship with your manager, convince him of your professional abilities and personal skills and that you are a valuable and useful addition to the team and that you deserve to be here and do your best to prove yourself with him, (LET THE MANAGER BELIEVE IN YOU), and to develop a productive working relationship, learn the management, leadership and communication styles and preferences of your manager, increase your awareness of your own business.

Managing down
focus on being an effective manager for the people you are responsible for in an organization, more than on satisfying the people who are above you, (MY TEAM.MY IDENTITY), create a healthy environment for work, your philosophy to be matching with the team goals, show them your vision, share with them your strategy/ planning for the future, be clear, specific for each position the tasks and responsibilities and be honest about the challenges facing, put the team training plan and fair assessment, communicate with management to meet the needs of the team to satisfy them to ensure that the work is carried out with quality and not just with attendance, motivational, gift for employee of the month, remember to celebrate them birthdays, outing at short intervals and make them talk with confidence in you about what does not satisfy them by working with open hearts and frank opinions that may open an angle for you that was not clear to you before, take responsibility for the team and use a distinguished smart method in rewarding and punishing, follow-up to clarify that the performance of any of them will be seen, and this is to create a competitive spirit in the team

To Hiring someone, we should ask who works under him, they are more aware of his philosophy and how he lead the team, as his tactic with the management should be completely agree with what he says with his employees in closed meetings, given a space to listen and discuss the issues of the process with his team, accept them suggestion and share their opinions to make decisions which take into account the interest of the team as a whole, close to the team in terms of work problems, their personal problems goes down to the location work by side to his team and follows the operation closely in detail (Don't focus on the accident, but focus on knowing the cause of the accident and preventing it in the future) to know the challenges and involve his team in how to solve it, take tough questions, check and ask if required and then answer, especially about future plans, gather team ideas, guide them and provide full support, studies the team's mistakes, makes a plan to sort it out to make sure they will not be repeated Share management appreciation with the team, and celebrate success achieved, tact and presentation are not enough for long-term success, the problem is sure to come up one day.

## Be yourself

The people who say that they cannot be themselves usually claim that someone prevents them from it. How can this be real? How can it be anyone other than yourself?
It is possible to stop being yourself if your fear from contesting the risk .but then what will become under the tutelage of anyone who does will protect you.
Unfortunately, the person who protects you are expected to behave the way you see that you dispose of other .by other way in which that person has help only to follow.
If you are afraid to be yourself, you may be intimidated by the idea that take care of yourself or to hold the reins of your affairs without outside interference.
If someone wants to authenticate –friendship - quite a bit, but for the purpose of selecting make your way in life is to preserve the best of the company it can be accompanied (which, of course, yourself), do not have to rely on the strength of others.

Privacy accepts, as well as a sense of isolation inherent in him to be ready to behave your way on your own, not as a challenge but as an option.

If you are afraid to be yourself, you may be afraid to raise your anger .you feel the need to harbor anger inside you, or you may get angry person who rely on it to protect you and you stay alive, or afraid to deprive you of the benefits of something that expressed yourself.

So you control yourself, after a period stationed in the depths of your heart .at that time will hate yourself for your sense of weakness, and inferiority, and that you are not yourself.

It's really a vicious circle.

It was not to fall on it never if you are as you are.

You all exhibition of error, but you have the freedom to correct your mistakes.

You may injure others, but you are able to apologize to them and deal with their anger.

Others may hurt you, but you feel a degree of inner strength are bound to make you able to love again.

Save yourself
What do you see in your favor?
Express yourself.
Find your life and your way through the nest was unable to act in your best interests to the maximum, then you certainly will not be able to act against the interests of any other person.

# The History of Security

If you search in google about the history of security you will find the first recordings of security being implemented into society was in Egypt when pharaohs would hire private guards for themselves and other high society members, but on my opinion that's not correct because none of the actual terms and conditions in the example from Google, such as the security having the ability to choose between accepting or rejecting the job, specifying the duration of the work, does the security have protections and benefits.

However with professional scrutiny of specialized studies, noticed (on the book of European History from the Renaissance to the French Revolution 1500-1789, Kittor, written by / Muhammad Saleh, Professor of Modern European History) the ideas and political systems in Europe 16th century and appear in the Kingdoms with the new creatingof the city government which is appeared legally and gradually, the Italian city Venice was the first and famous one (Commercial City's the late of the middle Ages) Retained a kind of autonomy.



The officers or a private guard out of the military in the government system it was belongs to royal family since old era for protection. As they consider the very important person for society,

With the expansion of communities and complexity system and the disappearance of big family community or tribe and the appeared of the big human gatherings and start to see the private equity, set up the sense of an barrier area and declare it belonged to someone not entitled to the one that exists out or use under any Circumstances, The first appearance of individual legal ownership and the emergence of what is now called the Real Estate (property registration is a valid legal) was the Americanin the United States in the late seventeenth century, bringing to inevitable needs own guard,



Here was the beginning of the emergence of the protection of lives and property as a service paid by salary and authorized by management and sequential Governments,

**Psychology effect to the security guard with physical connection:**

The formation of a joint links with the mind, purity mental, physical and social a follow-up to determine the level of performance, with the evolution of human life the modern technology has become the individual demands of the flag beside it relates to performance and Physical Appearance forced the man with the first identification of the ownership of personal to resort to private security and has become everyone feared for his special ownership as before it was the land of God and the King,

THE SECURITY SYSTEMS IT'S DIFFERENT IN ISLAMIC WORLD THAN OTHERS IN LEADERSHIP, IDEOLOGYAND SYSTEMATIC

The commitment of security guard and task job to designate:

1. Follow the instruction giving to him
2. Good appearance ( physically fit, clean, tidy, superiority)
3. Good communication ( verbal speaker with language)
4. To work in focus level to reduce the mistakes during duty hours and reached the required level recommended to experience etc.
5. The harmony with place ideas
6. Understood and running with any changes by fast and clear
7. High ability to control himself with the pressure work and nervous
8. Work in the team work circle to ensure to reached the success results

The human he's the one can value of the profession not a profession that determine the value ofhuman.
The world is witnessing the great's start by simple professions and them activity impact in their communities and continue to remind them in the history.
The legislator did not put the Law and Security protection the models or catalog for a particular patternor a particular form of the security guard.

The architecture of the human body it's from the God and not interferes with it, but to keep these divine and the physical shape and exploitation of human skills and optimal use of the functions of the human mind to the fullest in the development of man himself either to training and exercise.

**Rehabilitation and training**

Avoid the mistakes thinking
Passion
(Contrary to the duties of professional targeted and linked to cronyism and not to see the mistakes of others and justified,

- Circular and rush to judgment
- Lack of commitment to objective thinking (avoid the myths and beliefs like magic and the like)
- Lack of knowledge of the subject (the subject of the claim with the knowledge that it totally ignorant)
- Fascination with some factors which stepped surface and show the real side exterior
- Unilateralism thinking and not to involve the group in search Thread
- Lack of commitment to accuracy in the foreground reports for work
- Full conviction that the right of the individual is given a sense of greatness and not listen to advice
- Inability to cooperate fully, which loses the ability to adapt and coexist with others and lead to a lack of continuity.

Errors in his reactions as part of the company (working in isolation from the Group / mention any of his superiors in bad / refused to take his share of responsibility / considering shallowly to the problems / ignore labor policies / non-absorption of company culture and work in accordance with her / letting work affect the / lack of understanding aspects the big picture.

Two kinds of mistakes
- Personal mistakes, including mistakes intended and unintended ones
- Mistakes in public and show
1- Blurred Thread
2- Lack of holistic exercise and rehabilitation for this item
3- Existence emergencies bear the high percentage of errors,

There are mistakes, but the mistakes of omission is a most serious mistakes and commissioning is even worse include decisions and bad actions wrong and ill-guidance and the cost of mistakes, omissions canbe identified either mistakes commissioning cost Multiply So some Agae to fines and compensation Lessons learned from errors in adhering to the regulations so as not to occur, particularly in the light ofprosperity institutions sacrificing system and its laws.

**The difference between the administration and training**

- The training has to be the coach on the amount of special skill to deliver information which is the link between the sender and the future it is true that the defect may take action on the planted in advance

Administrative performance production link
Management through motivation and self-control and optimal approach to the reports and procedures (management philosophy)
Composition of a real working team any organization and individual efforts to convert the overall effort requires much effort and everyone must participate in the direction of one goal
Daily functioning requires guiding objectives for each function Valkhtae may cause everybody and this is what must be clear from the beginning of the process regulation.

The length of training is not a measure of the success of rehabilitation but to focus on the points assigned to work as a specialist and test group that is training and create an atmosphere of competitionbetween gravel trainees.

**The briefing :**
Morning full staff meeting in which the guards responsible for the full allocation of tasks for the day andto avoid the mistakes of yesterday with wishful thinking good luck and success to give support and encouragement of group effort puncture

**Monitoring and supervision:**
Subject to all security personnel or guards, without exception, to control and monitor on a daily and sometimes are not linked to specific period of time during working hours or by which spatial or show through.

**Limitation of Liability administrative:**
Limits vary according to the administrative control of responsibility for these subsidized management system (levels above levels which hampers ways of direct cooperation and direct contact the fact that increasing the number of presidents lost direction and the desired objective

**The need for a valuation**
Each period sit down and look what was in the period and the recent opening of accounts and files all sections to ensure high performance and greeting the best performance to improve and disciplinary the offending.

*The Historical Development of the Hotels Industry*

The hotel industry of old industries Schedules emergence of hotels in the modern era has beenassociated with the emergence of hospitality itself and arise where the hospitality in the ancient world is limited originally to cater to transit traveler need, whether it be this need to visit or Trading relations and increasing between cities which entailed frequent travel and multiplicity needs that require the establishment of public residential and Pensions to meet these needs particularly in cities that have become commercial centers Important

The analysis of the historical development of the hotel industry shows that the hospitalitybefore they reach this level of development at the moment gone through three periods, namely:

*Hostelry in antiquity*

**The ancient Near East**

Which is derived from a word hotels are not really only hostel allocated travelers to host and perhaps what supports this is the terminology Latin **"Hospital"** then come name of "Hotel "which currently reflect the hotel in the French Language as I miss him as well as word, **"Hospite"** Italian old and then **"Ospite"** modern word **"Hote"** French, both concerned with theguest and calling the hotel guest

Hospitality originally was one of the greatest feats of civilization ancient and especially in the ancient Near East and perhaps this is the reason for the late appearance of hotels in his countryand shows historical studies of the countries of the ancient Near East, the Arab countries exaggerated the entertainment of visitors even Arabian hospitality in the world word became proverbial it was the people at Arabs light a fire at night over the mountain peaks high sees the traveler from afar occurring among the like to find warmth and shelter and food free of charge and there is Ray believes that the hotel industry appeared in the ancient Near East before they appear on the continent, the European long a time, and this does not mean that the spread wascommon years and naturally that we've seen in the sense Buffy other ancient peoples

**Hostelry when the Greeks**

The hospitality public any hospitality did not know when the ancient Greeks initially because they were known for their hospitality, like the rest of the peoples Eastern adjacent or nearby tothem because the ancient Greeks Kano in close contact with the people of the ancient Near East, where they exchanged science and knowledge we see that the old hostelry when the Greeks were the basis of to his hotel therapeutic to some extent

**Hospitality when the Romans**

Hostelry when the Romans did not bring anything new to what brought him hospitality Greco of the quality but we see it more than the latter it has refined and organized and the development of both formalities and legal

It is known that Rome conquered the ancient world armies and law as evaporate military invasion and remained Roman law who conquered the ancient world and the modern organize and thereto and in this respect has not ignored the hospitality so that most of the legal provisions contained in the civil laws of the countries of the modern originated in Roman law asthe Roman law is only the old law, which the hotel industry in special systems is no secret that the rulers and the legislator Romans were investigating the severity and cruelty at their age, serviced legislation in order to be a deterrent for the owners of hotels and to ensure the safety of travelers

We saw that the hospitality did not know in the ancient Near East, but when the soldiers need as it unfolds to the shelters they sustain at night from predators and day and protected from the sun's heat was the rulers and sultans resided them on their way on masse buildings in the desert at distances far between and as much as possible of their choice near the headwaters ofthe water and it was called this name and **"Cauponae"** Pensions

This Pensions not only breaks consists of a large courtyard surrounded on all sides rooms furnished dedicated to sheltering strangers without charge are free of bedding and food not and I had to make the traveler that comes with them with him and may uncle of the spread of this and Pensions after the conquests and became used by travelers whether they are personnel or convoys I knew in the land of the eastern Mediterranean example of Constantinople and the country's Persians and other Arab countries, either in the countries of North Africa has been known as the home or Caravan Saray they have become after the conquests of the Roman longer to accommodate caravans and travelers, and has been established then the boxes on the outskirts of cities and within housing the soldiers Returnees,traders and travelers This Bed and Breakfast was a hostel for citizens turn them into boxes greet the victorious soldiers returning from the war and carry booty who provide them with

delicious food and drink with a view to extorting money was given to this name and Pensions **"diverticula"**

at the end of this presentation has to be to indicate that Khan was composed in these times ofsleep and store rooms, a water well and a stable for animals.


**Phase II: hospitality in the middle Ages:**

The Middle Ages is considered the beginning of the evolution of the hotel industry, where thatperiod was long and accompanied by economic, trade and industrial conditions many affectedby a lot, and I took Hotels invade major cities and replace the boxes in small towns.

In the Middle Ages, Christianity had spread and engulfed the European continent and markedby religious traditions and at the time I knew him, including a love for the future of the hospitality and considered it a religious duties.

However, these special hospitality did not last long due to the increasing travel, whether for business or for the performance of the imposition of the pilgrimage ... etc. Which has led to theproliferation of public hospitality in the cities depending on the development of transport routes and means of transport as a result of the invention of steam engines and the car and motorcycle and railways.

The most important advantage of by the Middle Ages is the evolution and transformation of primitive Khan, who was made up of the bedrooms first class rooms dedicated to the crew of drivers bedrooms (room or two tablespoons), a bar and a space in the center as well as a stablefor animals to a big hotel and its spread within cities, and was divided into these initial Hotels small and simple rooms to house the poor and good rooms to house the rich and the rich rooms were big and has a luxurious furniture and in some cases where there is additional spacefor catering.

Thus it was created the big hotels in capitals, for the first time the hotel's name on the back oflarge banners hanging on the porch like a hotel

"Schack iron" and here began this takes a certain new models in line with service requirementsand ease, and became a public hall on the ground floor and in the upper floors of rooms has become a similar units.

According to specialized theoretical references to the hotels in the Middle Ages was made up ofa large number of rooms sometimes accommodate between 100-150 people had no hotel can small and family that is such a large number of guests service resorted to help others working in

the kitchen and the restaurant and service floors after Khan that was administered by the owner of Khan and his family, and so on the back of professional specialization in the hotelindustry and the first to flag Ahonh hotels.

**Phase III: hospitality in modern times**

The hotel industry has become in the current era unique and distinct industry has its own regulations and its culture and its laws and policies, the reality application shows that a lot ofbusinessmen and companies in most countries of the world were scrambling to invest in the hotel sector, as it has established international companies aim to hotel chains, hotels, large management works the latest means of building construction and technology and modern management where entry.

According to hotel industry studies in the United States of America noted that the hotel industry which has seen remarkable growth in the twenties of the last century, has also been alot of concepts related to the design hotels through hard work and continuous work to developto meet travelers and tourists ever-changing desires, unified The hotels of medium sizes and the menu in commercial city centers have been replaced by other hotels distinguish built architecture, creative and new, and the halls centralized with roofs high and hoists foreign attractive, and the creativity of others have become inherent to many hotels including the "Century Plaza" feature in Los Angeles, as well as hotels "Regency Hyatt" in Atlanta, as It was created mega conferences that are characterized as big size and large areas for concerts to meet the growing and ever-changing demands of the market hotels, and the best example of this "New York Hilton".

It should be noted here that there are many changes have taken place in locations hotels, at a time (beginning in 1900), which used to be the establishment of hotels near railway stations because most travelers were at that time traveling and moving from one place to another by train has become the establishment of hotels the most recent are outside the cities near airports, seaports and highways and in natural areas such as forests, mountains, lakes and coasts ... etc. because of the emergence of new means of transport, namely: cars, planes and ships, the growing oil is in the use of trains as a means of transport to open up new horizons were not suitable for the development of industry Hotels, and the growing demand for travel incars has led to the emergence of a new phenomenon in the hospitality field are motels industry"The Motels Industry" In the late eighteenth century enable business travelers car to find special places (houses and farms close to the highways) reside where, however, the number of passengers of them after that time exceeded the number of these special and close to highwaysplaces, which led to the emergence of the motel as the only way provides accommodation for

travelers from businessmen and others at low cost to solve this problem. Studies indicate thatthe first motel was created in "Douglas Arizona" in 1901 and was called

"Askins cottage camp".

Field access shows that the United States at this time was able to transcend by the hotels to thetop of Bicycle progress technical and organizational, economic, administrative, and enables the US hotel organization huge Building change from the traditional living the American family system, some hotels in America Number of rooms where up to 5,500 room equipped with all the necessary services to satisfy the needs of guests and their wishes without having to get out of the hotel, the guest can be assessed in some American hotels for a whole month and get all the services they need it without going out of the hotel. Or in the European continent has already spread by the media hotels and accommodation of all kinds, in West Germany, for example, appeared in 1954 about 18 thousand project the number of hotel beds of 295 thousand beds. Also, most of the hotels in Madrid, Spain and some other countries about fifty hotels owned hotels are all major hotel company based in numbered spots in the capital Madrid. The hotel industry as well as in England and reached a high level, but they do not live up to the degree course they had reached the hotel industry in America, inspired containing approximately 1.18 million bed. The representation of hotels in Britain Hotels Association and the British restaurants "British Hotels and Restaurants Association" and based in London, and tojoin this association more than a thousand public places scattered in various Oh England, Scotland and Northern Ireland, also joins them as well as some hotels in the colonies overseas. This Assembly within the members of the International Association of Hotels (IHA). According to specialized references to the theory that the residence in the European continent largely spread, particularly in the major cities but did not reach that level of sophistication reached by the American hotels in terms of management, technology and size.

### *Define and justify the designation (the hotel industry)*

The factors that led to the spread and development of the hotel industry in the world:

Our challenge the field of hotels and primitive, we were talking today about a professional management institutions, which is based on the industry and its mission insurance for travelers:warm reception and comfort.

In political economy include the word industry every activity aimed at producing and promotingthe use of natural resources and the labor and capital.

Thus was the "hotel industry" unjustifiable definition includes all exploitation designed to getmoney and to provide special services to persons and material lives.

Currently, after meeting the needs of travelers of security and comfort. Became their applications beyond the economic needs of man and since now required is the social needs ofthe man-hungry ethical and cultural features that are available in civilization.

Problems relating to the rapid development. In the circumstances and lifestyle communitiesand new patterns of tourism facilitators to travel. Lead us to broaden our concept of the traditional hotel hospitality.

Our industry now includes a diverse set of activities. And "hotel" is one of its branches.

Economists had expected in the future (and we are) a major development in the servicesegment of the hotel industry and its many forms, the most obvious kind.

Finally, we note that the narrow concept of "hotel industry" will expand more and more torespond to the lifestyle and aspirations of humanity that will be demanded by future generations (the current generation demanded by now) in work and rest.

The importance of tourism and hotel industry in the state:

As the whole world, the tourism and hotels remain first and foremost. The best way a public relations and physical payoff comes directly so that the tourist pays all his expenses in hard currency and indirectly when shopping tourist is movement in the market and this would helpto create new jobs ... and this applies to all countries, including our country

Classification of hotels worldwide are giving the number of stars (from one-star to five-star facilities) to each type accurately according to specifications determined by the specific criteriafor each star with the presence of some non-classified hotels

Branches and components for (the hotel industry)

The term customary professional groups in the hotel industry is divided into three branches ofactivities:

1. Hotels

2 - Restaurants

3 - cafes

In most cases, all those branches interfere with each other and the majority of the institutionsexercised two or three activities at the same time.

For those three activities appropriate to add a fourth Activity:

4 - similarities hotel activity.

We will try to clarify the differences between them as they exist in the current reality. And askdetailed manner the most common varieties. And concise manner of new varieties.

Do not claim that this list is comprehensive or definitive. But Baeks.vi each month goes hear the emergence of a new class.

**Hotels**

The above definition of the hotel. through history. In the foreground. And explain to San Arabs:

Hotel language of the people of Syria Khan of Khans that these people have thus inflicted onroads and towns.

And summed up its meaning to include any place equipped for housing.

Classification of hotels worldwide are giving the number of stars (from one-star to five-star facilities) to each type accurately according to specifications determined by the specific criteriafor each star with the presence of some non-classified hotels.

** Hotels division in terms of impact and attractions (for example and not limitation):

- Transit hotels: no special around airports

- The city or business hotels

- Tourist hotels or resorts

- Coast Hotels

- Therapeutic hotels

- Mineral spas and hotels or marine water treatment

- Sports Hotels

- Roads Hotels

- Families hotels or permanent residence

- Mutlat

- Animated hotels

- Floating hotels

- Apartments with breakfast

- Youth Hostels

-Hospital - Clinics - Maui comfort / deficit old people

Finally it emerged as an environmental satellite and hotels soon

**Restaurant**

Classified restaurants forks system and in some countries the stars system as "Michelin" guide.

**Types of restaurants**

- Traditional restaurants Classic Restaurants

- Restaurants grill. Grill-Rooms

- Room service.

- Restaurants dishes quick coffee shops

- Restaurants snacks. Snack Bars

- Restaurants Gastronomy Gourmet

- With regional property Restaurants (Typical Restaurants).

- Pizza restaurants.

- Restaurants self-catering Self Services

- Roads restaurants. Highway Restaurants

 -Mtaam Meals in the car Drive-in or drive-thru Restaurants

- Supply contractors. Caterers

- Cabarets Music Halls

- Workers institutions restaurants. Canteens

**Cafes**

Cafes
Tea rooms

**Activities similarities hotel**

Goods exploitation Animations (trains - ships - aircraft) Mobile exploitations

** Different types of hotels and type of activity

Hotels by attractions or according to the motives of travelA -

City hotels or commercial hotels

Hotels in the accommodation levels

Hotels first class or high-end

Found in major cities that have a large movement in industry and commerce.

Of the largest hotels in the world (Russia - Moscow) accommodate 6,000 beds and card (HeltnConrad Chicago - United States) accommodate 5,600 beds card

More often than not the major hotels of buildings skyscrapers type be for the obvious reason:the high price of land in cities.

Energy absorption of 200 beds. What moreMatt

cheek:

It contains several restaurants:

* Traditional restaurants.

* Barbecue restaurant.

* Fast-food restaurant

- Contains shops for the sale of beverages:

Tearoom

The problem for the sale of drinks shopIt

offers room service

It offers different entertainment depending on the country and the city found out:

-Msobh

- Steam bath.

- TV room.

- Radio room.

- Internet and fax services.

- General hall for television.

- Public reading room.

- Hall of work for the business.

Generally about the reception hall there are several shops Bmdkhlin. Internal entrance and the entrance from the street. There is the possibility of the presence of all types of shops and in thefollowing we refer to the most common:
 - Shaving lounge
- Selling perfumes.
- Jewelry.
- Leather and luggage (women-men).
- Bank.
- The tourist agency.
- rent cars.
- Smoking- newspapers - Misc memorial.
 Other services are available upon request and paid:
 - Internet and telex.

-skrter and writer Stenographer nicely for several languages.
- Recording machine.
- Dictating machine.
- Copier.
- Hostesses for receptions
Guest rating:
The majority of the guests are business and participants in conferences or exhibitions, as well as individuals or groups of tourists
Increase on housing and all guests eating varieties. This hotel. It is a center of the city, it must provide a variety of additional services and make it a cultural center to attract regional, nationaland international level
Remind Here are some services:
* Banquets - meals business.

* Sporadic meetings. Conferences. Meetings of the boards of directors etc ...

* Cultural performances: Photos. Carving. Fashion Offers a K ...

* Journalist seminars for companies.

 * Concerts. Nightlife ballet and theater or film.


**Transit hotels**

 Hotels are present in all degrees of classification and, in particular, first class and rarely foundin high-end class

 There are at or near airports and train stations shall be in front of her

Transit hotel at the airport be energy absorbed between 200 and 800 beds The transit trainstations The energy absorbed Hotel be between 20 and 500 beds

Airports are built near transit number storey hotel is very limited because of the aircraft

**Services:**

Airport hotels containing a traditional restaurant and snacks while train stations hotels usuallythere are the traditional restaurant and cafe and shops for the sale of drinks in each problem

Entertainment and Sports no accommodation airports:

Pool-TV-radio and TV-room Internet-Fax-viewed -qaat work hall.There is

accommodation to entertain train stations:

- TV and radio room.

Possible to rent rooms for a day or for a few hours during the day to wait for a plane or train. The service, called "day use Day-use" and equivalent to 50% of the price of the night is usually atime between 7:00 to 8 at night. It is noted that some countries forbid the same room rent more than once a day except for transit Hotels

This type of hotels must provide all services 24 hours a variation of the nature of the arrival anddeparture of guests Times

**Resort hotels**

There are all degrees of classification
There on the shore of the Sea / Lake Beach. / River on the beach. Mountain areas. Rural anddesert areas (fond of fishing or equestrian etc ...) and religious sites.
Energy absorption between 20 and 1,000 beds and more.
Usually characterized by a variety of architecture and appropriate for the surroundings ofbuildings and chalets, etc ...
Quality customers vary from one degree to another, and the number of days of accommodation, ranging from 4 days to 3 weeks and may increase or decrease in some cases.

Matt cheek:
Usually it has a traditional restaurant and lounge to provide eat full meals Full Board or HalfBoard half meals or sleep and breakfast Bed and Breakfast for residents for long periods.

Since the underlying demand for the visitors tourists this type of hotel is the comfort of the Department shall be Rooms Rooms Division priority without diminution of the importance ofdepartments and other services.

Entertainment and Sports:

Entertainment is a priority and there are many and varied facilities by geographic places andvarieties Hotels

Recreational activities practiced the same hotels such as:

* Outdoor swimming pool or indoor swimming pool covered.
* Table tennis (table).
* Bowling.
* Tennis.
* Nightlife musical
* Reading and library lounge.

And also the involvement of outside hotels or other properties among them, for example: Water skiing, snow skiing / diving and underwater fishing / Puck Stadium / equestrian / Fishing / Boats Marine / volleyball court for picnics.

Often implemented stimulus or more of the recreational services and daily preparation of the various sectors of the program and the organization of competitions between guests from thesame hotel or other hotels

Currently it becomes activation of the basic components tourist hotels in order to adapt to thesocial level to customers and their tastes and ages and nationalities ...

Seasons:

Including tourist hotels that attract customers days holidays, which are often in the months ofJune / July / August. The peak period. For the Kingdom of Saudi Arabia during the Hajj and Umrah. They are seasonal and if this situation has caused serious problems for the investor, such as:

· Insurance profit in Guetrp brief (a few months).

· Keep the shop in a good position and tourist hotels, in particular, to its existence near the coastline of what caused the moisture mixed with salts of damage to buildings and furnishingswhen you close the hotels.

And try to find a solution to the equation of the economy in difficult periods, investors resortedto some solutions to keep the tourist hotels open before and after the season and all year round and is the reduction in the prices of accommodation and attract different types of customers, such as:

· Retired for flexible travel dates.

· Conferences and meetings of the boards of directors

And what must be referred to. Of its importance. Must keep up with the likeness hotel sectorsthe same system to keep continuous commercial traffic and that does not give the  impressionthat it half asleep and this economic policy that permeated the usefulness region and country.

**Thalassotherapy Hotels**

Hotels are directly sea-side and proceed with health care by medical staffThere are
first-class or high-end.
Energy absorption between 150 and 600 beds and more
In regards to recreation and sports services it is close to the tourist hotel and without doubt taken into account some of the mechanisms that take into account the physical possibilities ofthe subject for treatment.
Services:
Usually it has two restaurants:
Restaurant Diet Dietetic Restaurant / traditional restaurant / grill restaurant /Restaurant to sell
drinks problem is not subject to treatment

**Route Hotels**

There is, in particular, Europe and the United States and with all degrees of classification

Read Thread Tools found on the movement of intensive highways or tourist sites or rural placeswith unique privacy and away from the noise.

Energy absorption between 10 and 100 beds

Usually it has the character of architecture and furnishings consistent with the prevailingcharacter of nature and rural houses nearby

And a stage for travelers and tourists or frequented by city dwellers to enjoy the ruralenvironment and the relative calm in the light of a quiet and relaxed atmosphere.

One of the characteristics of this type of hotel is the relative affection in personal relationships, both among residents with each other or the relationship between the resident and the ownerof the hotel.

**Services**

· Restaurant serves meals from the jurisdiction of the region

· Salon for drinking tea and chatting and reading

· Modest booth to sell cigarettes postcards and some special products in the region.

**Serviced apartments "chambre meublee"**

There is this kind of urban hotels.
More often than not classified in the second class (2 star).Hotel
modest but clean
Energy absorption from 10 to 30 beds
Usually there are one bathroom each floor. Length of stay to be more than a month.Types of
guests: singles - retirees - students - staff, technicians etc ...
Services-:
· Lounge which offers eat 3 meals (Aftor- lunch - dinner).
· Modest lounge for reading and reception residents and guests inevitably watch television
programs!.

**Motalat "Motel Inn"**

 It began the idea of creating this kind of hotels in the United States to serve passengers in theircars and
they need to spend one night at the hotel.
Therefore, priority will be consistent with the equipment that the quality of the guests, whichprovide
them with the following core services:
* The possibility of stopping their cars near the housing. Even the hotels such as "Unicorn MotelBerastoul
the United Kingdom" or "Hilton Bdenzn in the United States."
Provide shelter for cars each floor. The possibility of recording when the guest come. And thesalvation
of the bill when he leaves without leaving the car.
* Provide a refueling station and auto parts oils of K ...
Comfortable rooms equipped with:
House bath / Radio / TV / kitchenette / air conditioning / Brad
Be "Motalat" Guests of businessmen or tourists or any sort of travelers they have all the samethings to be
cut and property Klata:
· Mobility in a car.
· Find comfort.

· Freedom of movement and speed. Such as streamlining the registration of arrival and departure.

· Less than the cost of establishing business hotels in cities.

· Contact favored the lowest possible number of workers, such as hotel rooms Services workers

... because he does not want to waste time thinking of ex gratia payments.

Other services and activities vary from one hotel to another according to his degree.

**Activities similarities hotel**

· Hospitals

· Clinics

· Shelter comfort Rest homes

· Shelter the elderly Nursing Homes

· Shelter retired Retirement homes

Why call it semi-hotel comes from the fact that these stores have a common denominator - except denominator Medical - a provision of hotel services such as housing and eating Therefore, we find that the Director in charge of Administration and Supply be graduates of tourism and hotels institutes often have commenced management of a hotel before It receivednew missions.

Hotel services available:

· Reception (the advent of ~ leave).

· Supervision procedure.

· Washing.

· Maintenance.

· Eating and drinking.

**Service hotel trains**

There are some cross-country trains or intercontinental especially for sleeping and another foreating ..ochehr institutions began to provide those services on the trains are "global company vehicles to sleep and tourism Wagons-Lits & Tourism International Co", which was founded in 1876 vehicles

Hotel services are divided into two trains sleep department and restaurants.Sleeping carts:

· A private person or two people compartment (first) degree.

· Tourist cabin for 4 people (second-degree).

Carriages restaurant:
· Traditional restaurant wagon
· Dishes quick coffee shops Restaurant wagon
· Wagon self-catering Self Services
· Wagon Tea Salon Tea Room

**Hotel services aircraft**

Since it became possible to eating, drinking and entertainment and even sleep for a distanceflight. We can be regarded as a hotel of modern aircraft bird. All international airlines by theDepartment special hotel services .. mean supplying aircraft for its flights back and forth andcontracts with contractors to supply all the countries that degrade them.

Increase on the good eating quality of all passengers on board the aircraft offers special mealsfor the first degree by religions or diet followed by the traveler or especially for babies meals. As well as the other hotel services to provide blankets to sleep. And commercial services such as selling perfume and cigarettes. This explains the naming of these services semi-hotel.

AAA oceangoing ships and cruise ships

Hotel services steamboats:

All oceangoing ships and cruise ships. Except for the transport of goods ships. Provide hotelservices and cryptographic included three categories of hotels (4 stars - 5 stars - e-star facilities).

**Villages or camps holidays Holiday villages**

T. 20 years ago established the first tourist village and was a room built of wood horizontally orpay or even tents in some cases.
French idea was to enable low-income families enjoy spending their vacation on the shores ofthe sea or mountains or countryside. The lowest possible prices, especially the price was inclusive for all services (travel back and forth - the entire stay, including three daily meals).
Increase this type of tourism and hotel services is the diversity of activities in different days andinclude several respects: Sports. Cultural. Entertainment etc ...
Tools Projects:
To put pressure on public expenses for the management of such projects. It has been reduced alarge number of workers and employees by simplifying services to the maximum degree.

Each meal in a "self-catering"
Brushes change twice a week.
But even so. It has earned this type of tourism and hotel services. High fame and poured him a large number of guests, especially young people.

**Accommodation Hotels resident hotels**

This type of hotels there are cities and recently began there in tourist areas.
More often than not classified in the second class (2 star) in the cities and in varying excellent in tourist areas.
Energy accommodate from 10 to 30 beds
Length of stay be long
Tools Projects:
-salh Eat which offers 3 meals (breakfast / lunch / dinner).
-salh For reading and reception of guests and residents inevitably watch television programs. Different types of hotels and the quality of its activity:
Mention some of the new Funny that we find today, but who knows tomorrow it may become very commonplace.
And the example of the United States and Europe began to spread all kinds of animals hotels and left by their owners for a few days where they are absent for travel or any other reason. And now we hear about for babies hotels ... In the near Bhrona the beginning of cosmic tourism
?? A pain billionaires Australians go to tour around the Earth and then return visit Skilb. At a price of US $ 20 million. All the services of a comprehensive go-trip ticket to the space for the entire stay.

*Quality and standards of hotel hospitality*

Quality is defined by the lexicon: (Standard marked something of water Perhaps the closest definition fits the hotel industry is (a full features of the service are able to satisfy the desiresand needs of the guests).
It is not surprising that supports the level of quality in the hotel marks and commercial sloganscriterion of distinctive quality to him (ISO) as every hotel wants his name connects the degree of quality where they are used in promotional campaigns for the guests and therefore the quality program assume Center Hotel schemes president.
So what are the quality standards according to the hotel?

Quality standards:

**A - Quality full and comprehensive program for each hotel sections: TQM: Total Quality Management**

Quality in the hotel does not belong to a section without the other, but is an integrated program of positive on the hotel, which is the establishment of quality objectives. And can not be done only under the supervision sustained Hotel quality control in accordance with the integrated work of the quality system includes all hotel departments. Which emphasizes the integration of services in all hotel departments and overlap and interdependence of each otherwhich increases the feeling of belonging to the staff integrated unit as it is linked to the successof this approach flesh team solidarity Teamwork

**B-control and follow-up:**

Administration body supervision is responsible for the extent of the application of staff for guidance and continuous monitoring is the way in which the calendar wrong understanding foremployees to these directives and evaluate results using the feedback tools, however, this information comes late after the guest of the hotel to leave, making it impossible to do the initiative even more important is the expectation of early guests' needs.

*Method of rating hotels*

I was in a meeting with some members of the intake and the House debate on hotels and degrees Vtsol beloved Abu Sultan on the criteria for classifying hotels. Both made its mark fromthe audience, but he was not one for sure in us the health of his mind, so I decided to look for the classification criteria and the oldest of those who wanted to benefit.

There is not yet a certified international classification applies to all hotels around the world, butthere are some classifications of some countries that rely on food service, entertainment, views, variety of rooms, the presence or resort Gym.
Union-star European hotels (European Hotel stars Union) is the umbrella association for 39 ofthe 24 European countries certain criteria in 2007 called the European Hospitality Quality System will accept this system was adopted as follows:

It is classified according to the degree of European hotel classification by reference to theservices available in the hotel and in the rooms are as follows:

**The hotel must contain the following:**
All rooms have a toilet.
Daily room cleaning.
All rooms have a color TV with remote control device.Table
with a chair.
Or liquid soap for washing the body.
Reception service.
Fax at the reception.
Payphone for guests.
Breakfast.
Drinks.
Deposit service.

**In addition to what is in one-star hotels that the hotel must contain the following:**
Breakfast buffet.

Reading lamp beside the bed.

Shower gel.

Towels for the bathroom.

**In addition to what is available in two star hotels that the hotel must contain the following:**

Drinks in the rooms upon request.

Telephone in the room.

Internet in the room or in a public area of the hotel.Heater

in the bathroom.

Hair dryer.

Wipes.

Mirror clothes.

A special place for bags.

sewing tools.

Polished shoes.

Laundry and dry cleaning.

Additional pillow and blanket upon request.

Systematic system to accept complaints.

**In addition to what is in the three-star hotels that the hotel must contain the following:**

Reception open 18 hours and receives internal and external communications 24 hours.Lobby contain seats with a drinks service.

The list of food for room service. Drinks

are available inside the rooms.Sofa with

side table.

Bathrobe and slippers upon request. Tools

showers (hair cover, cotton sticks)Wi-Fi in

the room.

Restaurant.

**In addition to what is in the four-star hotels that the hotel must contain the following:**

24-hour front.

The reception staff speak several languages.

Concierge (Concierge) Concierge.

Spacious lounge with drinks service.

Fruit basket or bouquet gift for each guest.24-

hour room service.

Personal care products.
A computer with Internet in the rooms. Fund to
save the valuables inside the rooms.Ironing
Service within an hour.
Shoeshine service.
Rooms are arranged in the evening.

Some associations give some degree six star hotels and there are three hotels in the world israted seven-star.

*Hotel Policies*

**ADA POLICY**

ADA compliant guest rooms are available and should be reserved in advance. For moreinformation, please contact the hotel directly.

**Alcohol Policy**
Alcoholic beverage service is restricted to those 21 years or older with valid identification.

**Age Requirement Policy**
Guests must be at least 21 years of age to check in at Hotel Stanford.

**Check-In and Check-Out Policy**
Hotel Stanford's guaranteed check-in time is at 3PM (EST) and check-out time is at 12PM (EST). Requests for early check-in & late check-out will be handled based on hotel availability at the time of check-in (an additional fee is payable for guaranteed late check-out). Hotel Stanford canaccommodate guest luggage complimentary in a secure location until the guest room is ready. Should you need to confirm an earlier arrival than the hotel's standard check-in time or a departure later than noon, please contact the hotel directly in advance. If you plan to arrive earlier than the hotel's check-in time and want to guarantee that you would be able to check into your room upon arrival, we would advise you to reserve the night prior to the date of arrival. Exceeding check-out times without notifying the front desk in advance can result in extra charges, including, but not limited to, late check-out fees and/or an extra night's charges being applied to your bill.

**Early Departure Policy**
All departures prior to date agreed at time of check-in will be subject to a one night's room andtax early departure charge.

**Credit/Debit Card Policy**
Debit and Credit cards will be authorized at check-in for the amount of your stay, plus an amount to cover incidentals. The authorization will hold the funds until check out, at which time the amount actually incurred during the stay will be charged. Authorized amounts may take up to 30 days after departure to be released by your bank or financial institution and thehotel will not be responsible for any resulting fees or charges.

**Payment Policy**

If guest is paying cash, a deposit equal to the room, tax plus $30 per day towards incidentalswill be collected at check-in.

For payment arrangements to a third-party credit card, please contact the hotel's reservationsdepartment at least 72 hours prior to guest's arrival. Our Reservations Department is open Monday through Fridays (8AM-6PM EST) & Saturdays through Sundays (8:00AM-4:30PM) at (212) 563- 1500 or email us at reservation@hotelstanford.com. For after hours, please contactthe Manager on Duty or our Front Office at 212-563-1500, Toll Free (800) 365-1114.

**Travelers Check Cashing Policy**

Check cashing services are available to guests who present valid identification. There is a limitof $200 per stay. Rollaway Bed & Baby Cot Policy

A rollaway bed may be arranged for King rooms and Suites only for a $20 per stay charge plustaxes. All children under 2 years of age stay free of charge and baby cots are available complimentaryupon request and must be arranged 24 hrs prior to the arrival date. Maximum capacity of babycots per room is one. All children under 4 years of age stay free of charge when using existing bedding. All children over 8 years of age will be considered as an adult.

**OCCUPANCY POLICY**

An extra person charge of $20 per night plus taxes will apply for any reservations exceedingmaximum occupancy. Please see the following for the maximum occupancy for each room: Deluxe Double Double

⬜ Rooms: 3 persons maximum per room (extra person fee applies for 4 th person) (we highly recommend only three adults maximum in our Double Double Rooms) Deluxe

⬜ King Room: 2 persons maximum per room (extra person fee applies for 3rd person) King rooms carry one king-sized bed, an extra person would have to rent a rollaway bed whichincludes a rental fee, thus making the total for the extra person fee $40 per night plus taxes)

⬜ Junior Suite: 4 persons maximum per room (extra person fee applies for 5th person) (Our Junior Suites carry two full-sized beds, an extra person would have to rent a rollaway bed whichincludes a rental fee, thus making the total for the extra person fee $40 per night plus taxes)

⬜ Executive Suite: 4 persons maximum per room (extra person fee applies for 5th person) (Our Executive Suites carry two queen-sized beds, an extra person would have to rent a rollaway bedwhich includes a rental fee, thus making the total for the extra person fee $40 per night plus taxes)

**Fire Safety Policy**

The hotel is fully equipped with smoke detectors and emergency evacuation plans in all roomsand public areas.

**Guarantee Policy**

A valid credit card guarantee, deposit or pre-payment is required at the time of booking.Package Handling Policy (New Policy as of February 2012)

Each reservation is allowed two complimentary incoming/outbound packages that are less than5lbs . Packages over 6lbs to 20lbs will be charged a package handling fee of $5 (2 quantities maximum). A package handling fee of $10 total applies if packages exceed 20lbs or exceeds themaximum quantity requirement. This shipping and handling fee applies to the aforementionedmaterials shipped to the Hotel and covers the following services:

⍰ Receiving shipments

⍰ Secured storage

⍰ Distribution of shipments

Hotel Stanford can only hold incoming packages for guests 24 hours prior to the arrival date ofthe reservation, and can hold outbound packages 24 hours after the departure date, due to limited storage space. All incoming/outbound packages will be returned to the sender if the package is held in storage more than 24 hours. We highly recommend scheduling your deliverydate accordingly (preferably during your stay). Multiple Shipments

Multiple packages within a single shipment should be sequentially numbered, i.e., 1 of 3, 2 of 3,3 of 3 with the Primary Guest's Name and reservation number. It may be helpful to make note of individual package contents to ensure that itemized records of all materials are available in the event of damage or non-receipt. All materials should be addressed as follows:

Hotel Stanford 43 West 32nd Street New York, NY 10001

Hold for (Primary Guest Name) Arrival and Departure Date of Reservation & ReservationNumber

**Smoking Policy**

The "New York City Smoke Free Air Act" states that smoking is not permitted in public places and places of employment. All guest rooms and public spaces are 100% non-smoking at HotelStanford. A $250 cleaning fee will be charged to any guest who violates the smoking policy.

**Waitlist Policy**

Hotel does not offer the option of a waitlist if fully committed.

**Lost and Found Policy**

Hotel Stanford is not responsible for lost, damaged, or stolen personal items. All rooms are equipped with in-room safes, and our Front Office offers a safety deposit box facility. Should

any guests lose personal belongings whilst staying at Hotel Stanford, if recovered, the item will be recorded as 'found'. Hotel Stanford keeps detailed records of all 'found' items, and will makea reasonable effort to contact the guest if an item is left in the hotel's guest room after the guest has checked-out which will be placed in our Lost & Found safety box. We will ship items back at the owner's expense. Any items in the Lost & Found, which are not claimed within ninety (90) days, will be donated to a local charity or discarded.

**General Policy**

Hotel Stanford has a zero tolerance policy in which it will refuse to admit or refuse service or accommodation in the hotel or may remove a person who: while on the premises of the hotel acts in an obviously intoxicated or disorderly manner, destroys or threatens to destroy hotel property, or causes or threatens to cause a public disturbance; or refuses or is unable to pay forthe accommodations or services. Hotel Stanford may limit the number of persons who may occupy a particular guest room in the hotel and will only allow registered guests to use its facilities. A person who negligently or intentionally causes damage to the hotel or any furniture or furnishings within the hotel, shall be liable for damages sustained by the hotel staff, including the hotel's loss of revenue resulting from the inability to rent or lease rooms while thedamage is being repaired.

**Pet Policy**

Hotel Stanford does not allow pets due to concerns that some guests have allergic reactionstowards pet dander and due to the threat of ticks and fleas.

**Housekeeping Service**

We provide housekeeping service everyday between the hours of 8AM to 4:00 PM.

**Equipment Rental Policy**

Hotel Stanford provides umbrellas or adaptors upon request for a refundable deposit of $20USD.

*Administration*

The meaning of good governance is to mean effective leadership, and the most important management tasks is effective decision-making process at the right time. This applies at all levels, whether self or families departments or departments of groups, organizations and companies or even countries management. Either work within the right foundations for the success or failure of the outside and the spread of administrative corruption.

Successful countries and it is a successful departments at all levels of successful and good management are declining continuously changes and address the weaknesses in the plans, individuals and potential default and pick up the pieces fit and institutions to reach its goals and objectives.

And building the management team need to be taken into account, it is the concept of the effectivenessof the center Alkiedh.az it constitutes an integrated unit (instead of the total individuals), which govern itself within the permitted area of freedom, depending on its location in the organizational structure.

Should the members of the management team to be strategic thinkers able to see the big picture, and have diverse characteristics leadership and expertise, and the ability to combine accurate vision of the business with a good ID technology, and be committed to the development itself. It should also be to have a common vision for the future, and take advantage of people and speed of dealing with members,and in some cases this can be a decisive factor in a business venture between success and failure, we must seek to lead to ongoing innovation.

*Management team*

Management team composed of elements that senior management be in any institution, headed by Chief Executive Officer (CEO) and supported by the Head of Operations (COO) financial and President of the Foundation (CFO). These are the basic elements which may contribute to this with consultants in various fields level depending on the nature of the company. And that all of them can take the appropriate decision at the appropriate time in the company's business plan. The management team and the Board of Adarhada above the general policies of the institution and continues the work of the management team through the Chief Executive. It could be that the Governing Council appointed one ofits members as Managing Director working with the management team. The senior management may include other elements may be technical or specialized in one area such as management of information and others. The work of the group is to conduct the company's business in unison and harmony and effectiveness to achieve success and growing profits.

**Contents**

**Team harmony**

Even the management team works with high efficiency and the results of the distinct, it has to work on clear foundations, and must specify the following:

1. Determine the organization's vision.

2. Identify the organization's mission

3. Identify tasks clearly for each function.

4. Integration of administrative work.

5. Identify the goals and objectives of the institution.

6. Determine the following:

1. STRENGTH any company's strength both expertise or contacts or relations.

2. WEAKNESS twice if the company be modern, and the number of people with little experience.

3. OPPORTUNITIES identify opportunities, such as finding a need for society and how to meet them. Orincrease the company's services to its customers in the fields confine their competitors.

4. THREATS form of competition and number, and their ability to withstand, how desperate people are for a product company.

5. Any conduct what is known as SWOT ANALYSIS and the word problem from the first letters of the fourwords.

7. To develop a thorough knowledge of the market, and the strength of the ID and the impact of competition on the market and the expectations of market trends.

8. Put the Plan of Action BUSINESS PLAN for a period of at least 3 years to study the feasibility of a comprehensive executive summary, and the expectations of cash flow path. And determine the financial equilibrium point.

9. Emphasis on transparency in the work.

10. Work effectively with the central departments and in turn lower with departments and employees and workers.

11. Focus and encourage the spirit of innovation and the launch of ambition.

*What do we mean self-management?*

Are the ways and means by which one had to make the most of his time advantage in achieving its objectives and create a balance in his life between the duties and desires and goals.

And the use of time are determined by the difference between successful and losers in this life, as the common feature among all successful is their ability to balance between the goals they wish to achieve needed them and duties towards several relationships, and this budget comes through their management of themselves, and this administration the same need above all to the goals and mission are going to inspired him, as it does not need to regulate the time or self-management without the goalsset by one of his life, because his life will go in all directions, which makes human life dispersant life do not achieve anything if achieved something that would be accomplishment weak as a result of lack of focus on certain goals.

If you are required before it begins to execute this file, to set goals for your life, what you want to achieve in this life? What do you want done to remain prominent as markers for your life to leave after this life? What is the specialty that will specialize in? Does not it make sense in your mind this time dispersion in more than one direction, so you have to think about these questions, and no answers to it,and you plan for your life and then come instilment time management.

Things help you organize your time

These points will be mentioned below, are things or actions, help you organize your time, try thatapplied before Initiate to organize your time.

· Having a plan. When you plan for your life in advance and set clear objectives have become an easy time management and facilitator, and vice versa, if you do not plan for your life becomes a difficult task in regulation time.

· It is necessary to record your thoughts, your plans and your goals on paper, and so on is just a passing ideas forget quickly, unless you are the owner of uncanny memory, and it will help you to make adjustments and additions and delete some things from your plan.

· After the completion of the plan, anticipate that you will need to enter the many amendments to it, do not worry it is not aimed Plan a natural thing.

· Failure or failure of a natural thing in our lives, do not despair, as has been said: I learn from my mistakes more than I learn from my success.

· You should familiarize yourself with the comparison between the priorities, because the opportunities and duties may bring you at the same time, Which one would you choose? In short, choose what you see in your future is good for you and at the same time is not harmful to others.

· Read your plan and your goals at every opportunity of the day.

· Use modern techniques to seize opportunities and achieve success, as well as to organize your time, such as the Internet and other computer.

· Your organization for your office, your room, your car, and everything related to your will help you not to waste more time, and Azhrk look beautiful, be sure to organize everything around you.

· Plans and schedules are not the organizers or that make us successful, so be flexible during the implementation of the plans.

· Focused, and dispersion of mind in more than one direction, and that this advice applied will find plenty of time to do other things more important and urgent.

· I know that success is not by work carried out, it is the extent of the impact of these actions positively on around you.

Obstacles to time management.

Many obstacles to regulate the time, so it Tngenbha what you can and the most important of these obstacles include:

· Lack of goals or plans.

·        The inaction and delay, and this is the most time management obstacles, avoid it.

· Oblivion, this happens because the person does not write down what he wants to accomplish, so muchis lost from duties.

· Other provinces, and their jobs, and that may not be important or urgent, I apologize to all of them Abagh, the one who you have to learn to say no to some things.

· Not complete the work, or not to continue in the organization as a result of laziness or negative thinking towards the organization.

· Misunderstanding of non-which can lead to problems eat up your time.

Steps regulation time.

These steps can be changed or not applied at all, because everyone has his own way inimitable in time management is important to follow the general principles for the organization of the time. But the restof these steps is the overall picture any way to organize time.

· Think about your goals, and see in your message in this life.

· Look at your roles in this life, then you may be the father or mother, may be a brother, may be a son, was an employee or agent or be a director, each role needs to be a body of work towards him, family is

in need of care and need to sit down with them sessions family, and if you are a manager of the institution, IFC needs to progress and plan and make decisions and work product from you.

· Select targets for each role, and it is not binding to the role of each set a specific target, some roles may not be exercised for a period of, as the role of Director if you are on vacation.

· Systems, and here the organization is to put the weekly schedule and put the necessary goals first in which, as targets the development of self through courses or reading, or family goals, went out in flight or sitting in a family meeting to talk and talk, or business objectives plans for marketing, for example, or targets to your relationships with friends.

· Carried out, and here he tried to adhere to put the goals in your week, and be flexible during implementation, you may find opportunities not think of during the planning, exploited not fear that your schedule has not been implemented fully.

· At the end of the week values yourself, and look at aspects of the default.

Note: weekly regulation better than daily because it allows you to cope with emergencies and deal withit without losing time to implement your goals and your business.

How to use your time effectively?

Here you'll find a lot of notes to increase your effectiveness in the exploitation of your time, try implementation:

Try to enjoy all the work you are doing.

Optimistic and be positive.

Do not waste your time on your failure remorse.

try to find new ways to save your time every day.

Look at your old habits; they avoid things that may waste your time.

Place a small notebook and a pen in your pocket always to write down ideas and notes.

Plans for the day from the night that preceded or from early in the morning, put priorities according to their importance and most importantly begin.

Focus on your business and ended it, neither dispersion in mind most of the work.

Stop any activity that is the product.

Listen well each discussion even understand what is said, not misunderstanding leads to gorging on your time happens.

Order yourself and everything around you, whether the room or home, or car or office.

Reduce the provinces of others to you when your performance for your business.

Always ask yourself what can I do to take advantage of my time now.

Carry a small manuals in your car or when you go out somewhere, and at times the wait you can read your book, such as waiting for hospital appointments, or completion of the transactions Times.

Call to make sure any date before the appointment time solutions in advance enough.

Deal firmly with the paper, do not make it huddles in your office or your home, get rid of all the paper may not need them within a week, or store it in a clear and orderly place.

Read your goals and your plans at every opportunity every day.

Do not worry if you cannot implement your plans completely.

Do not make it restrict, but Make it at your service.

At times you have to give up a little organization to take a rest, and this thing preferably in trips and vacations.

Focused on high-yielding acts in the future, such as:

You are! Family work

The below only a few examples, and you have to excel and innovate more.

· Useful reading books and magazines. Listening to tapes useful. Sit with the breath and review what I did during the day. Moderate exercise to maintain your health. Take a break, through the holidays or during the period of simple day. sitting with family in a family sessions. Go for a trip and through it you can distribute responsibilities to family members learn responsibility and increase the bonds of relationship between them. put plan always for the future. Get rid of all the work is useful. Trying to explore and exploit opportunities effectively. Dialogue with colleagues, staff, officials, customers or auditors to increase the efficiency of the institution.

**How do you deal with new employees?**

Said that the new employee is not just a piece parts or gear is mounted in the machine deaf. It's just human presence among the group is enough to influence the reordering of priorities, or move the center of gravity team positive or negative direction. There is no doubt that he will be influenced by theculture of the total, but it also affects the culture in a negative or affirmative.

The impact of the new employee:

The function of the Director are the dimensions of concerns as much as possible, and this means thatthe old reassure staff, and to support the new employee.

2 First impressions:

What do you want for the new employee learns that during the first few days? It will be a mentor President? First impressions take root in the soul, especially if it is negative, it will be difficult to change. Moreover, if the Director did not devote enough time to help the employee starts work with confidence that they will come to the mind of the latter that his presence or not of the administration.

3 official definition program:

Each employee can choose profile prepared by the Foundation program. Such a program provides basic and clear information on the organization and public policy, objectives and identity and internal procedures, as implicitly refers to the image you want the organization to look in the eyes of customers, suppliers, competitors and the surrounding community.

4 What is the institution that you say?

You must include the official definition of program information on:

• the institution's history.

• Organizational Structure.

• the functions of the various departments.

• Management's policy towards customers and employees.

• the institution's products and services.

• What you expect from the institution staff.

• staff privileges.

5 What do you say as a manager?

The official definition program provides employee of the institution, as provided by the direct manager to manage his work. And you'll notice at the end of this track today that the new employee will feel very tired and not being able to be knowledgeable about the details, here you can reassure him that you appreciate fully the position, do not worry. His shoulders were heavier tremendous amount of names and instructions heard some for the first time, and can not be digested it all in one day.

6 How pave the way for the employee?

• met simply and unceremoniously.

• I do not need to capture by Bheptk and the importance of your position.

• Dedicated him all the time as long as the Sahpetk.

• Do not criticize the institution in front of him, but expressed grave by your pride.

7. Be wary of strained that information:

Can not be the new employees to wait two or three weeks in order to recognize the nature of his new job, he wants to know everything from the first day. Between the nature of his work from an integrated perspective reflecting all of the organization's objectives.

8 procedures and standards:

Clearly disclosed all what you expect from the new employee. If you do not tell rules and regulations will learn from the mistakes of others, or repeats. And perhaps committing new errors.

9 Give him a detailed map:

Each new employee needs to know the number of points of interest:

• Library.

• office site.

• Lunch place within the organization or outside eating.

• Personnel Management For information concerning the privileges and vacations and so on.

10 of his colleagues:

You are solely responsible for providing the new employee to his colleagues who will work with them. Toole is not the task of Skrterk or any other fellow happens to have his presence the moment the arrivalof the new employee.

11 and work duties:

Finally, the new employee to the person who will take over his training. Do not give him a tough job during the first day. Start with some easy business that fits perfectly with his abilities and experience, which means to increase employee self-confidence inspire the spirit of enthusiasm in it.

*How to build and manage a successful business team?*

**1. The composition of the team:**

First of all you must Take - pre-configured Staff - in these questions:

Who should join the team?

And the foundations on which to join the team?

How will the number of team members?

An effective leader when it starts in the selection of the working group is not subject to emotions, but purely scientific standards, and puts the team's interest above any other consideration.

It must be choose the right people, and each member is coming brings with it a skill that is employed for the benefit of the team.

**2. Education and training:**

After it is configured for the team leader begins to develop a plan to upgrade the potential of the teamand training.

It starts first direction, until the employee learns all about the company's business, it also needs to provide the new member to the rest of the members and define the product or services performed. After that the supply Lists all the tools he needs to work, and accompanied on a tour of the company and offer each other employees, should also be on the leader here to make sure that the employee ready to perform his duty full understanding of its responsibilities and his work, and that allows him to indulge in work. Some companies do not allow employees to meet new customers only after more thanthree months later, that the appropriate training increases employee confidence in his ability to work and thus achieve the desired results.

**3. Good communication with the team:**

An effective leader he must communicate consistently and effectively with the team, especially the new ones.

It would be wrong to leave your team members on their own, without communicating with them.

You must open channels of communication with your team members Vthvzhm and proceed with their work and make them feel your presence beside them, be sure to meet them frequently, and to be is present when they need you, it does not matter what you do, it is important to continue to communicate with them on a regular basis, but must be put in your consideration the following points:

- Occur on that success is a success for the whole team and not individually successful.

- Factor of every individual as if it were the most important members.

- Showed them your interest in them as human beings, not just employees.

- Listened with interest to them when they talk.

- More use of their names, and interested and flattered smile and praise.


**4. Vision:**

The leader should help members of his team on their own vision of development, nor should it encourage ideas and Amtdaham when they reach for new ideas.


**5. Goal setting:**

The commander of the involvement of his team in the process of determining the team goals, as well asin strategic report and action plan to achieve these goals. If the team members participated in determining the team goals, this will increase the strength of the team and its ability to achieve those goals, as Tom Peters suggests: "The rule of thumb and experience all of the people involved in everything."


**6. Appreciation and thanks:**

When the success of the people in the team to do its part must be encouraged and celebrated.

And they must feel the team members happy and pleased when a colleague achieve any good results.

*How do you get professional development and career advancement?*

Eager for your business: Perhaps you wondered why repeatedly rose salary (John) and doubled thesalary (Michael), while bemused remained constant for years.

Indeed, in 99% of cases do not get the employee to an increase in salary only when deserved, and not because of nepotism or luck as illusion, and whenever became a competition between strong companies, managers deliberately to apply the old rule: (Hassan your business or retired) Here are eighttips You may through which to advance in your business and consolidate your position in your organization.

The lack of a work in progress and increase the pay is often due to defects in the personality of the employee or worker, it has been observed that even in occupations that require technical skill such as engineering, a large number of engineers who occupy the highest positions, technical skill come with them in fifth place of the six DETAILS which are excellent personal factor.

Namely: enthusiasm factor to work as if it was done and self-confidence without ego, and the speed of self-evident, and the safety of wisdom on things, and tact to talk, and timeliness. Furthermore, careful not to loss of working time, should the employee gives pay for work a full day, Hence the phone calls and write your own messages, etc., of a great shake the confidence of employers in the factor is not enough to be good behavior with your boss alone, the good behavior towards others, especially subordinates of the qualities that will satisfy superiors.

Ask for additional work: business says that nine staff of ten of them are content to perform the required work and throng including churning them up with additional work, let it be you are the only person who is required to create other work it is a good opportunity to increase the reward.

Try to know the details of the work of direct boss to be able to assist him in his work performance, if your boss is also coveted in this promotion, salary increase, has promoted its ability to rely on you in the functions required stop, in order to devote himself to business is another.

Analyze your job and study its divisions to know you harder and you need greater accuracy and which needs to speed, and I know respects that do not Trade them tried to strengthen yourself in whatever you can from the media, and beware that quench your enthusiasm to confused, and that says, as somesay: (We give His science equivalent of the wage which gives us) that the employer will not be confusedover what did not touch you personally give it more than they take from it.

Spoke tactfully: The inability to express your concern of a major obstacle ideas for the sake of your progress in your business, habituate yourself to talk newly naturally frank without stammering or hesitation with your superiors and trained to write reports reflect the taste and a good selection of

words and phrases, this should be too much Read the cultural and literary magazines Whatever your business away from the literary aspects.

And also should examine all memos, letters and reports that pass you during your business, but not talking in the phone recently tactful and your voice Joyous Sara, in order to occupy large administrative functions, you have to know how to convince others your thoughts without that force them to accept them without conviction, and that suggests to them the things that you want them to do that without telling them.

Most of the staff, who occupies important positions, do not stop asking proposals to improve the work and increase profit organization, and there are many books suggest thinking about the product, then you should study and benefit from them, and thought constantly in ways that lead to get the job donequickly and less expenses.

According to adapt the atmosphere in which it operates: The lack of dissimulation at work may sometimes due

To trivial reasons, but raises the employer, not the bond of the neck or hair cut eye-catching manner may cause hatred of the employer to the employee, who works with him.

Hence, you should know what he likes your boss and dislikes and align yourself and your habits so that attract his heart to you, President-loving to socialize with people very different from loving introversion and isolation of President, and self-made differs who institution inherited from his father, and so on, in order to increase your salary in a short time merged into the atmosphere which your surroundings so asto make the employer says about you: (Yes, this is the style that we want).

You are working in (the field of race) leads the other and increase their salaries quickly, while others lag

*How to write a job description*

What is the job description?

Job description is a comprehensive statement of the duties and responsibilities of the accounts and the job.

What is the purpose of the job description?

To characterize the function of the number of beneficial purposes:

- Increases the formulation pleased ads and specifications for the posts and recruitment agencies

- Make it easier for candidates to understand the process of the primary responsibilities of the positionof a clear understanding of giving them the opportunity to determine the suitability of function and provides them with the institution time and resources

- Paving the way for an agreement between the observer and the incumbent on the functionality of the expected results and that consequently lead us to better assess the functional.

- Reduce the amount of conflict of duties and tasks between positions without unnecessarily increasing the effectiveness of teamwork, helping to planning and human resources development.

- The general objectives of the organization is divided into smaller goals to be achieved through individual jobs, and this shows the direction and instills cooperation between workers besides understanding and appreciation of the contribution of functionality in achieving the organization's objectives.

Types of job description

1) Position the internal and external job description Characterization

It is important to know that there are internal job description is dedicated for internal use only and there is an external job description and the read potential candidates, and thinks it is the internal characterization detailed and comprehensive for the job while the external job description outlined and predominantly catalog.

2) Description of the tasks and the results of the primary function

The basic functions of the position description is used to identify specific tasks achievement levels, for example, a mechanical factor will lead the functions of a positions in which success is measured by production levels, on the other hand determines the results of the basic function of the final results desired characterization regardless of functions / methods used to achieve them. For example, it

occupies manager's positions Key findings in which success is measured through sales figures or begun distributing a new product.

How to write a job description

Must be on the job description contains some information:

1. Administrative Information

This section contains basic information concerning the position:

Position Name (includes management and initial), a brief description of the function and purpose, company name, geographic location, branch or department.

2. Administrative Structure

Should this section refers to the position he has held direct observer of the incumbent and also points to the monument / who dealing with the advertised position, and determine the function site of the hierarchy of the institution gives valuable information on the importance and the ability of the employee to make progress and influence in decision-making.

3. Job Purpose

This section should be a brief statement about the strategy the desired results from this position to fitwith the organization's goals and achieve exactly the desired objective of this post.

4. The tasks and responsibilities of the post

And separates this part of the basic functions of the job, it is natural that contain job description from sixto ten points detailing the desired goals of this position and results.

It must be formulated data in accordance with the goal necessary and the result achieved rather than explain job performance style, for example "take entrench the company forecasts a month and reporting and a lack of specific goods planners demand" best of "leads predictions completed tasks face"tasks

The basic functions of the job in the Terms and recorded in a matrix mode, and in a separate column record percentage of time that perform the task which the (total 100%), and recorded non-essential functions of the job if they are performed does not take 5% of the time, and in a column last without time rate for the job ( such as daily, monthly, seasonal), In a recent column tick describes the important tasks such as basic tasks that must be available to the vacant position the ability to perform them.

5. the skills and competencies required

In this part are defined skills, abilities, behaviors and knowledge that must be displayed by the candidate, and paint a matrix include the following information: efficiency; experience; education; or certificates required; functionality that you need to efficiency (Refer to the matrix functions mentioned

above in the tasks and responsibilities of the post), In the end, efficiency is to be the minimum requirements (can not get a job without it) or be of the desired requirements (better to exist but it is not essential)

6. Other requirements / optional

Here and add other elements of the job, may include small novelist fragment demonstrates a vision for the framework in which the employee will work, and may include information about the company or some of the details about the environment in which the employee will work beside decision for the postof industry authorities.

Others are optional and may contain information related to the service conditions such as

- Any requirements for travel

- Work hours

-Salary

- Employee Benefits

- Right Disclaimer

Pre-written job description

Must conduct a comprehensive functional analysis before the numbers for the initial drafting of the job description, job analysis is a systematic convergence to evaluate the function and determine the duties and skills required, and the method of implementation of the function, and the requirements of the postand the individual must be done to complete the tasks on the fullest

Functional analysis requires information from the competent director, managing director and also the owner of the current position, as these are the people closest to this position, they know the current job requirements and more importantly, they know the requirements in the future.

One of the main ways to collect information about the function is performed during the follow-up tasks, and follow-up behaviors, access to a self-description of the function of the owners and a referendum to job responsibilities, functions and interview owners or search job description for similar publicly post.

Glimpses of the job description

A) profiles language

1. Use clear and concise language.

Use keywords to her not only with us one whenever possible, and use the examples / explanations of words that interpretation differs

2. Be specific

Use specific language, instead of saying "good communication skills" It is better to say "The ability to transfer technical information to non-technical audiences."

3. Use the approach brief and avoid unnecessary words, such as his position on the company answers all calls and turn them to their owners in the various departments of the company.

4. Start each sentence is built by the well-known and always used the present tense time.

5. Avoid using the language of the same sex.

6. Do not use technical language as much as possible

Description of good job explaining the objectives and duties and responsibilities of the job so they are easy to understand even for the average person, and if the function was technical in nature and requires technical expertise there is nothing to preclude the use of such language.

7. Explain the desired results of the work, if possible, instead of a way to achieve. For example, instead of saying "telephone messages dump" It is better to say, "Recorded telephone messages recording accurate."

B) Effectiveness: Create models to characterize Position

There is no claim for lost time whenever the need arises job descriptions, Models of job description canbe created for certain types of jobs, for example, can create a general characterization of administrative / clerical functions and these models can be adjusted simple adjustment according to the specificationsof the position available, rather than start racing without the prior knowledge .

V) review and edit the job description

See job description, according to the requirements of the position, and must conduct an annual review if nothing happens within this period require review.

D) Flexibility

Use the job description in a flexible manner where there is room for the occurrence of coincidences

*How to take a decision?*

Steps must be followed when making a decision resulting from the analysis

## Analyze the situation

What are the topic that you want to take a decision circumstances? What are the conditions? What are the adverse conditions? What are the circumstances that are not yet clear? What exactly are the reasons that created the need for decision-making?

## Select goal decision

Why take this decision? What do you hope to gain? Complete the following sentence (How ...........?) Along the lines of ((How can reduce the size of thefts staff?)) Or how to choose a better job?

## Select the amount of the expected results

Imagine that the decision has been taken. So what are the new terms are now? Is this really what you need? You can not be the quality of the decision without having given target value can be measured. (How can we reduce the proportion of theft in our company to 50% than it is in other companies).

## Consider the information you have available

The quality of any decision is directly linked to the quality of available information when making a decision. You can collect as much as information from the staff and competitors, experts and files and releases.

I know other resources available to you

If your decision requires money and talent, time, equipment and materials, you'll need to know how much of them you have available? And whether you can get more if you need it? Where you'll get them? And when?

**Select the requirements of the resolution**

What are the conditions that must be met to make the decision? For example, if you are considering the words of new jobs Is minimum salary who accept him? Are there places cannot accept working out.

**Select the desired benefits**

The requirements of resolution are (what needs to be provided) unwanted and benefits are (what you want to achieve) what are the conditions under which it is important to provide in order to earn at the same time is not entirely necessary? For example, you might want to function Musharraf but you want without the accompanying responsibility to her and you will not refuse an offer is like a dream for you ifyou need to supervise the others.

Put your priorities required for benefits

Not all benefits equally important. So between the relative importance of giving a certain amount of the total weight advantages.

Put reasonable alternatives

What are the possible options available to you, you put the largest possible number of alternatives. When what you are looking for a new place to office, you will strive yourself to think about the alternatives available. As well as when you want to hire a new assistant, you want that the large numberof qualified to submit their applications for the job. But you will be excreted requests and reduced their number to a reasonable number.

**Examine the alternatives**

Examine all alternatives commensurate with the list of requirements. when it does not meet the alternative - even if one of these requirements - by refusing unless it can be modified requirements.

**Evaluate alternatives**

Compare the advantages required and available alternatives offered, and give each one of these advantages degree relative.

**Compare between alternatives**

Collect number of advantages points available in each of the alternatives and compare objectively based on the resolution, which will adopt requirements. The alternative, which gets the largest number of points, will be the initial choice.

Select this option to know the initial consequences

Look to the future and answer the following question (if we apply this initial option, what is likely to occur stuff?) Imagine yourself live with this decision after a week, next month, next year, or beyond it, and what are the impressions are good that you feel out about it? And vice versa Do you like what seen him in general?

**Took the final decision**

If the initial results of the option as good as it was in the previous step Ped apply. If not, that option is what you want go to the next option in the number of points recorded by, and if you do not find a suitable option among the options that recorded points attic refer back to step one and start again.

*Knowledge management and administrative confusion*

Much will be surprised by this term, others assert that there is no administration that he named only in the Arab reality is all the work of an employee even for a brief period will favor this term (mood management) that are unfortunately increasing significantly.

This labeled begins to emerge when there is no institution of the system and a clear policy and regulations placed by a dedicated team to work plain and clear path followed by employees (among them Director and President) in the performance of their work and their contacts inside and outside the institution. All believed that human nature moody, in the days be happy and pleased and another day dominated by sadness and depression, and self-evident when the human being in the case of brood and sad, the decisions will be reflected as negative on the staff and the organization in general (will be reflected and be bad and go back negative), and vice versa If happy and pleased with it behaves pleasantand positive it is also reflected positively on the staff and the organization in general. The mood and psychological play a major role on the surrounding environment and thus the decision-making and all public output of the institution. So it is imperative that the institutions founded and regulations deliberate on the basis of scientific criteria tracked by employees of an organization to avoid psychological Proteus human race mode, the existence of a system and procedures defining workflow and communications workers, the process change and transform the mood to rational and this is required.

Assigned to be uninhabited:

I think that there are words and the argument familiar to many people: the "right man in the right place," the statement spread when many people the majority of people and use them intuitively when all categories and classes so that small and large employee alike, but unfortunately these are just slogans back tongue to pronounce. Unfortunately, that "the principle of equal opportunities" law amongworkers is not enabled and is not implemented.

These are some of the explanations summary for Titles rolling stock, audio and familiar a lot of people when, but this is not the core subject of this article, but the actual subject and the important thing is to handle things as improper "manner mis" (Management mood + attribution to be uninhabited = address problems arts wrong), and the reason is due to several factors, many will recall, for example, is not limited to a single factor, which we see is the main reason for this, namely the use of tools is appropriateto deal with a specific problem.

Tools inappropriate to address a specific problem

On represented by senior management of institutions and decision-makers to improve the selection of appropriate tools and methods to address the problem they face, is it reasonable when doing repair vehicle (car) the use of tools and parts for motorcycle and vice versa, so it is necessary to use a valid and

appropriate equipment with the event or problem to be treated . The question arises how do you knowyou did not succeed in solving the problem and treatment (indicators that show you that you did not succeed to solve the problem). There are many examples of this, for example:

Example 1. Traffic Management

Traffic management in any country when its handling of the incidents and irregularities, has used all the means (such as cameras - tougher sanctions - the prosecution playboys..........etc) to reduce and eliminate the problem, but probably did not succeed. Therefore it is necessary to re-examine these means and consider the same problem from all angles and the use of what is appropriate to them.

Mthal2- insurance procedures in developed countries:

Developed countries and civilized like America, for example, when you do insurance on the car, the insurance company does not ask the driver to papers or evidence as is the case of the Third World countries, but rather dictated to some simple questions (such as how many times you got a traffic violation - Are you Married children of yours - how much distance traveled during the day ..........etc.) If
the driver made the information is incorrect, for example, you'll be the loser, because in the event of an accident during this period (the period of insurance), the insurance policy is considered obsolete and is in effect because of misinformation made by the driver's insurance Twelve process. Therefore, the driver has to make correct information and the desire of it very carefully on the validity of the data, andwithout providing reams of evidence and securities that do not claim from afar and not close.

The knowledge of her management of the benefits that make the administration avoid such defects, as well as a focus on labor management intelligent and sophisticated manner is also focusing on productivity and output of work, but not on the effort, and the benefits of knowledge management as follows:

1. Familiarity and customer satisfaction (Rev.) as far as possible.

2. Provide good service to customers.

3. Improve-making and decision-making.

4. Development of innovation to gain access to appropriate and adequate to solve the current problems and to devise ways and new services and improved tools.

5. Reduce duplication of effort, time and money.

6. Simplification of procedures by deleting non-essential operations to focus on core work.

7. Job satisfaction when working.

Knowledge management make the top leadership and decision-makers are able to how to exploit the available resources of the organization properly and the right time, using the wisdom and intelligence

(Smart) in the application and without the trouble of a large effort, and there is an example of my intelligence to act.

Recalls that there are two factories for the manufacture of soap (hand soap) in Japan, it has complained that a lot of customers when purchasing a set of soap find sometimes that some of these empty boxes of soap without soap.

The first plant manager of emergency action by employing workers to monitor the manufacture of soap line to delete the empty soap boxes and to eliminate them. In fact, I said complaints in this regard, but unfortunately still the problem list.

The second factory manager has treated the problem is easy and simple manner by buying fan air (his bank) and put it in front of a line of soap industry and set it to a certain speed capable of rhythm cans (cartons empty), and actually spent on the problem quite this easy method is simple, using cunning and intelligence in it.

We conclude from this that the first plant manager has to address the problem has traditionally been a costly and effort and semi-negative result. The manager at the second plant has adapted shrewdly and intelligently and with minimal cost and effort. Knowledge management absorb these things and benefit from urges to take the lessons from past experiences as they do not ignore the negative events even avoid in the future and take positive events for the benefit of the business and the completion of the tasks in the future. . It must be the realization that: knowledge management focused on doing the right thing rather than the thing you do, do right. "

"Knowledge management focuses on 'doing the right thing' instead of 'doing things right".Note:

Ask your manager what follows:

1. What is the message of our management?

2. What is the vision of our management?

*Effective Performance Evaluation Guidelines*

The performance appraisal process applied correctly resulting in incorrect hiring decisions and be a catalyst for management to make many decisions concerning staff.

Confirms more business owners that a system of effective performance evaluation many benefits, for example, the assessment officially as a file helps you identify and correct the causes of poor performance, and planning professional development of employees, and measure the readiness of the employee to transfer or promotion, and on the basis of which could decide the bonus or increase Salary,improves productivity rate in the department or organization. We must not forget the importance of good performance evaluation process to reduce grumbling from workers from discrimination and give them a sense of justice of the organization procedures

Five elements for the success of the evaluation

To be a successful performance appraisal system should be designed to give staff goals and measuring performance is an objective. More successful evaluation systems contain the following five elements:

**1. Feedback unofficial and systematic by moderators.**

It is clear that the evaluation once a year is enough. Staff needs to be a regular review of Supervisors in relation to their performance, and this review will be in the form of discussions focus on the daily business and not on the former employee errors or failures of the past. This method requires regular observation and evaluation of Supervisors to direct their subordinates and work with them where possible.

**2. Employee participation in the development of its own performance goals.**

This means that the supervisor or manager to meet with his subordinate and discussed with him the goals expected to be achieved. These goals may be short or long-term and can cover several purposes ofsection or organization wishing to access them, which depends on the responsibilities of the current or future job. Supervisors must identify key competencies for the job and then use these competencies in future performance targets report. These objectives must be measurable, where possible, such as the completion of a specific project within a certain period of time. Supervisors can provide assistance to their subordinates, such as additional training to help them in achieving the objectives. You must register the new performance targets that have been agreed upon between the employee and the supervisor and must be reviewed regularly and adjusted as needed.

### 3. Action plans to address performance or behavioral problems.

Can effectively Assistant action plans be facing in the case of employee performance problems? The Director to identify and discuss these problems with the employee whenever occurred and suggest measures to improve performance. The plan analyzes the nature of the problem, and the steps to be taken by both the employee and the supervisor to cooperate to solve the problem, and the time periodit would take to implement the plan. The employee must contribute and propose any changes it deems appropriate on the plan. Once agreed on the plan, you should regularly review to ensure that the employee is able to be successfully implemented.

### 4. Formal review and carefully documenting the overall picture.

Better to be formal reviews several times a year. There is nothing wrong to conduct meetings informally and regularly (semi-annual or even annual). In any case, during these meetings should not discuss the current performance problems, as it would have been the employee notification to these problems during the informal discussions was a plan of action to have the status. But these meetings are in order to assess the achievement of goals and action plans already in place, and to know whether the employee is on the right path for the development of his career.

### 5. Training supervisors to get the most benefit.

Last but not least, you must train supervisors to evaluate the effective performance skills so that these assessments be solid and reliable. This usually includes training guidelines in active listening and conflict management and how to minimize controversy if the employee objected to a particular part of the evaluation. This training is very important as the irresponsible comments of others or linked to performance evaluation, may affect the management decision. Also must give written instructions to the supervisor before each evaluation period to serve as a reminder of appropriate behavior to be followed in the performance evaluation meetings. This trend is uncontrolled in the planning of performance evaluation will help to remove barriers expected.

*Outstanding administrative and signs of creativity*

 Accurate in its affairs, an officer of his administration, mm affairs of his subordinates.

 Systems puts everything misplaced; it educates more than saying his work.

 complete its work each day at a time, and has no delay or disorder.

 distribute tasks according to specialization and talent and potential on.

 Good follow-up, firm in his decision, consult and ponder a lot.

 Nice Muasher, allowed creation, is strong in weakness, in a strict non-violence.

 Activity, lectured witted, strong permanent observation focus like workmanship and quality.

 Benefit from the experience of others and their experiences accessing and nurse's aid, his time in the comfort of his work at a time of rest.

 loves excellence, creativity and adores, and the rest of the uniqueness, and strives for excellence.

 bypass error repetition, and takes advantage of the failure, and warns stumbling block, an optimist does not know despair and frustration.

*Remove the obstacles and achieve success*

Avoid failure

The first problem with the losers is not they do not want themselves to success, but is in thatthey do not want it to fail.

The will to succeed and the will of failure: opposites do neither mix nor high together either youwant success and failure, but you'll want.

Must remove obstacles before the creation of the house, and must keep the spirit of failurebefore achieving success.

But the God Almighty wants you to succeed, why you want yourself to failure?


Steps to address the problems

Door closed to him more than a key.

The best way to defend is to attack the problem in front of them.

What creating Bari (Almighty), but the problem and informed dozens of ways to solve them.Problem

solving mathematical problems such as teach you how to overcome the difficulties.


Stay away from sharp corner

Tension prevents the mind from the proper mindset.

You have to take decisions calmly and enthusiastically implemented.The

secret of longevity. The secret of success: calm heart.


How to avoid mistakes?

The problem is not that we make the error, but the problem in that we controlled error.A thousand

times better to avoid the error of his back down later.

Surrounded by mistake mistakes per group such as error and fault management error, but Nkhaddaa him and covered up a line and a line Ngerar with him, but in addition to the errorrepeated.

There are always two ways to conquer the first error - that go beyond them after that we commit and that is a public way for people to avoid II-falling from the outset and that is the wayof the wise.

Do not be afraid of failure

As collapsed without night, nor responded without forks do not spring without the autumn aswell as for the success without failure.

Sometimes failure is the only road to success.

Get rid of a node failure is the first step towards achieving success.HR best

way to learn things is a way right and wrong experience.

Bear the losses and start working again

Do not be sad for what you went, but be sad for what did not go after and do not be worriedabout the chance lost be worried about the present opportunity in your hands.

Dear victory, what I will extol after the defeat! Dear and profit, what great after the loss! Dearsuccess and what a great after failure!

Experience and overcome the loss of the finest human trials.

Loss not tastes good, but we are able to overcome through make it a beautiful memory.Let crucial

decisions

The universe does not wait for either one can decide for yourself and to stand in with youeither do not make a decision pass everything in life.

Of the qualities of successful adults they make their decisions, quickly and decisively if theyhave to give back, they did it very slowly.

Those who do not decide for himself according to their interests.

Crucial decision was wrong, even if much better than no decision, even if it is true.

Listen to all the tips and do what will benefit them

Not for the success of one recipe but his dozens of recipes and perhaps some of them fit forpeople who do not fit to others, and perhaps some of the shortcomings to have complete success after that. It is important that you have to listen to all recipes including works will benefit from them.

Km from small tips made old men?

A scientist said: I owe in all my. Small with the advice given to the wayfarer!

If we did not have before us our fathers and mothers guidance, we are still need someone to teach us how to walk, and how our clothes we wear and how we wash our faces in the morningand how we sit at the dinner table.

*The concept and function of choice*

Function selection is a process that can whereby individuals manage to differentiate between individual applicants to fill a particular job in terms of the degree of suitability for the performance of this function,in other words, it involves the concept to achieve balance and harmony between the duties of the job requirements on the one hand and between attributes, qualifications and characteristics of advanced individual for the job according to what is stipulated in the description of each function of the hand Thanih.mn this sense cannot be separated the functions of manpower planning and job description on the one hand and between the function of choice on the other hand, so the key factor of the success of the human resources plan factors is how successful people management to do Selection function properly.

**Begin the selection process**

Once completed, quantitative and qualitative identification of all the necessary human resources of the Organization resulting from human resources planning process, and then through a full description of all the functions required, this practice can not be that this phase begins only after the completion of all procedures related to characterization especially with regard to new posts due to Planning for the requirements of any human resources planning.

There is no doubt that there is a cost to the organization in error in the choice that is left to the employee or service separate case, it may be difficult to measure these costs to be exact, however, itcan highlight some of these costs as follows:

1. Appointment including the cost of the time needed to recruit any search for prospective interviews and tests individuals and facilities.

2. Training costs, including lost time for the management of individuals

3. The remuneration of the new individual (trainee) than what is usually provided by the production.

4. High accident rates mostly for the new employee

5. Production loss in the period between the old separation of the individual and the appointment of a new person

6. Do not use the entire production equipment during periods of recruitment and training

7. Height loss and wastage rates in the case of a new individual

8. Additional payment of wages in the case of increasing cases of separation, and what could result from delays in delivery dates interview

9. Find the cost of individual choice and an alternative

(Interviews, tests and meet the models, etc.)

And training (the time is the product of the individual alternative production and rejected time and the coach, etc.)

10-capita cost of service, such as compensation and final written reports and the corresponding end

Sources of human resources:

Limited sources of human resources identified after the quantity and quality Bmsdran main components:

1. Choose from within the organization or what is known as internal sources Internal Sources.

2. Choose from outside the organization or what is known as outsourcing External Sources.

* Choose from within the organization: The upgrade policy of the Organization means the opportunity for all members of the organization for promotion to the higher levels, taking into account non-discrimination in the application of this rule, and the consequences of this application the following advantages:

Raise the morale of the members of the organization and increase the feeling of security they have on their future career in the organization

Take advantage of all the available talent within the organization

Individuals familiar with all the circumstances of the organization and therefore adapt to theenvironment regulation process continues

Optional ability to secure cooperation and coordination with all members of the organization

Create an excellent reputation of the organization to enable them to attract individuals who are career ambition

Enable the organization to absorb the resistance to change in the selection and promotion policy

But these benefits paid under the organization of this policy to a range of risks, including:

A. The choice on the basis of the upgrade may cause an atmosphere of jealousy among subordinateswho have not been promoted, and thus the new individual loses the ability to cooperate with his colleagues as a result of jealousy or unwillingness so

(B) deny the organization to benefit from new ideas and opinions that may be available from external sources, creating a stalemate in a dynamic organization

(C) the previous post control components on the current position which limits its inception

(D) The monopoly of the front office, the organization may be deprived often of the advantages of competition between the organization and the labor market.

This recognizing the importance of internal sources to take over key posts in the organization, but must be unleashed not called for such a policy and closing the doors to the flexibility of the organization to rely on external sources to attract the efficiency required to activate the organization, because they maypose a real danger to the future of the Organization dynamic require pumping new blood, the organization can increase the dynamism in the right direction, and the organization can use all the ways to not to link the selection of personnel and policy upgrade and be clear to the members of the organization, that the organization will resort to choose from abroad as long as there is disagreement in the balance between internal and external efficiency, and become the Organization complete freedom providing qualified individuals to fill the basic positions of appropriate external sources

**\* Choose from outside the organization: -**

: Organization resort to this source due to the conviction of the need to activate a dynamic organization through the efficiencies that can provide for the organization of the new momentum, no doubt, especially in advanced industrial sectors large organizations resort to external sources due to the strength of competition to attract individuals discerning who are able to secure the momentum and distinctive required , that this method of choice may bring many advantages as we have mentioned, butit has repercussions and negative effects may make up an organizational problems and also behavioral problems, including:

(A) Low morale of the members of the organization as a result of lack of satisfaction or conviction to this policy.

(B) In the third world organizations, always look to the new person coming from outside the organization as an intruder fell to the organization from the sky

(C) The emergence of the new type of resistance of the individual and this is normal to take shape in the non-cooperation with him or put all the difficulties in front of him for lack of success in his job

Stages of the selection process Selection Process

The practical path to this stage may vary from one organization to another, and that the type and levelof function to be filled may determine to a large extent the degree of detail and accuracy in the selection process and the stages of the testing process consists usually of:

1 job advertisements

2 initial interview applicants Preliminary Interview

3 request to use Completion of application form are met4

Tests /the Tests

5 Interview Personal Interviews

6 Investigation for job seekers back ground Investigation

7 medical tests Physical Tests

8 issue of appointment decisions Employment Decision

This will focus in this context; the two main phases are considered the core of the testing process andthe two tests and personal interviews

**1-tests (The Tests):**

After that make sure people management of fulfillment advanced individual for the job to the general conditions, be so willing to make a series of tests designed to assess the success of the individual in the performance of job. no stop the importance of these tests on the description of the capabilities and skills of the person to fill the current job only, but forecasting abilities and potential future to fill the other higher-level functions The use of tests can personnel management system of the proper choice ofall applicants for vacant positions, that these tests may reveal certain capabilities and skills may help insidious to direct the individual to another job commensurate with these capabilities.

Types of tests:

Individuals can use to manage all or some of the tests in the testing process, so the most common application of the tests in this area are:

1- test capabilities Aptitude Tests

2- personality tests Personality Tests

3-IQ tests Intelligence Tests

4- Performance Tests Performance Tests

5- tests tendencies and trends Attitude Testes

6-precision tests Dexterity Tests

Tests to assess:

Despite the importance of the tests used in the assessment of individuals and determine their suitability in some respects the characteristics of the job to be filled, but it is not easy and may not result in some cases the desired goal of them, so when you are using as a means to evaluate the tests must take into account the following:

Shall be regarded as complementary to other tests of the means of choice and is not a substitute for it.

(B) the use of a small number of tests and considered correct choice in a particular job, and be regarded as useful if the test proved to be helped to distinguish between people who are more successful when compared with people who have been selected without testing.

(C) If not proven the test of the functions of similar health it should not be selected for the selection of these functions without testing and to ensure its validity.

(D) It must have known that the test demonstrates the ability of a person to perform a specific job, but it does not explain what is actually going to do after the person chosen.

(E) Must be standardized tests given in circumstances

(F) Must be supervised by a trained person tests

(J) Must be distributed tests with the utmost diligence, Gz does not make sense to use Gz enable some applicants to obtain them in advance.

2. The personal interview personal interview:

The purpose of the interview is to find out individuals who are believed to be good to work in the organization, is considered by some a personal interview and a way to improve public relations by giving a good idea of the applicants for the circumstances and conditions of work and relationships within the organization, and to individuals who are against knowledge of the functions and requirements, and must be available to have a estimated for Advanced confidence, and thus can obtain a full and candid answers to their questions, and you should have in their power to influence the applicant to show their interest and their care full with all what he says, and must sometimes be overcome Advanced hesitation to speak or discuss his previous experience in work, and should know the extent that got him on what they need from the information as well as a way to end the interview, and finally must interviewers not to enter bias or prejudice element in their judgment on individuals or sentenced outside their appearance or general impressions, which may lead to a resolution is Salim, also must avoid the questions that may be considered trivial or individual basis to make a decision is invalid.

And be proactive in the interview of the consideration as it seeks to answer specific questions, the interview and are usually directed, that is, the opposite by questions from leading the discussion to a number of issues which he considers important, on the other hand it may be part of the interview is not directed Advanced to encourage to discuss any matters it deems appropriate and important.

The personal interview has some of the personnel of the Organization, and the objective of the following:
-

1- collective judgment on Advanced

2- test and re-test developed in areas that seem to be of importance 3-

Advanced definition of prominent members of the organization

Others may follow a policy so that made several consecutive interviews with several individuals in private, then Interviewers will meet to assess the applicant person and compared their findings in their judgment it.

## *Routine inspection*

Routine inspections are used to avoid problems before they become problems, or at least head them off before they get too big. Being proactive and completing routine inspections regularly can save big problems down thetrack.

I talked about routine inspections not too long ago in this space, but we havereceived several requests for greater detail. Today, I'm going to give you a complete guide for the entire inspection process from scheduling all the waythrough follow-up.

The actual inspection is not a very difficult task, it's quick and easy if you follow this guide. To make it more effective I've listed 10 vital things that youmust check on during the inspection. More about this in a minute.

Most good tenants will be understanding and cooperative in helping you to getthe inspections done. It can be a great opportunity for them to show you what needs to be fixed and for you to remind them that you care about them and their home. Of course, it goes without saying that you will make sure they're looking after the property!

 Inspect Every 6 Months at a Minimum

I've always found that it's important to do inspections as often as you can in the early part of a tenancy so that you can stamp out any issues nice and early. If any problems are going to crop up, they are most likely to occur whenyou are getting to know the new tenants and they are getting to know their new home.

It is a good idea to inspect the property every three months during the first year of tenancy, if you are allowed. Every state has their own rules on how often you're allowed to conduct routine inspections. Queensland and NSW willallow them every three months, while others, like VIC, only allow them every 6months (VIC does make a provision for an inspection 3 months after new tenants move in).

Take a look at the infographic below to see how often you are allowed to do a routine inspection in your state. Don't try to get away with only doing an annual inspection. We'll see after that it only takes a few minutes to do a very thorough and complete inspection, and it will show your tenants that you care about more than just collecting their rent.

✅ Give NOTICE to your Tenants

Ensure that your tenants are well and truly aware of when you are coming through to inspect. If you don't not only will you have grumpy tenants, you'll be breaking the law!

Imagine visiting anyone's house, it would be considered rude to drop in unannounced and not give them a chance to clean the place a little first. This is no different, except that the tenants can't just stuff their mess in the closed off room- you'll be looking in there during your inspection!

Again, each state has their own regulations on the number of days notice you are required to give before the inspection, but the average is 7 days. Look at the infographic below to see the minimum notice in your area:

I have found that 7 days notice is reasonable, regardless if you're legally allowed to give less. Any shorter does not give the tenant enough notice to ensure that everything is cleaned and ready for you to look around.

Your notice must be in writing. Typically speaking that means via post. The law is not 100% clear if you can send it via email (what's new) but if the tenant has advised that email is the preferred way to send notices then an email 'should' be fine. A follow up call regardless is a good idea to ensure they got the message.

Here's a letter I've written that you could fill in the gaps and send to your tenants. Get letter. Also, I mentioned in the letter about attaching
a maintenance request form. This is a brilliant way to get them thinking before you show up, and speed up the process of any maintenance issues when you're at the house. It helps to keep you both focused on the priorities

(beware that some tenants can get a little too excited but it's better to knoweverything than nothing).

## ☑ ALWAYS Knock Before Using Your Key

I always call or send a text message to the tenants the day before I arrive for the inspection as a way to remind them that 'Hey, I am going to be there tomorrow, please fill out the maintenance request form if there are any issuesthat need my attention'.

Over the years, I have learned that it is very important to knock, loudly, a couple of times before letting myself in with my own key. For one thing, this shows respect for the tenant's home and privacy. For another… well, let's justsay there have been a couple occasions when I REALLY wish I would have knocked. Enough said about that.

**Just a quick note:** If the tenants are not home while you do the inspection, be sure to leave the property as you found it and lock the doors. You do notwant to be blamed for a break in after an inspection.

## ☑ Your Rental Inspection Checklist – 10 things toLook for at the Inspection

If the tenants are home, before I even go inside I will ask 'Is there anything that I need to know about before I start?' This gives the tenant a chance to come clean, and very often they point out an issue that I probably would havenever found on my own.

Overall, you are looking to make sure the house is clean and tidy, and that no obvious damage has occurred. This is not the time to compare intricate detailsof the condition of the property with how it was at the beginning of the tenancy. There will be time for that when they move out.

You should be in and out within about 15 minutes. Use your time at the houseto check on any repairs that you will need to take care of. Some tenants don'tlike to report needed repairs because they are worried that you will raise the rent (to cover the repair) or that you'll hold them responsible.

Here is what you have been waiting for… your Rental Inspection Checklist, 10things to lookout for during the inspection.

Instead of writing them all out here I've put them into a nice PDF checklist thatyou can download and print out. Get it now.

**Hot tip:** Something that I didn't mention on the checklist is to check EVERYroom. Even if it's just peeping in there while the child is sleeping at least youcan see nothing is being hidden from you.

✅ Put all your findings into a report

With the checklist printed up to guide you, the whole inspection process reallyonly takes a few minutes, but to be honest I take advantage of technology to make the job even easier and faster.

There are several inspection apps available for iphones and ipads. I like anapp that lets me take notes and photos, as well as marking each room as either Good, Fair or Poor.

The app I have used a lot in the past is Property Inspector. I have no affiliationwith the makers of Property Inspector, it is just an app that works for me. It keeps me on track as I am touring the house and also really easy to make anynotes about each room. Just as I walk out the door, I email myself a copy of the report. Done!

Here's an image of the app in action to give you an idea of what it looks likeon the ipad.

This is a free app that allows you to make unlimited reports for a single property. If you have multiple properties, it may be worthwhile to pay for themonthly subscription.

Another app that I have used is Happy Inspector. This app is very user friendly and creates very useful, detailed and good looking reports. My onlycomplaint is that the app is a little too detailed than I would like for just a routine inspection (but great for full ingoing condition reports).

**Taking Photos:** I usually only take photos of the repairs or things I've taken notes about in the report. Most tenants will not appreciate you taking photos oftheir personal belongings.

## What to do After the Inspection

As far as the tenants are concerned, the inspection can go just one of two ways: good or bad. Your first priority should be to ensure that any necessary maintenance issues are organised as soon as possible. You cannot expect your tenants to take the inspections seriously if the next time you show up thebathroom sink is still dripping!

### *After the Good Inspection*

It is a good inspection if it's clean and tidy and well presented for inspection. Ifyou took the time to find great tenants in the first place, then a good inspectionis no real surprise, but it is still a good idea to take a few minutes to let your tenants know that you appreciate their efforts.

At the very minimum, send a thank you in the form of an email or text message. However, they will have a much better remembrance of your appreciation if you take the time to draft a letter or certificate of appreciation.This does not have to be fancy, "it's the thought that counts":

*A Bad Inspection*

Unfortunately, things are not always perfect. Or even OK.

A bad inspection is usually a matter of degree. Usually, the problem is simplythat the tenants are not keeping the property clean enough. If there are just one or two small issues that need to be addressed, you can probably deal with them with a phone call and an email, or speak to the tenants about it at the inspection.

If you feel that conditions are bad enough that you need to do a follow up inspection, you will need to take a few semi-formal steps. Send the tenants a letter which outlines exactly the things that you feel need to be corrected, that is the things that they need to have fixed or cleaned before your next visit. Listthe things in bullet point format so it's a simple checklist to follow for both of you. In the same letter, include the date and time of the follow up inspection.
Two weeks is usually enough time to get their act into gear.

If the follow up inspection is still not satisfactory, this is when I decide to take more formal steps. This step usually involves sending a Breach of Duty notice,as they have breached a term of the lease. This form may be called something different in each state, so check with your local government body for further details. Hopefully, things will never get bad enough that you need totake these steps.

 File Your Report for Safe Keeping

I never send a copy of the actual report to tenants because that can open a can of worms but I'll always keep an electronic copy for my own records. Thismay be an important document if you ever wind up in front of the tenancy tribunal or something worse happens.

One thing I'm sure you can agree about routine inspections is that actually doing them will probably take less time than it took you to read this guide. Thepreparation is mostly a matter of a sending notification to the tenants and

printing the rental Inspection checklist so you know what to check. The actualinspection only takes a few minutes and the follow up is just as easy.

Bing Bang Boom, you're done with the inspection and you will feel goodknowing that your investment is in good hands.

## **<u>Routine inspectioninternal & external</u>**

Such as Local authority Criminal
Investigation TeamCCTV
Tourist Police
Municipality HACCP
standards

It will be start by Check some rooms passport scanning with guest full detailsin police system comparison with guest in list in the system.

Brief about focusing of development of the security awareness by:

* Training the team for high observation insist of accuracy using a securitysense.

* Use the maximum benefit of the information source.

* Do not rely on the good faith in issues related to safety (suspect).

Brief other department whom has authority to enter the guest rooms,to immediately report to

security team if

* They noticed any unusual activity inside the room,

* Any doubt like find strange items even in garbage (hammer/ scissors)

* Long International calls for countries have war

Importance of recognize and scan the room visitors (prostitutes) for preservingthe identity of area as a family-leisure destinations.

Car parking / monitor the cars has big boxes or many luggage even guest came with family/ guest came with many cars/ plate number not fixed properly/ also to briefed the valet driver to report if they noticed any up normalthings inside the cars.

Monitoring the pass way guest

* Person taken area pictures (activity area/ electricity or pump room/connection tower)

* Asking questions about the guest details/ a deep nature of country or society

* Wearing or carrying suspect things

Check his identification of person informing he is representation of policeUrges us to increase the

level of communication with the whole team.

*The reasons of failure meeting*

1 - A lack of

preparation.2 - Lack of

goal, "end".

3 - Lack of clarity of the agenda.

4 - Increase the number of attendees.5

- Attend a lot of meetings.

6 - Personal conflicts.

7 - Criticism.

8 - Not to participate "to refrain from participating."

9 - Not selected work.

10 - Lack of follow-up.

The seven types of people in meetings

1 - Dominant.

2 - Wiseacre.

3 - Sections.

4 - Loving side

conversations.5 - Negative.

6 - Shy.

7 - Confused.

Fifteen caveats when attending meeting

1 - Do not go and you're not ready, it is best to cancel the meeting and shall establish a deadline.2

- Do not be late for any reason.

3 - Does not call for a large number to attend the meeting, the larger the number, the less the audience participation.

4 - Does not distribute information that can be secretary to be distributed to members before the meeting, because it will waste your time.

5 - Do not interrupt.

6 - Do not argue.

7 - Do not take anything on a personal bearing.

8 - Do not be the only person who does not speak or acquires speech on your own.9

- Do not fear the lack of agreement unless personally not.

10 - Does not threaten anyone.

11 - Do not use or allow the use of obscene language.

12 - Do not be negative.

13 - Does not encourage lateral dialogues and do not allow it.

14 - Do not spend more time than fixed for the meeting.

15 - Do not forget to thank for all the attendees at the end.

Twentieth principles to ensure the success of meetings1

- Be prepared.

2 - Distribute the agenda in advance.

3 - Invite all the main characters.

4 - Make everybody ready.

5 - Be sure to melt the dispute in advance.

6 - Be sure to come early.

7 - Interest organization.

8 - Put your goal in front of you.

9 - Put a strong foundation.


10 - Select the meeting time.

11 - Dates for comfort systems during the meeting.

12 - Create a safe environment.

13 - Consult others.

14 - Listened attentively.

15 - Remain calm and be as you are.

16 - Does not depart from the agenda.

17 - Acknowledge a fault and then continued to work.

18 - Instill in everyone's spirit of commitment.

19 - Place the plan to work.

20 - You follow-up.


Elements of effective meetings

1 - good preparation and preparation for the meetings in terms of accuracy and clarity in the justification for holding the goal of the session and Jodl its business and the number and quality of its members and the place and time of the session.

2 - The meeting was held as scheduled.

3 - Members convinced of the importance of the meeting and their knowledge of its goals.

4 - the application of the principle of the honor of difference of opinion on the part of all members with each other.

5 - authorization of the Chairman of the meeting before you start to speak, with respect for the time available to others while talking.

6 - Good listening and listening on the part of everyone who speaks, with no province.

7 - The lack of a hostile feeling on the part of one or some members towards the Chairman of the meeting.

8 - The exchange of information among members without sensitivity.

9 - Openness and clarity, seriousness and focus on the goal of the meeting by the President and all Members.

10 - Evaluating the results of the meeting and stand on the strengths of the consolidation, and weaknesses to work on in the future to avoid them in subsequent meetings.

The participants in the meetings patterns and hands to deal with themGroup

hostile uncooperative

• Try to find out the reasons, may arise from non-absorbed, or different experiences and interests.

• Sometimes prefer to discuss the issue frankly with the group to get to about the problem.

• Do not try to pressure again to resistance group, but you know the problem and deal through.

Oppose all approved by the Group

• Re-formulation of his ideas and his views appear to be more of an agreement with the group.

• Allow the group and persuade him to discuss it between now and then.

• encouraged him to talk only when his views are consistent with the group.

It shows a clear hostility to you

• Do not fall into the trap of personal controversy between you and him.

• encouraged the group to deal with.

• Use many entrances to the exposure of subjects.

A dispute between two participants

• Categorically them directly by asking the subject.

- Categorically them directly by asking the subject.

- Involve them third member.

- told them that they discuss personal problems outside the hall.

Participants cannot express what he wants

Associate displays a personal problem

- deal with the problem if they are related to the subject.

- ask the opinion of the group in the problem.

- Find out about the problem and discussed with him after the meeting.

Co-impulsive

- Reduce direct your questions to him.

- ask him to summarize the topic at the end of the meeting.

- Face your questions to Participants.

- Early Show your appreciation for his

answers.Side conversations

- stop talking and wait until the end of side conversations.

- Stand behind the participant who speaks.

- assigned to one specific task.

- The face of a direct question to one of them.

Co Loner

- Focus your eyes when it directed a question.

- involved him in a workgroup, and tabbed specific task.

- face the questions that you feel that he can answer them.

- Use the method with direct questions.


Co-Jabber

- interrupted him politely, and ask him to summarize what he says.

- ask him recording his observations and his consortium short time at the end of the meeting to summarize.

- When the talking stops Co rushed summarization what he says and then go to another point.

- Do not focus your eyes upon, and ignored some of his comments.

- Allow participants to boycott whenever insisted on talking.

Basic rules in recording minutes of meetings


- Type the name of the speaker immediately start talking, put a line under his name.

- Learn how to write quickly whether ordinary short, or another system, or in any way to codify.

- learn a skill and extreme attention and listening to everything you said to focus, and you have to understand what is being said.

- Crystal after what I understood to exclude repetition of the modern.

- Record what crystallized and understood.


- also scored a few sentences and phrases that indicate what I understood.


- Write some side notes about what is being said, and in this regard prefers writing a few sentences or terms contained in the User debate.


- Learn by doing where repetition and padding and prolongation term and speak on the subject, which would take its side Notes.

• Do not hesitate to question or inquire about any point of view it is not clear, or not recorded, but onlyif that does not repeat it so much.

• Learn how to separate the facts and points of view; where you need to register facts and figures with precision, and register views short is in breach, and take notes of the ticket the previous provisions and official decisions.

• If the meeting did not reach a clear decision Balencih to the topic or item of the agenda in which the business is required to reach a decision items, ask the chairman of the meeting for the resolution, which will be recorded in this regard.

A comprehensive list of a set of questions necessary to follow the technical and administrativesecretariat for meetings, conferences and seminars tasks

• Have you been the primary goal in writing?

• Have you been writing sub-objectives or detailed?

• Are the topics that will be discussed?

• Are the proposal or agenda?

• Are the initial date for a meeting?

• Are the individuals involved in number and level?

• Are the appropriate method for the meeting?

• Are the actors involved?

• Are the right place for the meeting / conference / seminar?

• Are the administrative facilities?

• Are the appropriate audio and visual aid?

• Are the follow-up to the implementation of administrative tasks table?

• Do you sent the invitation letters?

• Have you been signing contracts or issuance of securities experts assignments for preparation?

• Have you been sending the background paper?

• Have you been preparing materials and documents?

• Have you been copied and printed materials, documents and put them in the final image?

• Have you been sending documents to members?

• Are the inventory and identify and transfer travel arrangements?

• Have you been preparing registration forms?

• Have you been limited to subsistence arrangements?

• Are the media releases prepared?

• Have you been the ultimate test of venue and preview?

• Have you been getting the necessary equipment required for the meeting and tools?

• Are the preview of the rooms and halls subsidiary in terms of size and ventilation, furniture, seats?

• Are the people of security specialists and media and public relations and protocol, secretarial, and determine the terms of reference for all of them?

• Do has a preview place food and beverages?

• Are the audio devices, and communications, and audio-visual aid experience?

• Have you been preparing the reception arrangements and arrival and departure?

• Have you been preparing request words, proposals and interventions models?

• Have you been collecting all the documents from the meeting?

• Are all the documents sent to the documentation and information management?

• Have you been preparing letters of thanks to the participants?

• Have you been sending letters of thanks to the participants?

*Punishment successful treatment*

- The definition of punishment:

Punishment is the procedure in which the consequences of behavior lead to minimize the potential occurrence of similar situations in the future, and it takes one of two forms:

A) Adding negative or repulsive factors, called the punishment in this case the punishment of the first class.

B) Remove the positive or reinforcing factors and so-called punishment in this case the punishment of the second degree, the one who determines the fact that the thing punishment or not the results are usually on the Punisher and the opinion is not punishable behavior.

Punitive stimuli are two types:

A) Stimuli punitive or non-conditional aid.

B) Conditional stimuli punitive or secondary.

Interestingly punitive and knows that the policeman is the thing that hurts or irritates human nature.

In general, most of the stimuli punitive in our daily lives are stimuli punitive policewoman, these stimuli be neutral at first (non-irritating or painful) but is gaining punishment property after combined frequently stimuli abhorrent, and examples of this type of stimuli punitive: facial expressions that reflect dissatisfaction with the behavior of others or say 'no' sharp voice, and adopt the punitive power of these stimuli on the nature of stimuli obnoxious is coupled by the police and the duration of the combined.

Here you should pay attention to that punishment could turn against the administration does not leadto the desired results.

Let us listen to the following dialogue between a manager and a pilot:

- Director: We work together six months ago, what do you feel today about the way you carry it work?

- Michael: I'm glad they got rid of the former director even if they do not do the work I left immediately, and I'm still impressed by myself, why did not I leave work? In any case, this is what was changed circumstances.

- Director: What do you think of the new job?

- Michael: I do a large number of business, and I did not expect to do it, and I learned how to deal with the computer, it's not as difficult as you would imagine, and Hani feel the same feeling, and I think that beautiful possessed the skill required, although it seemed more difficult for him, It is no longer the usual noise happens all the time, and I can say I'm working more than ever before, and I very much enjoy whatI do.

- Director: Is there something going on is than you think or want?

- Michael: I cannot say that, if everything goes the best now than it was, in comparison, everything became better (smiling satisfaction then continues), but I feel as if the performance is less than it should.

- Director: when we put the performance criteria on the computer, will demand that are working on faster, and this is why we resorted to the computer system, we have to work on improving your level, and I think that you have to write faster if you want to continue in this work, I will ask of Hani that is good for you on billing procedures, and this will make you the most qualified employees.

- Michael: Well, I do the best I can.

- Director: I do not think so, a pilot, I am confident that you can work more quickly, and I think it is stillimportant things you lack not learn and you need to learn to lead your business more efficiently, without the need Hani.

- Michael confused and seems perplexed: I do not think that I can.

- Director (smiling): I saw you learn some things quickly and I think you are able to know what you're missing too quickly, you are a loyal employee, and will be the best employee in the administration if I learned the remaining things, it will be a great skill, the problem is that if you did not learn it will return to you it.

Michael: seems like someone looking for an answer, and after any say, I do not know what to do?

- Director: There are alternatives.

- Michael (smile): You mean for the transformation as I said beautiful.

- Director (quietly): a pilot, this is always possible, is not a threat, but we need here to some of the things we need new ways of implementation of the action, and you As employees appreciated, I see youcan perform such acts, try again and you'll see the results better than expect.

(Think pioneer in mathematics, which is not inclined to it, but he was anxious, fear of failure, though, he felt his need to respond to the confidence of the manager).

- Michael: I think I can.

- Director: Yes.

- Michael (resigned): You may be right, maybe I can learn some math that I was not well versed in it.

- Director: computer will help you and I will explain to you some of the math and know you billing procedures.

- Michael: I listener you, when do you start?

- Director: You'll get the program at the end of the week.

* * *

The following list can be drawn from the following methods used by the Director in the dialogue:

1- Gave the pilot the opportunity to talk about his work and exposed some of the shortfall.

2- Explain the problem, without being judged, and offered him a quick solution and checked.

3- Was honest with him.

4- Gave him the opportunity to know that he is confident in his ability to perform well and to solve the problem himself.

5- Reminded him positive and negative consequences.

6- Left him the right to choose between something that works to the problem or leave the problem unresolved.

7- To take responsibility for his help to resolve the problem.

8- Assured him that he will help him.

9- Expressed confidence in his ability.

10- Gave him confidence in the possibility of performing a good job.

11- Listened to him all the time.

*Tips to raise morale among the staff*

For employees in any company or institution a major role in the success and sustainability of the organization, the situation is the moral of the staff reflected on their productivity at work, and keep ithere and we will give to the Director of tips to raise morale among his team.

**\* *Jovial***

The Spirit of humor to Chairman of the Administrative often be a great source to create and strengthen the resolve among subordinates because they spoke the same effect they are creating a favorable atmosphere for thought and execution, and misconceptions that smile administrative reduce his dignity, and we do not mean here the pretending smile but real smile that emerge from the heart of the fun. if one of your employees comes to you and you're busy job and cannot give it your time and asked him to come back to you after half an hour does ask for it or him with open arms and severely frown on your face and stitched ?? (Smiling at your brother is charity).

**\* *Stay calm***

Each of us likes to deal with the person quiet because we know that he can control himself in troubled times ((what was gentleness in a thing but it adorns and disarmament of thing but it makes)).

**\* *Constant mood:***

That the administrative hard mood does not change its decisions according to whims, it is dangerous to be administrative pessimistic today optimistic tomorrow ... because that makes subordinates are perplexed and feel themselves tension and volatility ((O Allah, I ask You for stability in the matter and resolve the majority)).

**\* *Not selfish***

The staff do not trust the administrative head of the selfish, especially if it seeks to get the gains as a result of suggestions or ideas they have made, if you feel that your employees deserve a job that you occupied Is abandon it? (None of you believes until he loves for his brother what he loves for himself).

## * Honest

The honesty with administrative generates honesty of the staff, all the facts, whether bitter orunpleasant to be on the table ((Allah is with the truthful)).

## * A dignity

Dignity is not just mask the administrative put him on his actions, but the dignity of the position derived from administrative attitudes towards his job, responsibility and respect for and appreciation of the importance of his work.

## * Good conduct

It is not good conduct employee feeling or his dignity in any way injured; because it lowers morale him and his colleagues, is not intended in good disposition to avoid issues unpleasant in relationships with others, but the ability to draw on the positive mood of the individual, such as loyalty, duty and justice (The Vic two characteristics God loves them and His Messenger: dream and patience).

## * Patient

The administrator who is not characterized by patient raises emotion in the organization is required to complete the work quickly is reasonable, and this often leads to loss and confusion has been suggested (The greater the ignorance of the layers of the educated is the ignorance of ignorance) Some administrators expect more of the power and potential of their employees.

## * *Firm*

On administrative must be firm in his actions, but gently, and the packets appear in the administrative ready to shoulder its responsibilities and to meet its problems, and are not intended firmness not to listen to the facts, this stubbornness ((determined, then put your trust in Allah)).

## * *Careful*

On administrative must be accurate and Thread speak without winding or rotation and if there was nothing said it is important not to say anything so as not to say that he (not worth listening) does not speak too much, and if you spoke it is necessary to give a chance to talk to understand from others (for good or less silent)

*The technique of directing questions interviews*

Advanced employee for the job interview is not the purpose of the evaluation form, but is basically to assess the skills and ideas and capabilities.

**1. What is the thing you want to learn in the near future?**

Objective: To determine behavior towards learning, for consideration to the ability to self-evaluate.

2**. Reason love to work here.**

Objective: To find out what is really important to him.

**3. What is the one thing that makes you go to your job and you feel happy because you will do yourjob?**

Objective: to determine what is important and what motivates this person.

**4. What is the one thing that makes you go to your job and you feel miserable because you will doyour job and you have no desire to go?**

Objective: To determine his spirits down.

**5. If you are so rich you do not need to work. What might make you go to work?**

Objective: to challenge values.

**6. What is the greatest success achieved in your career and how successful it?**

Objective: to challenge the work done for the success of what is believed to be. To help assess skills.

**7. In your career, what is the thing that if I was able to play again, I would've done differently? Andwhy? How you going to do?**

Objective: to determine the extent learned from his mistakes. Specifically whether it can recognize the mistakes.

**8. Describe the best features Manager which you want to be available in the future your manager.**

Objective: To determine how he sees the manager and what is important to have in the manager.

**9. Row bad manager who does not want to be a future manager.**

Objective: to determine whether he can strike a balance between the positive answer to the questionand turn around Asaal.

### 10. **What is the best strengths you have and why?**

Objective: just a question of describing himself.

### 11. **And then ... What are your weaknesses?**

Usually the answer to this difficult question but if the person cans assessment himself it will be easy for him to answer.

People who know themselves to be easier to manage because they know their strengths andweaknesses and work to manage themselves.

Important notes: here that all unrelated questions by asking people about their jobs or what they do.This is because the most important is the possibility of adaptation and the way they think, and then comes the experience and skills.

***Advice for Success***

- Be positive 00 success Put your mind and hauled him 0

- Maintaining the success harder to achieve the same success 0

- Trust in your abilities and your capabilities and do not think in a negative way 0

- Choose between life under threats or retirement 0

- Interested in more than your interest in the past, the present or the future 0

- There's nothing that cannot be achieved as long as there intelligence and savvy 0

- Be sure to work with love only then will not feel tired 0

- If you are unsure of your destination All roads will lead you to it 0

- The errors made by the people is what are the experiences only benefit them in the future 0

- It is often better to think of things more than once 0

- You cannot change the first impression left by human in the hearts of others 0

- First impressions last 0

- To improve the human listening completely to others also improves speak 0

- If you cannot achieve victory in battle should not be fought 0

- When you'll be a favorable opportunity to be exploited if you do not exploit you will be lost and will not return 0

- Anyone can reach a good idea but can take advantage of this idea as requiring the special skills 0 people

- To speak without thinking, such as fire without correction 0

- Achieve success needs to be some risk 0

- We all make mistakes but the wise man is not repeating his mistakes 0

**RULES:**

**TIME KEEPING**

 **PREPARATION**

 **APPEARANCE**

\* People are not logical and do not concern them, but their interest, … I love them anyway

.\* If you do good people that will accuse you hidden selfish motives,….do well anyway

\* If achieved success will win false friends and true enemies,….the most successful in any case

\* The good that you do today will be forgotten tomorrow,….Do good anyway

\* The honesty and candor make you vulnerable to criticism,…Be honest and frank anyway

\* That the greatest men who have the greatest ideas can stop them smaller men who have smaller brains carry the greatest ideas anyway

\* people love the vulnerable, but they follow the proud, labored for vulnerable anyway spend years in its construction could collapse overnight, the son anyway people in dire need of help, but may attack you if you help them, helped them anyway if the world were given the best of what you have refunded you some abuse, Give the world the best you have any case.

THE FIVE DYSFUNCTIONS OF A

TEAMA SAMPLE TEAM

A SAMPLE COMPANY

The primary purpose of this report is to provide your team with a sense of its strengths and areas for improvement. While the Assessment itself is certainly quantitative and data-driven, itsmost important aspect is the qualitative perspective it provides for your team and the discussion that it provokes around specific issues.

The Five Dysfunctions of a Team, the following pages are included to give you a summary of the teamwork model that this Assessment is based upon. This will help you interpret your team's results.

If you are familiar with the dysfunctions model, you can skip ahead to page 4, and investigatethe interpretations of your scores.

Like it or not, all teams are potentially dysfunctional. This is inevitable because they are made up of fallible, imperfect human beings. From the basketball court to the executive suite, politicsand confusion are more the rule than the exception.

But the power of teamwork is great. The founder of a billion dollar company best expressed that power when he once said, "If you could get all the people in an organization rowing in thesame direction, you could dominate any industry, in any market, against any competition, at any time."

Whenever a group of leaders hears this adage, they immediately nod their heads, but in a desperate sort of way. They seem to grasp the truth of it while simultaneously surrendering tothe impossibility of actually making it happen.

Fortunately, the causes of dysfunction are both identifiable and curable. However, they don't die easily. Making a team functional and cohesive requires extraordinary levels of courage anddiscipline.

The following section provides an overview of the five behavioral challenges all teams must continuously work to avoid.

*The Five Dysfunctions*

**Dysfunction 1: Absence of Trust**

This occurs when team members are reluctant to be vulnerable with one another, and are thusunwilling to admit their mistakes, acknowledge their weaknesses or ask for help. Without a certain comfort level among team members, a foundation of trust is impossible.

**Dysfunction 2: Fear of Conflict**

Trust is critical because without it, teams are unlikely to engage in unfiltered, passionate debateabout key issues. This creates two problems. First, stifling conflict actually increases the likelihood of destructive, back channel sniping. Second, it leads to sub-optimal decision-making because the team is not benefiting from the true ideas and perspectives of its members.

**Dysfunction 3: Lack of Commitment**

Without conflict, it is extremely difficult for team members to truly commit to decisions because they don't feel that they are part of the decision. This often creates an environment ofambiguity and confusion in an organization, leading to frustration among employees, especiallytop performers.

**Dysfunction 4: Avoidance of Accountability**

When teams don't commit to a clear plan of action, peer-to-peer accountability suffers greatly.

Even the most focused and driven individuals will hesitate to call their peers on counterproductive actions and behaviors if they believe those actions and behaviors werenever agreed upon in the first place.

**Dysfunction 5: Inattention to Results**

When team members are not holding one another accountable, they increase the likelihood that individual ego and recognition will become more important than collective team results.When this occurs, the business suffers and the team starts to unravel.

**The Rewards**

Striving to create a functional, cohesive team is one of the few remaining competitive advantages available to any organization looking for a powerful point of differentiation.

Functional teams get more accomplished in less time than other teams because they avoid wasting time on the wrong issues and revisiting the same topics again and again. They also make higher quality decisions and stick to those decisions by eliminating politics and confusionamong themselves and the people they lead. Finally, functional teams keep their best employees longer because "A" players rarely leave organizations where they are part of, or being led by, a cohesive team.

HIGH (3.75 AND ABOVE)

MEDIUM (3.25 TO 3.74)

LOW (LESS THAN 3.25)

Your assessment scores indicate that results and commitment are likely areas of strength for your team, while trust is potentially an area for improvement, and accountability and conflict are areas of likely concern.


RESULTS 3.82

ACCOUNTABILITY 3.22

COMMITMENT 3.79

CONFLICT 3.18

TRUST 3.57

Trust: Your score in this area was medium, which indicates that your team may need to get more comfortable being vulnerable and open with one another about individual strengths, weaknesses, mistakes and needs for help.

Conflict: Your score in this area was low, which indicates that your team is not comfortable engaging in unfiltered discussion around important topics.

Commitment: Your score in this area was high, which indicates that your team is able to buy-into clear decisions leaving little room for ambiguity and second-guessing.

Accountability: Your score in this area was low, which indicates that your team hesitates to confront one another about performance and behavioral concerns.

Results: Your score in this area was high, which indicates that your team values collective outcomes more than individual recognition and attainment of status.

The questions listed below represent the top 6 areas where your team scored highest relative to other questions. Understanding and continuing to leverage your team's strengths is as important as identifying and correcting its weaknesses. Please note that questions with an average score above a 4.50 are areas where your team scored particularly high.

**FUNDAMENTAL AVG. SCORE**

The team has a reputation for high performance. RESULTS 4.38

The team is aligned around common objectives. COMMITMENT 4.13 Team

members support group decisions even if they initially disagreed.

COMMITMENT 4.00

The team consistently achieves its objectives. RESULTS 4.00

Team members willingly make sacrifices in their areas for the good of the team.RESULTS 4.00

The team is clear about its direction and priorities. COMMITMENT 4.00

The questions listed below represent the bottom 6 areas where your team scored lowest relative to other questions. To improve the cohesiveness of your team, it is critical that you understand and address these areas. Please note that questions with an average score below a
3.00 are areas where your team scored particularly low.

FUNDAMENTAL AVG. SCORE

Team members communicate unpopular opinions to the group.CONFLICT

2.75

Team members point out one another's unproductive behaviors.

ACCOUNTABILITY 2.75

Team members voice their opinions even at the risk of causing disagreement.

CONFLICT 2.88

Team members acknowledge their weaknesses to one another.TRUST 2.88

Team members are quick to confront peers about problems in their respective areas ofresponsibility.

ACCOUNTABILITY 3.00

The team ensures that poor performers feel pressure and the expectation to improve.

ACCOUNTABILITY 3.00

The questions listed below represent the areas where your team member's scores differed from each other in a significant manner. Each question indicates an area that needs to be better understood across the team. The numbers, below each question, identify the distribution of responses within the team. If there are no questions listed below, each memberof your team answered consistently.

FUNDAMENTAL AVG. SCORE

26. All members of the team are held to the same high standards.

ACCOUNTABILITY 3.75

When conflict occurs, the team confronts and deals with the issue before moving to anothersubject.

CONFLICT 3.13

The team ensures that poor performers feel pressure and the expectation to improve.

ACCOUNTABILITY 3.00

FUNDAMENTAL AVG. SCORE

Team members willingly apologize to one another. TRUST 3.25

Team members are quick to confront peers about problems in their respective areas ofresponsibility.

ACCOUNTABILITY 3.00

1. Team members admit their mistakes. 3.88

6. Team members acknowledge their weaknesses to one another. 2.88

10. Team members ask for help without hesitation. 3.75

13. Team members ask one another for input regarding their areas of responsibility. 3.75

17. Team members acknowledge and tap into one another's skills and expertise. 3.88

22. Team members willingly apologize to one another. 3.25

32. Team members are unguarded and genuine with one another. 3.63

33. Team members can comfortably discuss their personal lives with one another. 3.50Your

Team's Average Score: 3.57

While your team scored medium in trust, it is recommended that you consider using many ofthe suggestions in the 'Tips & Exercises' section of this report. Please note that by increasing your trust score, your team will have more success in overcoming the other dysfunctions.

2. Team members are passionate and unguarded in their discussion of issues. 3.25

4. Team meetings are interesting and compelling (not boring). 3.38

5. During team meetings, the most important-and difficult-issues are discussed. 3.25

7. Team members voice their opinions even at the risk of causing disagreement. 2.88

12. During discussions, team members challenge one another about how they arrived at theirconclusions and opinions. 3.13

18. Team members solicit one another's opinions during meetings. 3.63

23. Team members communicate unpopular opinions to the group. 2.75

27. When conflict occurs, the team confronts and deals with the issue before moving toanother subject. 3.13

Your Team's Average Score: 3.18

Because your team scored low in conflict, it is recommended that you consider using many ofthe suggestions in the 'Tips & Exercises' section of this report.

11. Team members leave meetings confident that everyone is committed to the decisions thatwere agreed upon. 3.50

19. Team members end discussions with clear and specific resolutions and calls to action. 3.63

24. The team is clear about its direction and priorities. 4.00

28. The team is aligned around common objectives. 4.13

30. The team is decisive, even when perfect information is not available. 3.63

34. The team sticks to decisions. 3.63

38. Team members support group decisions even if they initially disagreed. 4.00

Your Team's Average Score: 3.79

Though your team scored high in commitment, it is recommended that you consider one or more of the exercises in the 'Tips & Exercises' section of this report to maintain current levels.

8. Team members point out one another's unproductive behaviors. 2.75

16. Team members are quick to confront peers about problems in their respective areas of responsibility. 3.00

20. Team members question one another about their current approaches and methods. 3.25

21. The team ensures that poor performers feel pressure and the expectation to improve. 3.00

26. All members of the team are held to the same high standards. 3.75

35. Team members consistently follow through on promises and commitments. 3.63

36. Team members offer unprovoked, constructive feedback to one another. 3.13 Your

Team's Average Score: 3.22

Because your team scored low in accountability, it is recommended that you consider using many of the suggestions in the 'Tips & Exercises' section of this report.

3. Team members are quick to point out the contributions and achievements of others. 3.88

9. The team has a reputation for high performance. 4.38

14. When the team fails to achieve collective goals, each member takes personal responsibility to improve the team's performance. 3.50

15. Team members willingly make sacrifices in their areas for the good of the team. 4.00

25. Team members are slow to seek credit for their own contributions. 3.63

29. The team consistently achieves its objectives. 4.00

31. Team members value collective success more than individual achievement. 3.63

37. Team members place little importance on titles and status. 3.50 Your

Team's Average Score: 3.82

Though your team scored high in results, it is recommended that you consider one or more of the exercises in the 'Tips & Exercises' section of this report to maintain current levels.

This page shows the ranking, from the most frequent to least frequent, of all 38 statements. A teal horizontal line separates the 10 least frequent behaviors from the others.

FUNDAMENTAL AVG. SCORE

9. The team has a reputation for high performance. RESULTS 4.38

28. The team is aligned around common objectives. COMMITMENT 4.13

38. Team members support group decisions even if they initially disagreed.

COMMITMENT 4.00

29. The team consistently achieves its objectives. RESULTS 4.00

15. Team members willingly make sacrifices in their areas for the good of the team.RESULTS

4.00

24. The team is clear about its direction and priorities. COMMITMENT 4.00

1. Team members admit their mistakes. TRUST 3.88

3. Team members are quick to point out the contributions and achievements of others.RESULTS 3.88

17. Team members acknowledge and tap into one another's skills and expertise.TRUST 3.88

13. Team members ask one another for input regarding their areas of responsibility.TRUST 3.75

FUNDAMENTAL AVG. SCORE

26. All members of the team are held to the same high standards.

ACCOUNTABILITY 3.75

10. Team members ask for help without hesitation. TRUST 3.75

34. The team sticks to decisions. COMMITMENT 3.63

35. Team members consistently follow through on promises and commitments.

ACCOUNTABILITY 3.63

25. Team members are slow to seek credit for their own contributions.RESULTS 3.63

32. Team members are unguarded and genuine with one another.TRUST

3.63

31. Team members value collective success more than individual achievement.RESULTS

3.63

30. The team is decisive, even when perfect information is not available.

COMMITMENT 3.63

19. Team members end discussions with clear and specific resolutions and calls to action.

COMMITMENT 3.63

18. Team members solicit one another's opinions during meetings.

CONFLICT 3.63

FUNDAMENTAL AVG. SCORE

14. When the team fails to achieve collective goals, each member takes personal responsibilityto improve the team's performance.

RESULTS 3.50

37. Team members place little importance on titles and status.

RESULTS 3.50

33. Team members can comfortably discuss their personal lives with one another.TRUST 3.50

11. Team members leave meetings confident that everyone is committed to the decisions thatwere agreed upon.

COMMITMENT 3.50

4. Team meetings are interesting and compelling (not boring).

CONFLICT 3.38

22. Team members willingly apologize to one another. TRUST 3.25

5. During team meetings, the most important-and difficult-issues are discussed.

CONFLICT 3.25

20. Team members question one another about their current approaches and methods.

ACCOUNTABILITY 3.25

2. Team members are passionate and unguarded in their discussion of issues.

CONFLICT 3.25

36. Team members offer unprovoked, constructive feedback to one another.

ACCOUNTABILITY 3.13

FUNDAMENTAL AVG. SCORE

12. During discussions, team members challenge one another about how they arrived at theirconclusions and opinions.

CONFLICT 3.13

27. When conflict occurs, the team confronts and deals with the issue before moving toanother subject.

CONFLICT 3.13

16. Team members are quick to confront peers about problems in their respective areas ofresponsibility.

ACCOUNTABILITY 3.00

21. The team ensures that poor performers feel pressure and the expectation to improve.

ACCOUNTABILITY 3.00

7. Team members voice their opinions even at the risk of causing disagreement.

CONFLICT 2.88

6. Team members acknowledge their weaknesses to one another.

TRUST 2.88

23. Team members communicate unpopular opinions to the group.

CONFLICT 2.75

8. Team members point out one another's unproductive behaviors.

ACCOUNTABILITY 2.75

PRACTICAL GUIDELINES FOR

OVERCOMINGTHE FIVE DYSFUNCTIONS

Trust lies at the heart of a functioning, cohesive team. In fact, it is the foundation, and withoutit, real teamwork cannot occur. Team trust comes from the vulnerability of members' sharing their weaknesses, skill deficiencies, interpersonal shortcomings, mistakes, requests for help, etc. Such trust enables team members to focus on the job at hand rather than on protecting themselves, their turf, or their individual jobs.

Tips and Exercises

Use a personality instrument (e.g. Myers-Briggs, DiSC® or Social Styles) to help team members understand one another's different preferences, skills and attitudes, and identify collective strengths and potential blind spots of the team. This will help team members avoid making unproductive judgments about one another and instead leverage the diverse approaches andperspectives of the team. It will also accelerate trust by speeding up the process of team members getting to know one another.

Find opportunities to spend more time together, face-to-face. One of the biggest impedimentsto trust building on a team is the lack of time spent working collectively. This can include off- site meetings, strategic planning sessions, and even social activities. Avoid the temptation to

"save time" at the expense of improving productivity by building a stronger team.

 Implement the Personal Histories Exercise to provide an opportunity for a quick exchange of personal information. Ask team members to share where they were born, how many siblings they have, where they fall in the order of children, and finally, what the most interesting or difficult challenge was for them as a kid. Team members that understand one another's backgrounds are more likely to leverage their strengths and avoid unfair judgments about theirbehaviors.

Conflict is about the productive exchange of diverse ideas and opinions in a focused, efficient and unfiltered way. Without conflict, decision-making suffers and relationships among team members stagnate. Additionally, if conflict does not surface it generally degenerates to mean-spirited, back channel comments behind closed doors.

Tip and Exercises

Clearly set the expectation that conflict is both good and necessary for the team. One of the greatest inhibitors of conflict is the failure of the team leader to communicate the expectation that conflict is required, and then to demand it during meetings.

Use a personality assessment to understand specifically how different team members naturally engage in conflict.

Understand how different strategies for conflict should be employed by using the

Thomas-Kilman Instrument (TKI). Understanding and overcoming natural inclinations will lead to more strategic decisions about conflict.

Establish team rules of engagement for acceptable conflict (e.g. behaviors, displays of emotion, language, process).

Improve the effectiveness of meetings, which is the most important setting where conflict must occur. Setting aside enough time for critical issues makes it easier for team members to engage in constructive conflict and resolve issues.

Ensure that someone on the team is mining for conflict. It is important that a team member, most often the leader, is responsible for drawing out any potential unresolved issues and forcing the team to confront them.

Teams that have a strong level of commitment understand that members do not need to get their way to support a decision but only need to know that their opinions have been heard and seriously considered. Teams with high levels of commitment can unite behind a decision even though there is no certainty that the decision is correct. They know that a decision is better than no decision and that it is better to make a choice, act with boldness, be wrong and change direction than it is to waffle or wait for 100% certainty.

Tips and Exercises

Force the team to achieve clarity and closure. Leaders of teams who commit to decisions demand that their people eliminate ambiguity and leave meetings clear about what they areagreeing to do.

At the end of every meeting, a team should explicitly review the key decisions made and agreeon what needs to be communicated to employees and other constituencies. The use of this simple exercise, called cascading communication, demonstrates public commitment to agreements and aligns employees throughout the organization around common objectives.

Even naturally hesitant team members commit to decisions when they have communicatedthem to their direct reports.

Collectively set a thematic goal to provide the team with clarity around how to spend its time,energy and resources.

Articulate the worst-case scenario to diminish fear of failure by realizing that even a poordecision is survivable.

Establish contingency plans to dispel the misconception that a commitment cannot be revisitedafter substantial new information invalidates the wisdom of the initial decision.

For teams, accountability means the willingness of team members to call their peers on behaviors that might hurt the team's performance. Team members avoid accountability because of the personal discomfort that comes from calling a peer on his/her behaviors and a more general tendency to avoid difficult conversations. Holding peers accountable means thatteam members must "enter the danger" with one another. Of course, they can do this only if levels of trust, healthy conflict and commitment are sufficiently high.

Tips and Exercises

Use the Team Effectiveness Exercise to provide a forum for quick and effective exchange of feedback. Ask team members to identify and communicate one another's positive and negativeactions/behaviors. By doing so, teams can quickly and constructively surface issues that might take months to address using a more formal, politically divisive 360-degree program.

Publish goals and standards of behavior. A team increases the likelihood that members will callout one another's aberrant behaviors when it clearly articulates the behaviors that are destructive to the team's performance.

Regularly review progress against the thematic goal. When a team ensures deviations from plans are identified quickly, they make it more likely that performance issues of team memberswill be highlighted and addressed.

Start meetings using the lightning round. This is when team members quickly review what they are working on. When team members keep one another informed about what they are doing, itgives peers an opportunity to provide feedback and advice before a mistake can occur.

The only real reason to work in teams is because they can achieve results that would be impossible for an individual working alone. An unrelenting focus on collective goals is a requirement for any team that judges itself on results. Teams that have this dysfunction sufferbecause individuals work to satisfy their individual status, ego or departmental needs, rather than focusing on the collective goals of the group.


Tips and Exercises


Have all team members make a public commitment to the thematic goal. When people make public declarations of their intention to do something, they are much more likely to follow through and less likely to let personal needs take precedence. For additional information on thethematic goal concept, please visit www.tablegroup.com/silos/.

Ensure the alignment of goals throughout the organization. When team members understand how the team's objectives provide a context for other goals deeper in the organization, they aremuch more likely to stay focused on collective results, rather than departmental or individual ones.

Ensure that team-based rewards form the basis for most compensation and recognition programs. When team members have incentives to focus on their individual performance objectives and not those of the team, it becomes easy for results to take a back seat to personalfinancial goals and career development.

Confirm that the team priority is in order. It is critical and difficult for team members to subordinate the needs and interests of the teams they manage to those of the team they

belong to. Results suffer when team members put a higher priority on the activities of theirown departments or divisions.

**Sample schedule for the team assessment**



January-2023 Schedule for the team Assessment

| Evaluation Criteria | Point | | Name | I | II | III | IV | V | VI | VII | VIII | IX | X | XI | XII | XIII |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2022 Balance Score | | | | | | | | | | | | | | | | |
| Hygiene & grooming | 2 | | | | | | | | | | | | | | | |
| Knowledge / ability to learn | | | | | | | | | | | | | | | | |
| Activity | | | | | | | | | | | | | | | | |
| Communications | | | | | | | | | | | | | | | | |
| performance | | | | | | | | | | | | | | | | |
| Time management | | | | | | | | | | | | | | | | |
| P observation | | | | | | | | | | | | | | | | |
| Developing | | | | | | | | | | | | | | | | |
| Work effectively within a team | | | | | | | | | | | | | | | | |
| Flexibility and priority management | | | | | | | | | | | | | | | | |
| Execution | | | | | | | | | | | | | | | | |
| Commitment | | | | | | | | | | | | | | | | |
| Take responsibility & Trustworthy | | | | | | | | | | | | | | | | |
| Colleagues give points | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| Guest / Ex.com approbation | | | | | | | | | | | | | | | | |
| Negligence & Discipline issues | | | | | | | | | | | | | | | | |
| The Four Evil Mistakes | | | | | | | | | | | | | | | | |

*Attendance times*

1) Attendance times and exit must be followed as in the work schedule (10 to 20 minutes andallowed the application of exceptions in emergency situations)

2) The employee must check the details of daily concerts in the police and print and sign systems, and to keep the documents signed in the folder, was partying. If the details are notincluded in the police system should be notified duty officer and follow his instructions.

3) After the completion of loading and passports before the end of the working staff must verifythe opera program, and the police system, and inform the duty officer.

4) In the event of a request to change the work schedule must notify the Director of Security Department 48 hours in advance, and take permission from him so (the application of exceptions in emergency situations).

5) At the specified time can only be one person going to spend annual leave (application exceptions in emergency situations).

6) Staff while in official working hours does not allow him to visit / talk with other departmentsand staff if there is a need to discuss the subject of work-related should notify the duty officer and follow his instructions.

7) Does not allow staff to intervene in issues related to the security department if not required.

8) Do not allow staff to using a mobile phone during the official working hours inside thecontrol room.

## *Thinking skills*

"The thinking is any process or activity going on in the mind of man", and happen to think formultiple purposes, including:
Understanding and comprehension
Make decision
Planning or problem-solving
Judgment on things
A sense of joy and enjoy
 Visualization
 Indulging in daydreams.

It is a conscious process carried out by the individual consciousness and awareness, and are notin isolation from the surrounding environment, which means that the process of thinking influenced by the social context and the cultural context in which they take place.

Patterns of thought
1. intuitive thinking (natural)
2. emotional thinking (or emotional)
3. logical thinking
4. mathematical thinking
5. Critical Thinking
6. scientific thinking
7. innovative thinking

## 1. Intuitive thinking (natural)
Sometimes called the initial thinking, the initial, raw, where there are no industrial paths tointervene in the initial patterns of thinking.

Obviously thinking and characterized by the following properties:
- • repetition.
- • Circular and prejudice.
- • not to think about molecules and think in generalities.
- • innate imagination and dreams.
- • error prone.
- • happens spillover of the free Thoughts

**2. Emotional thinking**

And sometimes called emotional or thinking antenna, and is intended to understand or interpret things or make decisions according to the preferences of the individual or relaxes himor desire or familiar.

And characterized by emotional thinking of the following characteristics:

- • surface.
- • rush.
- • simplification.
- • Optional absorption.
- • resolve the positions on the black and white mode or true - error.

**3. Logical thinking**

It represents the improvement in the natural way of thinking through a serious attempt to control the excesses of the natural or innate thinking. The basic character of logical to think it isbased on reasoning to understand and absorb things. And reasoning is a step on the way of "measuring". It is noted that the presence of illness or reason to understand things does not mean that the reason for good or acceptable.

**4. Mathematical thinking**

This includes the use of the previous equations setup and rely on rules and codes, theories andevidence, where a framework intellectually governing relations between things.
 On the contrary, by natural and logical thinking, the starting point lies in the equation or symbol even before the availability of data that this previous channels (equations, symbols) willfacilitate the passage of information in standardized format former athlete selection.

**5. Critical Thinking**

Critical thinking is the individual's ability to express an opinion pro or exhibitions in differentpositions, with the express convincing reasons for each opinion.

Critical thinking and meditative thinking aims to make a judgment or to express an opinion.

It is enough here that the individual is the owner of the issues raised in the opinion, and that demonstrates his opinion by evidence convincing even be thinking of those who think a critic.This is done by subjecting the information and data for tests of mental and logical in order to establish evidence or evidence and identify the clues. This is where such information and datafor tests of mental and logical address in order to establish evidence or evidence and identify the clues.

Steps Critical Thinking

1. Identify the target of thinking.

2. to identify the dimensions of the subject.

3. Analysis, subject to the elements, "in line with the goal."

4. standard setting and appropriate indicators to assess the elements of the subject.

5. The use of standards in the assessment of each element of the subject.

6. reach a decision or judgment.

## 6. Scientific thinking

It is the mental process by which problems are solved or make decisions in a scientific way ofthinking through organized methodical.

Steps scientific thinking to make the decision: -

1. Identify the problem and determine the aim of the decision-making.

2. Data and facts about the collection and predicting its potential impact.

3. Develop alternative solutions to the problem Alternatives

4. evaluate all of the alternatives Evaluation

5. take the most appropriate decision which represents the best path to achieve the goal inlight of the possibilities and resources available.

Steps scientific method of knowledge: -

1. observation.

2. The desire for knowledge "questionable."

3. Develop hypotheses

4. To identify the best ways to answer the question

5. test hypotheses

6. Conclusion

7. Circular caution

## 7. Creative Thinking

Creativity is a way to look familiar or an unfamiliar angle, then the development of this matterto turn into an idea, and then to design and then to creativity viable use.

Features creative thinking

- • Avoid logical sequence.
- • provide several alternatives to solve the problem.
- • Avoid differentiation and selection process.
- • cry from the traditional intellectual style.
- • Amendment attention to new intellectual path

Creative thinking properties

- • careful of new thoughts and ideas, concepts and experiences and means

- • Find alternatives for every order and prepare for the new ones to practice
- • ready to do some time and effort to search for new ideas and alternatives, and try to develop
new ideas or exotic,
- • willingness to take risks and explore new
- • self-confidence and get rid of the defeatism
- • independence in opinion and attitude
- • development of entrepreneurship and proactive in dealing with all issues and matters.

Obstacles to creative thinking
- • Fear of failure, fear of criticism
- • lack of self-confidence, (as if someone says that my energy is limited, or can not change that fact, or I
can not resist the power, or I obey the commands and by)
- • familiarity and intimacy
- • Fear of the unknown or of new
- • beliefs "... you know who - who came out of his house..............."
- • tense climate, and fear, and intellectual tyranny
- • desire for tradition, and sectarianism, and simulation of previous models.

The development of thinking skills

A. psychological preparation skills.
 B perceptual skills, information and experience.
(C) skills related to removing the obstacles and avoid thinking errorsE -
 adaptation of mind to position skills.

### (A)  Psychological preparation skills
- • self-esteem and their ability to think and to access the results of confidence.
- • flexibility and open-mindedness and love of change
- • acknowledgment of ignorance, if necessary; to listen to the viewpoint of others (you shall take or
reject); consult others.
- • ready to reverse your point of view and to change the target and method, if necessary; patient in
drawing conclusions.
- • avoid contradiction and ambiguity, and easily communicate with others ideas convincing, clear and
understandable.

### (B)  perceptual skills.
- • directing the senses by objective scientific or intellectual background of the subject.

• • minute and listen conscious observation and connect it with subjective experience, anyscrutiny of sensations and make sure they are free of illusion and fantasies.

• • expand the scope of the vision given to several directions and from several angles.

• • store information and remember Organization and exploratory way: raised questions, andexplore patterns, the use of Emirates distinctive things function, recourse to the rules that make it easier to remember things.

## (C) avoid thinking skills related errors

• • move away from egocentrism.

• • the use of thinking to explore and not to defend their point of view.

• • Avoid jumping on the results, or confusion between facts and assumptions.

• • avoid generalizations without basis.

• • Avoid exaggeration (hype) or too simplistic (underestimated).

• • avoid stereotyping.

• • Avoid Parties (white / black) if there are other alternatives.

• • address the causes of problems, not the symptoms.

• • Avoid taking things very personal.

• • Avoid conclusion of details and neglect the rest of the subject.

• • avoid bias and get used and the optional absorption.

• • avoid being misled by the crowd without analysis.

• • Find solutions and non-traditional alternatives.

• • encouraged innovative thinking as a target regardless of its outcome.

• • does not deny the existence of the thing, just because you do not learn.

• • Avoid relying on well-known proverbs or sayings in decision-making without regard to thespecifics of the situation.

## E - Adaptation of mind to position skills

• • Identify the purpose of thinking.

• • select a style appropriate to think of the situation and the stage of thinking.

• • willingness to accept outputs thinking.

• • readiness to change the pattern of thinking if the situation has changed or the stage ofthinking.

• • accept the outputs of thinking if achieved your goals on time.

*Be yourself*

The people who say that they cannot be themselves usually claim that someone prevents themfrom it.

How can this be real? How can it be anyone other than yourself?

It is possible to stop being yourself if your fear from contesting the risk .but then what willbecome under the tutelage of anyone who does will protect you.

 Unfortunately, the person who protects you are expected to behave the way you see that youdispose of other .by other way in which that person has help only to follow.

If you are afraid to be yourself, you may be intimidated by the idea that take care of yourself orto hold the reins of your affairs without outside interference.

If someone wants to authenticate –friendship - quite a bit, but for the purpose of selecting make your way in life is to preserve the best of the company it can be accompanied (which, ofcourse, yourself), do not have to rely on the strength of others.

Privacy accept, as well as a sense of isolation inherent in him to be ready to behave your wayon your own, not as a challenge but as an option.

If you are afraid to be yourself, you may be afraid to raise your anger .you feel the need to harbor anger inside you, or you may get angry person who rely on it to protect you and you stayalive, or afraid to deprive you of the benefits of something that expressed yourself.

So you control yourself, after a period stationed in the depths of your heart .at that time willhate yourself for your sense of weakness, and inferiority, and that you are not yourself.

It's really a vicious circle.

It was not to fall on it never if you are as you are.

You all exhibition of error, but you have the freedom to correct your mistakes.

You may injure others, but you are able to apologize to them and deal with their anger.

Others may hurt you, but you feel a degree of inner strength are bound to make you able tolove again.

Save yourself

What do you see in your favor.

Express yourself.

Find your life and your way though the nest was unable to act in your best interests to the maximum, then you certainly will not be able to act against the interests of any other person.

## *Operational*

Functionality divided into two sections:

- Daily operation with special task
- Emergency situation



Emergency (red half):
Fire - VIP
Active shooter- loiterers
Natural Disasters Theft cases
Kidnapped Attending a Crime scene
Flooding of Building Vehicle Accidents
Reporting an investigation   Gas leaks
Bomb threats   Power Failure   Suicide
Injury & Sickness   Panic Alarm Response

Daily operation (blue half):
Radio
reporting off duty
reporting Damage to Property
reporting Lines Chemical Handling
Staff Identification Safety Deposit Boxes
Control Room Operations  & inventory
Gate Passes   handling in house Safes
Access control for Visitors   Money Escort
Briefings & meetings   Complaint Handling   Staff Entrance issue   Key Depositing
Lost & Found   Patrolling   Prostitution   Golf cart Operators license   Guest elevators
Outside Food Deliveries Fire Equipment Inspections Metal Detector Fire Exit
Patrolling scanner  Searching  Report Writing  Room door left open
Key found in door Valet Parking Searching Staff & Accommodation
Intoxicated – drunken guest  Elevator Malfunction
Group Arrival Storage of Guest Luggage

## *Team Leader Operational*

1. To manage the department according to the established concept statement providing a safe,secured, courteous, professional, efficient and flexible service at all times, following Hotel Standards of Performance.

2. To have a full working knowledge and capability to supervise, correct and demonstrate allduties and tasks in the assigned Place of *Work.*

3. To assign responsibilities to subordinates implementing Multi-Tasking principle and to checktheir performance periodically.

4. To maintain a pool of qualified part time employees in conjunction with the Human Resources Department.

5. To implement a flexible scheduling based on business patterns.

6. To conduct daily pre-shift briefings to employees on rooms occupancy, arrival & departures, functions / event and special attention that is needed.

7. To have a thorough understanding and knowledge of all hotel related service and productshave the ability to make recommendations to hotel guests.

8. To assist the Security Manager in establishing a smooth working relations ship with local authorities and identify and liaise with them all required regulations and activities.

9. To handle investigation and report all claims regarding thefts, accidents, injury, property damage, vandalism and trespassing from guests, visitors or hotel personnel with the assistance oflocal police if necessary.

10. To handle all tasks with diplomacy, tact, appropriate discretion and efficiency.

11. to monitor and control the movement of all employees leaving or entering the hotel throughthe employee entrance.

12. To execute employee baggage checks and periodical locker searches as required.

13. To contribute to effective in-house training course on Fire Prevention and OccupationalHealth and safety; to ensure its implementation and periodical updating.

14. To ensure that all new staff members are briefed and / or trained in Fire Prevention / Fire Fighting Procedures relevant to their position.

15. To record and strictly control the issuing of all master keys and other keys within the hotel according to the established key policies and procedures and to report any discrepancy immediately to Security Manager

16. To co-ordinate ongoing "non patterned" patrols of guest floors, public areas, outlets, offices and all other areas within – and around the hotel as specified in the Security Operations Manual.

17. To review all reports prepared by Security Officers to ensure complete information, relevance, accuracy and follow-up points.

18. To maintain a systematic distribution policy for all routine patrol and reports to accommodate prompt management review.

19. To execute with Director of Engineering the training of an effective In-House Fire Brigade, with periodical refresher courses and exercises for both In-House Fire Brigade and departmental trainers and conduct monthly fire drills.

20. To review scheduled functions, group or VIP arrival events and discuss special instructions with all relevant departments.

21. To handle guest and employee inquiries in a courteous and efficient manner and report guest complaints or problems to supervisors if no immediate solution can be found and assure follow up with guests.

**General**

1. To understand and strictly adhere to the Rules & Regulations established in the Employees Handbook and the Hotel's policy on Fire, Hygiene, Health and Safety.

2. To report for duty punctually wearing the correct uniform and name tag at all times.

3. To maintain a high standard of personal appearance and hygiene at all times.

4. To maintain a good rapport and working relationship with staff in the outlet and all other departments.

5. To attend and contribute to all staff meetings Departmental and Hotel trainings scheduled and other related activities.

6. To fully support the Departmental Training Function in the Department assigned.

7. To undertake any reasonable tasks and secondary duties as assigned by the Security Manager.

8. To respond to any changes in the Security Department function as dictated by the hotel.

9. to project at all times a positive and motivated attitude and exercise self-control.

10. To have a complete understanding of the Income Audit Section in the Operations Manual and Policies & Procedures.

11. To provide a courteous and professional service at all times.

12. To attend all meetings as required by Executive Management.

**Occasional Duties:**

1. To assist in planning, organizing and controlling of special event, large group movement.

2. To carry out any other reasonable duties and responsibilities as assigned.

3. You will support to achieve its environmental vision by conserving water and energy, minimizing pollution, effective garbage disposal management, encouraging plantation, buyingand using eco-friendly products, following government's legal requirements and moreover nurturing a responsible culture.

4. You will adhere to hygiene and HACCP standards and ensure its requirements are fully met.

*Team Leader Security Report should cover:*

1. Grooming Standards checked and confirmed
2. Control Room checked
3. Training 5 – 10 minutes/ Briefing
4. Check OB and days events/ follow up
5. Checks which functions are taking place/ Plan
6. Check all Registers
7. Check Lost & Found:                Register/ Lotus
8. Check all Security/ Emergency Equipment
9. Check CCTV/ Recording
10. Check Fire Panel/ Faults:
11. Check all electrical rooms and ensure secured
12. Check all Pantry's/ Secured
13. Check all fire exits
14. Check that function rooms are secured
15. Check restaurants/ Outlets
16. Check patrol sheet at least once per shift
17. Call 3 external patrols & attend
18. Check Parking area's/ Long parked cars
19. Check for staff eating & drinking/ smoking
20. Follow up on guest complaints & pass to next shift
21. Open & register cases and discuss with next shift
22. Stay in lobby minimum 2 hours- Solid
23. Complete this report before going off duty
24. Hand over to next shift and give detailed feedback of all specialorders or follow up issues
25. Recommendations to improve operating methods

Before going off duty, see the Security Manager/ AssistantManager and discuss any outstanding issues.

*Emergency Situations Operators response*

## SITUATION 1: DEATH

**A**.

1. Accept call
2. Record details for caller and time of call
3. Keep caller calm
4. Advise caller help is on the way
5. Radio -
    1. Security Manager
    2. Security Team Leader
    3. Patrolling Office

6. Dial emergency number and advise Operator to contact ERT

**B**.

1. On instruction of Security Manager, contact Police and Ambulance
2. Record times of call to Police and Ambulance
3. Keep caller on line until ERT has arrived
4. Contact Security to clear driveway and direct Emergency Services to Security Officer in the Controlroom/ Staff entrance
5. Standby for further instruction
6. Relay any events/messages to Security Manager

**SITUATION 2: BOMB THREAT**

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**A**.

1. Accept call
2. Alert nearest colleague
3. Record all info on *Bomb Threat Form*
4. Dial emergency number and advise Operator of call and to contactERT:
5. Radio – Instruct to report to area where call was received
   1. Security Manager
   2. Security Team Leader
   3. Patrolling Office

**B**.

1. On instruction of Security Manager, contact Police, Ambulanceand Civil Defence

2. Contact Security to clear driveway and direct Emergency Services to Security Officer in the Control Room/ Staff entrance

3. Bomb threat form to Security Manager

4. Standby for further instructions

5. Relay any events/messages to Security Manager

**-- NEVER USE MOBILE PHONES OR RADIOS --**

**-- DO NOT SPEAK TO THE PRESS --**

**SITUATION 3: THEFT**

**A**.

1. Accept call
2. Record details for caller
3. Dispatch:
   - Security Team Leader
   - Security Manager
4. Contact:
   - FOM
   - MOD (if after 18.00h)

**B**.

1. Relay events to Security Manager and await orders
2. Document all details of the incident
3. On instruction of Security Manager, call Police if required
4. If Police are required, contact Security to clear drivewayand direct Emergency Services to Security Officer in the

   Control Room

**SITUATION 4: MEDICAL URGENT**

**A**.

1. Accept call
2. Record details for caller
3. Dispatch:
   - Security Manager
   - Security Team Leader / Security Officer

   - **Note: Emergency Kit**
4. Dial emergency number and advise:
   - FOM
   - MOD (if after 18.00h)
   - DOR
   - Nurse

**B**.

1. Contact Ambulance and Doctor on instruction of the Senior person on scene.
2. Contact Security to clear driveway and direct Emergency Services to Security Officer in the Control Room

3. Record arrival times of Ambulance and Doctor
4. Relay any events/messages to Security Manager/FOM

**-- REASSURE CALLER THAT HELP IS ON THE WAY --**

**SITUATION 5: FIRE False Alarm**

**A**.

1. Stop Timer
2. Investigate exact location on PC
3. Dispatch:
   - Security Team Leader
   - Engineering
   - Security Manager

4. Dial emergency number and inform of activation and location:
5. Standby for feedback from investigating Party.
6. If investigation party gives all clear and states false alarm, reset the fire system on the PC.

**HOW?**

1. Click on "actions" in the left bottom corner
2. Two bars will appear. Click on "Controls"
3. "Alarms Control" will appear in the middle of the screen.
4. Place cursor on Reset Fires and click once. The screen will clear.

**SITUATION 5: FIRE Real Fire**

**A**.

7. Stop Timer
8. Investigate exact location on PC
9. Dispatch:
   - Security Team Leader
   - Engineering
   - Security Manager

- Dial emergency number and inform of activation and location: _____

10.      Standby for feedback from investigating Party.

11.      If investigation party gives alert and states real fire, dial
         emergency number and advise to dispatch ERT.

12.      When getting order to activate Evacuation Alarm.

## HOW?

1. Stand in front of Main Fire Panel
2. Open fire panel door
3. Four buttons circled in red.
4. Push "Sound Alarm" once.
5. This will activate all sounders in the Hotel

**B**.

1. On instruction of the Senior person on scene, contact Civil Defence, Ambulance andPolice
2. Contact the Patrolling Security Officer to clear driveway and direct Emergency responseVehicles to the Loading Bay
3. The Fire Engine is to go directly to the Plant room to the nearest Wet Riser
4. Standby for further instructions
5. Relay any events/messages to Security Manager.

Study the history of fire incidents to learn and avoid such instances on your property in the future
https://www.history.com/news/fires-changes-reform
The following present some of emergency cases: -



December 2022- 26 bodies found as search ends at Cambodian Hotel fire

Searchers failed to find new bodies Friday afternoon at the disaster site, although more dead had been expected to be found.
POIPET, Cambodia -- The search for bodies in the wreckage of a burned-out casino hotel complex in western Cambodia has concluded with 26 people confirmed dead, a senior official said late Friday.
The blaze at the Grand Diamond City complex started late Wednesday night and was extinguished more than 12 hours later on Thursday afternoon.
Thailand's Ruamkatanyu Foundation, a social welfare organization that sends volunteers to disaster scenes, said Friday the search operation in the main 17-story building of the casino complex was completed, and it was withdrawing its teams. It said its searchers could not enter the more badly damaged 6-story part of the complex because it was too unsafe.
An initial investigation found that the fire may have been caused by New Year's holiday decorations that drew too much electricity, causing wires to overheat and burn, local authorities said.
At least 10 dead and guests had to jump from windows after fire rips through hotel
Quoted Poipet city Governor Keat Hul describing the chaos when the fire broke out.
Cambodian Prime Minister Hun Sen made his first public comments on the tragedy in remarks to villagers Friday morning
He expressed his condolences and said the incident showed that all tall buildings in the country must have sufficient equipment to fight fires. He also gave thanks to all the people who worked in the rescue effort, including those from Thailand
"Hotel and casino workers used fire extinguishers to stop the fire but to no avail. People were panicking and rushing about everywhere but mainly for the nearest exit," he said. "I was told that there was a stampede out at the main entrance when black smoke was billowing through the building.
He was quoted as saying he believed many of the deaths came from smoke inhalation and some people died when they leapt from high stories to escape the flames.
The Grand Diamond City casino complex has 500 employees, and it had 1,000 customers Wednesday, according to a report from Soth Kimkolmony, a spokesperson for Cambodia's National Committee for Disaster Management. It was unclear how many were present when the fire broke out, and how many managed to flee to safety.

Fire In the Bangladeshi Garment Factory Raises Serious Concerns About Safet



In one of the most devastating fire accidents in the history of apparel industry of Bangladesh at least 112 workers are feared killed during the last weekend. This is not the first incident in Bangladesh. Since 2005 over 700 garment workers have been killed in unsafe workplaces. The apparel retailers in the west are once again on a denial mode and trying whatever it takes to shrug the responsibility off their shoulders.

The recent fire is reported to have occurred in the plant of Tazreen Fashions and it is being alleged that the multi-storeyed building lacked emergency fire exits, as a result of which a significant number of deaths have occurred in a bid to jump out from the windows. Notably Bangladesh is the world's second largest apparel exporter after China yet so neglected when it comes to safety procedures. This incident is a clarion call for the apparel retailers who source from Bangladesh to finally take cognizance of the serious lapses in occupational health and safety protocols at the garment manufacturing factories that they source from.

Amri hospital fire incident



At least 89 people have been killed in a fire that broke out in a hospital in the eastern Indian city of Calcutta (Kolkata), officials say. Most of the victims were patients who were trapped after the flames spread through the AMRI hospital 2011.

The fire started in the multi-storey hospital's basement, where flammable materials were stored. Firefighters took five hours to control the blaze.

Six board members of the hospital have been arrested.

They include hospital co-founders SK Todi and RS Goenka.

West Bengal Chief Minister Mamata Banerjee said the licence of the six-storey hospital inDhakuria in the southern part of the city had been cancelled.

She said the fire was an "unforgivable crime" and that those responsible would be given theharshest punishment.

A Upadhay, a senior vice-president of the AMRI hospital company, told Associated Press therewere 160 patients in the 190-bed hospital.

A spokesman for Manmohan Singh said the prime minister had "expressed shock and anguishover the loss of lives". Many of the patients who died suffocated on fumes.

**'Guards kept door shut'**
Inside the club there was a stampede for the exit
"Someone had called me over to take some photos in the VIP area. Because of this I was there, it has a better view. Normally I stay in the middle of the crowd. It was luck. If I wasn't working, I wouldn't have been in the VIP area."
She too saw the band member with the flare or firework: "I saw some sparks, lots of shouting, and I thought it was some kind of fight.

**'Only One Small Exit'**
"People were screaming 'there's a fire' but the security guards didn't budge and tried to keep thedoor shut," he told told Zero Hora newspaper.
I pulled out a girl by the hair. It was chaos, the worst desperationMurilo de
Toledo Tiecher, Survivor
"Five or six people knocked over one security guard and knocked down the door. It was the onlyexit.

"The first people to get out tried to pull out whoever was still inside. Hands and arms appeared from the curtain of smoke. We pulled out various people. I pulled out a girl by the hair. It was chaos, the worst desperation."

Student while people leaving the club as she heard the first cries of "fire, fire". the bouncers "had their arms opened in front of us, asking us to move", and that she only escaped the club by pushing "my way out through [one of the bouncers'] legs".
"We were told that the bouncers closed this main door to force people to pay before leaving, but we didn't see it," she added.
"What I saw was that, after the first group left - about 50 of us - there was what felt like a long time before more people started to come out."
Other eyewitnesses said that once the security guards realized how serious the fire was, they triedto help people escape.
Police inspector Marcelo Arigony, who attended the disaster scene, said the guards didn't appear to block fleeing patrons for long. "It was chaotic and it doesn't seem to have been done in bad faith because several security guards also died," he told The Associated Press.
Survivor Fernanda Oliviera told local television that "when the fired started the security guys went to check what it was and then quickly they started helping us...but it was all too quick".

The Station nightclub fire was the fourth-deadliest nightclub fire in U.S. history, Because it wasa high-casualty fire caused by illegal indoor usage of outdoor fireworks, the 2003 disaster bore similarities to the 2004 República Cromañón nightclub fire in Buenos Aires, Argentina; the 2008 Wuwang Club fire in Shenzhen, China; the 2009 Santika Club fire in Watthana, Bangkok,  Thailand (cause is disputed); the 2009 Lame Horse fire in Perm, Russia; the 2013 Kiss nightclub fire in Santa Maria, Brazil,[3] and the 2015 Colectiv nightclub fire in Bucharest, Romania.[4]

At least 50 people have been killed and 701 injured after two explosions at a warehouse containing large quantities of dangerous chemicals in the port city of Tianjin. Of those wounded 71 are said to be suffering severe injuries.

Fires were still smouldering almost 22 hours after the blasts while chemical experts assess the hazardous materials on site. The cause of the blasts is still not known. The warehouse is reported to have contained large quantities of the highly toxic chemical sodium cyanide. A team of 217 military toxic waste specialists have arrived in Tianjin.

The explosions were so massive they could be seen from space, according to satellite photos released by the Japan meteorological agency. The force of the blast also prompted alarm at China's National Earthquake Network.

Thousands of people have been left homeless, with 6,000 people expected to spend the night in emergency shelters. Witnesses described residents near the site fleeing their homes – some dressed only in their underwear.

The blasts occurred shortly before midnight local time (4pm GMT, 2am AEST). A shipment of so-far unidentified "dangerous goods" in a warehouse went up in flames, causing explosions so strong that they shook homes on the other side of the city and sent flaming debris arching over nearby high-rise buildings.

Xi Jinping, the Chinese president, "urged all-out efforts to save the injured and minimize casualties". Li Keqiang, the prime minister, gave orders for authorities "to intensify search and rescue"..

The owners of the factory at the centre of the blasts – named as Tianjin Dongjiang Port Rui Hai International Logistics Co. Ltd – have been detained. The firm had flouted packaging standards two years ago according to inspection records.

Authorities earlier said they had lost contact with a further 36 firefighters tackling the huge blazes. It is not clear if this includes the 12 who are confirmed to have died. Over 1,000 firefighters and 143 fire trucks were dispatched to the scene.

Guardian reporter Fergus Ryan, who is in Tianjin, says smoke continues to billow across the city.He also reported a further small explosion and fires still ablaze, with damage to buildings and cars as far as 3km from the scene.

Greenpeace has warned that chemicals involved in the blaze could pose an ongoing threat to Tianjin residents. Beijing has played down fears that a toxic fumes are heading for the Chinese capital.

Of 4,325 containers owned by Tianjin Dongjiang Port Ruihai International Logistics that were checked, five failed the inspection because packaging was sub-standard, the Tianjin Maritime Safety Administration said.

A warehouse belonging to Ruihai Logistics has been identified by the official Xinhua news agency as the site of the explosions.

The administration examined thousands of containers owned by Ruihai Logistics, which describes itselfas a government-approved firm specialising in handling "dangerous goods", and four other companies, according to a report posted on the administration's website in January lastyear.

The report said it had inspected more than 14,000 containers in total and found that 29 from the five firms had failed the packaging checks, with the main problem being inappropriate "danger" labelling.

The inspection report did not provide further details about what was wrong with the packaging.

The state-backed China Daily newspaper said Ruihai Logistics was a private company and that its manager had been detained by police.

An official with Tianjin police declined to comment and referred Reuters to the Binhai New District government.

According to a report by government environmental inspectors in 2014, the facility was designedto store several dangerous chemicals including sodium cyanide, classified as "extremely harmful", as well as chemicals including explosives sodium nitrate and potassium nitrate.

Phone numbers listed on the firm's website were disconnected on Thursday and an email to the company went unanswered. Xinhua said 1,000 firefighters and more than 140 fire engines had struggled to contain the blaze at the warehouse.

"The volatility of the goods means the fire is especially unpredictable and dangerous to approach,"

*Fire Drills*

**A. Finding a fire**

STEP 1

- Break the break glass call point
- Dial the emergency number and state your name location and situation
- Attempt to fight the fire
- Evacuate

**B.** Control room operator
- Receive the Emergency signal on the fire panel.
- Deploy officers and Engineering to investigate.
- Standby for feedback
- If real fire advise GSC to deploy ERT immediately

**C.** Security officers and engineering department to evaluate situation and by two way radioinform the Control-room operator

- Control, this is response Team, be advised that we have a fire on X floor.
- Try to give a clear description and briefly explain what your intentions will be.
- Security officers are to immediately evacuate the guests in the danger area and guide themto the nearest Fire stair well.
- Assist and attempt to extinguish the fire.
- If in danger, evacuate.

**D.** General Manager must report to the scene immediately

- Once on scene confirm that the guests in the immediate danger area have been evacuated.
- Access the situation and confirm evacuation depending on the extent of the fire.
- Evacuate the building.
- In the event that the General Manager or Resident Manager is not available, the DutyManager or GSM will be responsible for this task

**E.** GSC to contact H.E.A.T at the same time as in Para B.

- Dial each member on his/her mobile or paging system and advise them to report to the lobby immediately. See organization chart in Fire Manual.
- Contact Civil Defence and advise
- Inform General Manager, Resident Manager Security Manager and GSM of actions taken.
- Standby for further feed back

**F.** ERT to collect emergency equipment and standby for deployment by Resident Manager

- Report to the Lobby
- Take emergency equipment
- Receive floor master keys
- Wait Resident Manager to brief and assign a location to you.

**G.** Resident Manager will

- Deploy ERT to assigned floors
- Wait in the lobby to liaise with the civil Defence and control the lobby area
- Liaise with General Manager constantly.
- Liaise with Assembly Point manager
- **See Fire Manual**

**H.** ERT will report to the floors and evacuate guests immediately.

- Knock on the door 3 times
- Use the Floor Master Key to gain entry.
- Calmly but firmly advise the guests that they must evacuate the room and go to the nearest Fire Exit and proceed down until they reach the outside of the building.
- Advise them to stay calm and not to take any luggage, only the room key.
- Confirm and check that the room is empty and assist them to the fire exit.
- Continue with the same procedure mentioned above.
- Once the floor is evacuated, go to the nearest exit and evacuate.
- Assist other guests on your way down.

**I.** Housekeeping Staff must assist to evacuate guests when hearing the general Alarm

- Clear trolleys out of the passage and place them in the service Area.
- Follow procedures as in Para H

**J.** Concierge will immediately man fire exit doors and guide guests to the assembly point

- Report immediately to the fire exit.
- Allow people to exit but not to re-enter
- Guide guests to the fire exit by speaking to them in a calm but firm tone.
- Reassure them that all will be fine.
- Once everyone has been evacuated, stay at the door.
- Evacuate only if the area is in danger.

**K.** All other departments, when hearing the General Alarm sound must evacuate. Read withPara D.

- Each department will go through normal close down procedures as stipulated in the FireManual
- Once Close down Procedures have been implemented, report to the Assembly Point.
- Group in departments and nominate one person to liaise with the Assembly point Managerand confirm that all staff is accounted for.
- Do not re-enter the Hotel until the All clear has been given by the Civil Defence Chief incharge of the scene.

**L.** Report to the Assembly Point .

FIRE EMERGENCY EQUIPMENT INSIDE FIRE CART FIRE EMERGENCY EQUIPMENT INSIDE FIRECART




(axe, DCP, safety shoe, fire blanket, fire man jacket)




FIRE HOSE REEL

FIRST AID BOX, FIRE PROOF HELMET,

TOURCH LIGHTFIRE PROOF HAND GLOVES

AND RELFLETING JACKET

FIRE CART TROLLEY





HYDRANT INLET AND OUTLET
POWDER



FM 200

AUTOMATIC DRY CHEMICAL



HOSE REEL CABINET



FIRE SMOKE DETECTOR

WATER SPRINKLER



SOUND ALARM SPEAKER



ANSUL NOZZLE



FIRE BLANKET



L P GAS STOPPER



ANSUL ACTIVATOR

LIFE BOUY



Fire Alarm

**Method of fire**

Inhibition or convection

Conduction - water with electrical

Radiation - electrical

**Method for fighting the fire**

smothering

Separate it

starving air & Cooling by water

| FIRE TYPE | EXTINGUISHING AGENT | METHOD |
|---|---|---|
| ORDINARY SOLID MATERIALS A | WATER FOAM | REMOVES HEAT REMOVES AIR AND HEAT |
| | DRY CHEMICAL | BREAKS CHAIN REACTION |
| FLAMMABLE LIQUIDS B | FOAM $CO_2$ | REMOVES AIR |
| | DRY CHEMICAL HALON | BREAKS CHAIN REACTION |
| ELECTRICAL EQUIPMENT C | $CO_2$ | REMOVES AIR |
| | DRY CHEMICAL HALON | BREAKS CHAIN REACTION |
| COMBUSTIBLE METALS D | SPECIAL AGENTS | USUALLY REMOVE AIR |

*Emergency medicine and disaster services*


The speed & efficiency depends on:
Early access.
CPR early.
Early electric shock.
Intensive care early.

**Emergency Medical Services: It consists of fifteen paragraphs**
Personal responsibility.
Training.
Communications.
Ambulances.
Facilities.
The intensive care unit.
Civil Defense Authority.
Community participation.
Access to care.
Transportation of care. Medical
records documented.
Education and medical education community.
Rating and independent review.
Disaster ring.
The exchange of views and ideas.

There is also a religious dimension and was set up by the law of Islam and Muslims, due to the Rescue of human life and the preservation of his life. But Hedda duty will come only with science and knowledge and are the only weapon that makes us Ntboo place among nations andmay be useful to recall the words of the famous Arab philosopher who learn from the West, which Ibn Rushd in the adage saying ((learned in exile homeland ignorance at home Weird)).


For Hedda it is to be re-medical and health Al-Kafat training in particular and the public in general, and especially of his direct relationship to society (civil defense, traffic, rescue, specialunits and other) process first aid and especially the process of Rescue Life (CPR).

CPR CPR: is the finest psychological, and simple learning task is necessary and essential to learnand work by the medical staff mainly education and the community to know how to deal with critical situations and save them.

CPR is divided into:

**First, basic life support BLS and consists of:**

Open the airway.

Artificial respiration.

Activate (massage) artificial heart.

**Second, advanced life support ALS using special equipment for the Rescue of life inambulances and emergency departments.**

**Third: life support after recovery PRLS This means that the transfer of the patient to theintensive care unit.**

And in order to achieve CPR CPR than for this case it is medically evaluated using theclassification of the American Society of Anesthesiology.

Group I: Human natural full health.

Group II: the man who suffers from a mild illness.

Group III: the patient who suffers from a severe and limited motion sickness accent withoutobstruction.

Group IV: the patient who is suffering from a severe illness with disability and possible to losehis life.

Group E: the injured that there is no expectation of surviving but emergency surgicalintervention

Group F: cases of brain death is maintained to be the vital organs including organ transplants.

Group G: They are emergency situations that are not subject to the previous assessment, butare assisting her immediately.

Now works field assessment by sorting cases of emergency and acute cases.

**First Aid**

Ambulance is the ability to provide initial treatment procedures skillfully and effectively to whatinfected when an accident or sudden illness, and is a skill to save the lives of people, and to prevent the development of risk and the deterioration of his condition, and is a key role, and specific and my time, essential because it means the submission of initial remedial actions, within the resources available - and are usually a few of the patient alive for delivery to the doctor. And it is specified and my time because it means the limited possibilities of interventionwithin the knowledge and Statistics medic when it starts and ends with the work of the specialist physician.

**Who is responsible when providing first aid?**

Anyone who can provide first aid service, provided that the coach is properly the work of such initial actions in centers dedicated to it or at home or on the street and are resorting to first aideither:

Unable to the presence of a doctor and so for critical situations.

Or when the incidence of heart disease or high do not need medical intervention.The goals of

first aid

Save the patient's life at risk from certain death and prevent direct:

There are some signs and symptoms which means its presence when the victim that his life  is threatened by the risk of death. And so it must be done fast and skilled procedures to prevent the emergence of these serious Tags:

In the case of choking or stops breathing should open the airway and perform artificialrespiration (rescue breathing).

If there is bleeding, the patient's life in danger of death, so it must be stopped.In the case

of fainting you should put the patient in a state hospital.

**Prevent the deterioration of the situation:**

If they are not infected ambulance quickly he showed danger signs and complications, so youmust do the following to prevent the deterioration of the situation of the patient, and are:

Clean and disinfect wounds and covered with bandages private and linked to appropriate, inorder to prevent the emergence of diseases of inflammation double bandages.

Install fractures and should be installed in the position in which feels comfort reform may notbe broken or move the broken Lists.

Put the patient in a comfortable position and the comfortable situation vary from case to case:In the case of shock prefer to be in the low level of the head from the body level. While in shortness of breath and angina pectoris case, the best position is to have the patient in the form of half-sitting, and that his head higher than the body level, and if the injury is in the abdomen The best position is to lie on his back with knees bent and put pillows or blankets wrapped between the leg and thigh muscles to make the lower limb.

**Help healing:**

The psychological state of the patient directly affect his physical condition and health, especiallyin the beginning of the incident where feel pain, fear and anxiety, and so must the medic that:

Reassure the patient, and to diminish the importance of the injury, and speaks to him withconfidence and poise and shows no confusion or surprise or emotion.

Relieve pain: Pain sends fear into the self-belief in the existence of a strong hit, as it leads to the occurrence of shock. So you should relieve the pain quickly and housed.

**Management scene**

The medic must assume management of the scene in all respects, the medic mustaccommodate the situation and controlled and that is:

General assessment of the situation: the medic must act calmly and deliberately, away from thechaos and panic and confusion.

The diagnosis of the patient case or injured.

Submission of the initial treatment.

To improve the use of the spectators from the public in the affected states. Because Tgmehrhminfected more than about his condition worse.

Remember well:

Upon the occurrence of an accident acted quickly but quietly.

Check that the patient breathes status of the person unconscious in a position where canbreathe easily.

Tried to stop severe bleeding.

Ask ambulance.

Avoid exposing yourself to danger unnecessarily.

Avoid making anything without his knowledge or ignorant before.Do not

forget ambulance bag.


A person who is providing first aid is an ordinary person is not required to be in the field of medicine, but has the available information that enables him to save the life of the patient orthe patient.

**The basics of first aid**

There are a minimum of information on first aid must be submitted to perceived and learned:Understanding first-aid

rules and responsibilities.

Recognize the importance of securing the crash site, and the isolation of the body.How to

open corridors to the air (to breathe).

Action ventilator.

Assess the scene.

Appropriate to the situation of the patient or the patient. Knowledge of the

symptoms and signs of risk for medical problems.Know the signs or not to

respond to the injured.

Control of internal bleeding.

See if there is internal bleeding or not.

Dealing with spinal injuries.

Availability of public information have on the human body and an autopsy, and its membersand various organs.

How to carry the patient in order to alleviate the suffering of further damage or harm.Know the

symptoms related to various diseases and how to deal with it.

Heart massage.

Dealing with burns and fractures.

How to heal the wounds.

How to deal with injuries to children.

Assessment stage

**Statistics cases:**

This is where the data taken from the patient if his condition so permits or from a familymember and include the following:

Time of the incident.

Symptoms of infection.

Locate the pain with the recipe.

How incidence.

Results dealing with the injury by the person is the coach Determine

the medical history of the patient or injured person:Health in general.

The existence of any health problems or injuries suffered before.Drugs or

medicines covered, if any.

The overall appearance of the injured, age, gender, and weight .Pulse,

respiration, and blood pressure, and temperature.

Measuring the level of consciousness.

Note the color of the skin.

Eye condition.

Difficult situations (critical):

Critical situations do require assessments:

Extricate the victim from the scene (in case of injury in accidents), which include:

(A) securing the scene.

(B) know the nature of the wound or disease.

(C) count the number of victims.

(D) do rescue.

Ensure breathing and blood circulation.

Measure the level of cognition or mental state, through his sense of pain - speech - Catalystresponse to anything around him.

Make sure there is external bleeding .

Make sure there is internal bleeding.

Make sure the pulse.

The presence of pain in the abdomen or chest.

Wounds in the neck or head or back.

Wounds of the scalp or face .

Damage to veins or blood vessels.

The presence of a tumor or abnormalities in extremities .

Do not move the neck, or head, or back in cases of spinal injuries.

Determine the cause of the accident.

The presence of poisoning.

Vomiting.

Ambulance priorities for different injuries

Of the most important success factors ambulance operations, and to save a person's life, and help his recovery following the sound foundations multiple injuries in the ambulance when oneperson and follow the priorities so that may not begin to care less significant injury before the injury the most important ones. And injuries may have been arranged according to their importance and seriousness.

**Ambulance for a person with several injuries:**

When the infected person and one suffers from several injuries on the medic, you must followthe following priorities:

Breathing: the first priority in the ambulance, so you must:

(A) ensure the safety of the respiratory tract.

(B) opens up the airways and maintain them impassable.

(C) it may require a hole in the throat to secure breathing.

(D) chest wound must lock because it may cause Astruaha and lead to shortness of breath andchoking.

Bleeding: You must stop the bleeding very quickly familiar ways.Shock:

the shock must be addressed.

Other injuries:

Fractions:

(A) head fractures.

(B) chest fractures.

(C) backbone.

(D) other fractures.

Abdominal injuries (wounds) in the case of a prominent bowels and should not be entered butcovered with a piece of gauze wet with sterile saline solution. In the case of the presence of foreign objects window Kalkhanjr it should not be withdrawn from the wound for fear of heightened bleeding laceration and muscle and blood and nerves.

Burns and other injuries.

Types of poisoning.

Priorities to provide care and transportation for people with multiple injuries:

If there are several injured, the work of a paramedic be more difficult and requires great skilland agility and speed and agility in the speed of appreciation and report any of the injured suffered from an injury more serious than the other injury.

**Determine the priorities of the ambulance on the following basis:**

Priorities first class:

(A) choking and breathing stops: the direct cause and is responsible for 20% of deaths inaccidents and seconds here may be crucial because the choking rapidly fatal.

(B) stop the heart.

(C) bleeding is controlled.

(D) severe head injuries.

(E) satisfying severe injury: poisoning, an open wound in the chest.

(F) fainting: Amomy it should be placed in a position of hospitalization.The

priorities of the second degree:

(A) burns

(B) multiple fractures

(C) back injuries and spinal column.

(D) nervous shock.

The priorities of the third degree:

(A) fractures and minor cuts and take off.

(B) cuts a wide and clear, where the impossibility of bleeding.

(C) dead on arrival.

# names for parts of the body

**Seiken**
Forefist

**Hiraken**
Fore-knuckle

**Kyobu or Mune**
Chest

**Kyosen**
Solar plexus

**Kyojutsu**
Sternum

**Abara**
Ribs/rib cage

**Denko**
Floating ribs

**Inazuma**
Liver

**Mioto or Hara**
Stomach or abdomen

**Suigetsu**
Pit of the stomach

**Kinteki**
Testicle/s

**Hiza or Hitsui**
Knee

**Hiza gashira**
Kneecap

**Suni**
Shin

**Kobore**
Tibia

**Sokuto or ashi-gatana**
Edge of the foot

**Heisoku or Kori**
Instep

**So-in**
Base of the toes

**Ashi-kubi**
Ankle

**Ashi**
Leg or foot

**Yubi**
Finger

**Shuwan or shotei**
Palm

**Tekubi**
Wrist

**Kote or ude**
Forearm

**Ude/wan**
Arm

**Hiji or empi**
Elbow

**Te**
Hand

**Men or Atama**
Head or face

**Tanchu**
Mid-point of sternum

**Kassatsu**
Between shoulder blades

**Haya uchi**
Base of shoulder blades

**Kata**
Shoulder

Do
Trunk/torso

**Ashiura or teisoku**
Sole of the foot

**Koshi or chusoku**
Ball of the foot

**Tsumasaki**
Tips of the toes

**Tsuma**
Toes

**Mata**
Inside of thigh

**Koshi/Goshi**
Hips

**Bitei**
Coccyx

**Jinzo or Ushiro Denko**
Kidney

**Hizo**
Small of the back

**Shitsu**
Bend of the knee

**Sobi**
Base of calf

**Akiresuken**
Achilles tendon

**Kakato/Kagato or Ensho**
Heel

**Kyusho**
Vital point

**Kansetsu**
Joint

**Naiwan**
Inner arm/inner forearm

**Haiwan**
Back of the arm

**Gaiwan**
Outer forearm

**Ken**
Fist or knuckle

**Sakotsu**
Collarbone

*Active Shooter*

**Active Shooter Defined -** This situation is a barricaded suspect(s) or an outdoor movement situation where the suspect(s) is actively discharging a firearm at guests or staff members and or randomly firing into an area where it is reasonably expected that persons could be struck bythe suspect(s) fire.

These situations leave little or no time for proper planning and normally require first arrivingLaw Enforcement units to take immediate action to end the danger.

The purpose of this policy is to ensure the safety of the guests/ staff, and to ensure that all staffhave a clear understanding of how to react in such shooting incidents.

**Active Shooter Outside Building**

- Go to a room that can be locked or barricaded by using available material.
- Close the window blinds, turn off the lights and get everyone down of the floor so that noone is visible from outside the room.
- Spread out and seek concealment behind walls, desks, file cabinets etc.
- Have someone call 999 using a cellular telephone or call from any Hotel telephone. Beaware that the 999 system will most likely be overwhelmed.
- When you reach the dispatcher, describe the situation and give your name and location;remain in place until the police give the "All Clear."
- Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are beingissued by a police officer.

**Active Shooter Inside Building**

- If possible, secure the room you are in by either locking or barricading the door using available material and follow the same procedures described above.
- If you cannot secure the room, determine if there is a nearby location that you are able toreach safely and then secure or if you can safely exit the building.

**Active Shooter Inside Room**

- If the active shooter enters your office or work area, there are no set procedures. The decision to flee or seek shelter inside the room can only be made by you and is dependentupon the circumstances.
- Try to remain calm; it will aid you in decision making.
- Call 999 if possible, and alert police to the shooter's location.
- If you can't speak, leave the line open so the dispatcher can hear what is taking place.Usually the location of a caller can be determined without speaking.
- If there is absolutely no opportunity of escape or concealment and the shooter is notactively firing on victims it might be possible to negotiate with the shooter.
- If the shooter has fired on victims you are faced with a life or death situation; only you canconsider your next course of action.
- After all other options have been exhausted, you may be faced with the decision to overpower the shooter with force by whatever means necessary.

**Active Shooter Leaves Room**

- If the shooter leaves the area and the environment appears safe, proceed immediately to asafer place.
- Do not touch anything that was in the area of the shooter because of the possibility of explosives being left and the destruction of crucial evidence.

**What You Should Do**

- Make sure you have an escape route in mind.
- Do not attempt to carry anything in your hands while fleeing; move quickly
- Keep your hands visible, and follow instructions given by any police officers you may encounter.
- If you know where the shooter is located, tell the officers.
- Remain at the designated assembly point until you have been released.
- Do not drive off the premises until told it is safe to do so by police.
- Do not try to move any injured people; leave them where they are and notify authorities oftheir location as soon as possible.

**What You Should Expect**

- Responding police officers are trained in active shooter response to proceed immediately tothe area where the shots were last heard; their purpose is to stop the shooting as quickly aspossible.

- The first officers to arrive will not stop to aid injured victims; rescue teams composed of other officers will follow the first team into secured areas and remove injured persons.
- The first officers on the scene will likely be from the Local Police Department. Depending on the situation, they may be joined by officers from different agencies and dressed in different uniforms. There may even be some officers in civilian clothes wearing an external bulletproof vest. Some officers may be dressed in Kevlar helmets and other tactical equipment. They may be armed with rifles, shotguns or handguns. Do as the officers tell you and do not be afraid of them.

**These safety tips and guidelines are not all inclusive, but if understood and followed up with periodic reminders and training when feasible, it can increase your chances of surviving an active shooter incident.**

*Natural disaster Storm & Heavy*

*Rain*

**Scenario objective:**

If natural signals for Shamal wind or rain are appeared, below actions be implemented by eachof the following department before happening of any damage/injury to staff/Guest and property by storm or rain.

**Security Department**

- Swimming pool Mattresses to be collected in one place and to be covered with plastic and secured.
- Swimming pool umbrellas to be kept at lying down position and secured where possible.
- Guests informed not to swim during the situation due to possible lightening.
- Flammable Torches to be secured and removed from the poolside.
- To ensure that frequent patrolling (internal and external) is done and each department they have carried out their task. If any abnormal faced to be rectified as soon as by informing concern department.
- MOD to keep in loop.
- Ensure that torches and other related emergency equipment are stored ready for use.

**House Keeping Department**

- Rain mat to be placed and coir mat to be removed from the main entrance.
- Carpet on the reception floor to be removed if heavy rains.
- Wet floor sign to be placed if floor is wet in all the exits and entrances (especially in the guest/staffs movement areas).
- Rain mat to be placed against the doors at the link of reception and lobby lounge
- Sofa's cushion at the shisha lounge to be removed, if not to be covered well by water proof.
- Furniture cushion to be stored, if not to be covered well by water proof.

- All umbrellas to be lye down position.
- No any cutlery items to be left outside.
- No cushions & mattresses to be left outside.
- Flammable Torches to be secured and removed from the poolside
- Creek or PHD linen should be cleared from the area (loading bay).
- To ensure that all the glass doors are closed and locked in the vacant room.
- Remove balcony cushions and store in the room.
- Suite rooms sunbed mattress to be stored in the room if room is vacant and in the Pantry if occupied.
- Ground floor rooms are accessible from outside, all rooms' furniture to be shifted/covered at the safe area.
- In house Guest to be notified not to keep any items at the balcony and to keep doors closed atall times.
- Roof top door base door seals to be covered by towels to stop the water passing into the staircase and guest corridors also same at the base of the ground floor doors.
- Any doubts or unusual to be communicated to security Control room.

## Stewarding receiving

- Charcoal and wood to be covered well with water proof plastic.
- Shutters at the receiving to be closed.
- Food items should not be left outside.
- To ensure that loading bay and Receiving area is clear i.e. garbage plastic, charcoal, damaged items or other related are not left.
- To be ensured that Garbage room door is locked.
- Wet floor sign to be placed if floor is wet in your area.
- To ensure that no any items are left outside of the Outlets area or function setup area i.e. cooking items, stand lamp, any cutlery items etc.
- Any doubts or unusual to be communicated to security Control room.

## Engineering Department

- All the water fountains to be turned off.
- Main Pump room Door to be locked at all time.

- Engineering staff member to be assigned to check that all pumps are operational. Keep stand
- Water at the receiving area may cause flood, it has to be monitored. E.g. sand bag barriers to be prepared to avoid damage or water extractor motor needs to be setup.
- Furniture and items in the car park to be stored properly or to be removed, if it's related to Engineering
- Corners of the car park to be barreled by sand bag to avoid the water pass to the ground floor car park from street.
- Water extractor motors to be used in case water floods anywhere at the Hotel.
- Drainage holes to be checked frequently and to be opened if blocked.
- Balcony plants or other items that can be fell down or fly, to be put down.
- Any trees or other particles that appeared it will fall down should immediately to be removed.
- Any loose part at the external side to be fixed immediately.
- Start putting up the sand bags in the place where there is difficulties to access by flooding water.
- If the water gets collected at the front of the Main pump room's door, portable motor to be used to extract water.
- Keep stand by 25 sand bags (in case any where water flooding/overflow can use it).
- Torch light, rain coat, horse reel, water shocking pump, power unit (extension unit and other tolls kit) to be standing by.

Any doubts or unusual to be communicated to security Control room.


## Food and Beverage Department

- Shisha items to be removed or covered properly.
- No any cutlery items to be left outside.
- All Glass doors to be locked on the off hours & to be closed well on the operation hours.
- No any items to be left at the terrace/balcony of the banquet, Café arabesque and Terrace Bar.
- On Operation hours assist Housekeeping to store Furniture cushion, and to cover well by water proof.
- Umbrellas to be lye down position.
- All the decoration pots which are outside to be secured well.
- Guest/staffs to be advice to remain inside the outlets/Banquet.

- Wet floor signage to place accordingly on the surrounding.
- Rain mat to be place against the door on each outlets/Banquet.
- Any doubts or unusual to be communicated directly to security Control room.

**<u>Front office Department</u>**

- Keep all doors closed (glass door & Wooden entrance door).
- Umbrella be available to use for staff & Guest.
- Assist HK to remove reception floor carpet if heavy rains.
- In house Guest to be notified not to keep any items at the balcony and to keep doors closed at all times.
- To make sure that Front office store door at 1.6 facing out at roof top is locked and towels to be placed at the base of the door to block the water to pass in.
- If water leaks from the car park ceiling, parked cars by valet to be removed and reparked at the safe area.
- Any doubts or unusual to be communicated to security Control room.

*Vehicle Accidents*

Only if an accident occurs on the property, only then will the Security Officer intervene.

‒ Go to the site immediately where the accident has occurred.
To handle and control accidents in a professional and controlled manner and to assistguests when dealing with the Local Authorities.

**1. Contain the area**

☐ Ensure own your own safety first before attending to anyone.
☐ Secure the scene and ensure that a second accident will not occur.
☐ Attend immediately to the persons that may be injured.
☐ Ask immediately and calmly whether any injuries were sustained.
☐ If so, request the person to stay in the car while you request for medical back up and the ambulance. the Dubai Police Ambulance Teams will attend.

**2. Report to your Security Team Leader and GSM and advise local Authorities**

Contact the Security Team Leader immediately after the assessment was made and requesthim to come to the location where the accident occurred.

**3. Attempt to clear the area so that traffic can flow with ease.**

\* While the Security Team Leader and GSM are dealing with the accident, implement crowdcontrol and try to clear congested traffic from the scene.
\* Discretion must be used when placing traffic cones down to divert traffic from using the mainarrival area.
\* Guide police to the area where the accident has occurred.

**4. Record all particulars in the Security Control Occurrence log Book.**

‒ After the accident has been cleared, ensure that all relevant details have been recorded,being: -

   **a)** **Names of both drivers.**
   **b)** **Addresses**
   **c)** **Registration Number plates**
   **d)** **Make and model of car**
   **e)** **Colour.**
   **f)** **Description to what had happened.**

As routine and for record purposes, photos should be taken and kept on file.

### 5.   Review the CCTV if required

It may be necessary to review the hotel CCTV to assist the Police to decide on who would beliable

### 6.   Clean up

- [ ] Request engineering to report to the scene should there be any damage top the building.
- [ ] Arrange with House Keeping to clear the area should there be any debris in the area. Oncecleared re-open the area for use after safety has been confirmed by engineering.

To establish damage cost and also to submit a report in this regard which may have to beclaimed from the guilty party.

*Theft of Guest Property*

To implement a consistent approach to investigations for all theft cases, so as to establish the confidence of the guest in our abilities, sincerity and care and if required provide the policy department with required information.

When guestroom losses are reported, it is imperative that the Security Department makes an immediate response. The claimant should be interviewed personally by the security personnel in attendance of the Hotel Assistant Manager or Manager on Duty. The following information should be obtained:

1. Full name and address of the claimant
2. Description of the missing items
3. When the item was last seen and when the loss was discovered.
4. Did the claimant have any visitors in the room?
5. Is the claimant suspicious of anyone in particular?       If so, what occurred to make the claimant suspicious?
6. What is the value of the missing items and were they insured?  If so, by whom?
7. Does the claimant agree to lodge a police report?
8. The incident report should be filled in accordance with the Hyatt international guideline.

The above information should be in writing, either recorded by the investigator or written out by the claimant. It should be duly signed by the claimant. If he/she refuses to make a police report it must be noted.

The security personnel should then indicate that he desires to examine the guest's room. The investigation of the room should include the following:

1. Is there any sign of forced entry to the room?
2. Are all locks and locking devices in proper working condition?
3. A thorough search should be made in the room for the missing item. Care must be takennot to disturb the property of the guest.

4. The room attendant should be interviewed in an attempt to gather any information about the loss. Did the room attendant ever see the missing item in the guest's room? Did the guest make any comments regarding the loss?

Reported theft often turns out to be an accidental loss and the item is located in the room. All potential hiding places, trash cans, bed linen, upholstery cushions, etc. should be moved and searched.

If the item is not located in the guest's room, additional areas may be searched. A missing wallet or camera may be found in a stairway, behind a radiator, in a trash container, etc. wherea thief has thrown it after removing the money or decided that the item is not worth keeping. If the article is clothing or jeweler, it is possible hidden some place on the property until it can be safely removed later.

Room lock audit trail can be taken from Lock reader system with the assistance of Assistant Manager Front Office.

In the event that a loss of valuables appears actual, the police should be notified. However, the responsibility of reporting the loss to the police rests with the guest. The security personnel may assist the guest in contacting the police as a courtesy.

At no time in the investigation should the security personnel or any member of the management make any statement as to the liability in the case. No admissions should be madeand no denials offered. When an immediate response is made and the guest senses that his / her problem is being dressed in a professional manner, he is less likely to feel that the hotel isat fault. Usually the first thing the guest really wants is to seek help and to feel his concerns arebeing attended to. It is possible that security personnel may become insensitive to the plight ofguests after repetitive investigation of similar complaints. A genuine concern and an effort to be of assistance should be the officer's primary role. The officer can be of greater service to the hotel in this regard than in solving the crime. When guests have been seriously inconvenienced, a member of the management may consider providing assistance to the guest, such as complimentary Food & Beverage services.

*Equipment required/ necessary for security team operation*

*Two-Way Radio Procedures*

**1. Receiving radio when reporting for duty.**

☐ Receive Two-Way radio from Control room Operator.
☐ Check for damage to the outer casing, Ariel, PTT, Channel switcher button and volumecontrol button and battery strength.
☐ Switch Two-Way radio on by turning the Volume control button in a clock wise direction.
☐ Select the channel and ensure that it is the same as the base station.
☐ Press the PTT button and test whether a test message can be transmitted to the main basestation and visa versa.
☐ If the Two-Way radio is serviceable, record the serial No in the radio register.

  a) Name
  b) Date
  c) Serial No
  d) Time out
  e) General condition
  f) Signature
  g) Signature of issuer.

To ensure that all equipment is kept in a serviceable condition and available for emergency situations that may evolve.

To ensure that Two-Way radio communications are controlled in order to minimize the risk of guests understanding that a situation has occurred in the hotel. This will help to not upset guests.

**2. Reporting off duty**

The same procedure to be followed as in Para 1. The issuer will check the Two-Way radio before signing it back and accepting that it is in tact.

**3. Damage or loss of Equipment**

Should the equipment suffer damage during duty, the Security Officer who had initially signed for the radio must give a reasonable explanation to how and why the radio is damaged? He will submit a written statement that must be given to the Service Leader for further investigation.

**4. Securing Two-Way Radio's**

Radios must not be lent to any private person and must not be taken out of the hotel.

＊ When using the Two-Way Radio.

- Hold the Two-Way radio about 6 inches away from your mouth, ensuring that themicrophone is facing your mouth.

- Press the PTT button in and hold.

- When calling another station the message transmitted must start as follows: - E.g.
- ➢ "Control, this is P1".
- ➢ (Wait for reply)
- ➢ "P1, this is control, send your message", over.
- ➢ Once control has responded, you can proceed to transmit your message in a calm and cleartone. A normal speaking voice is recommended.
- ➢ Once you have relayed your message, release the PTT and wait for the reply from control.
- Remember that the person that starts the transmission must also end the transmission.

＊ Using the Phonetic Alphabet

When a name has to be spelt out during transmission it is vital that all Security Officersknows the Phonetic Alphabet off by heart. This aid consists of the following letters

# A. =Alpha
# B. =Bravo
# C. =Charlie
# D. =Delta
# E. =Echo
# F. =Foxtrot
# G. =Golf
# H. =Hotel

**I.** =India
**J.** =Juliet
**K.** =Kilo
**L.** =Lima

**M.** =Mike
**N.** =Novmber
**O.** =Oscar
**P.** =Papa
**Q.** =Quebec
**R.** =Romeo
**S.** =Sierra
**T.** =Tango
**U.** =Uniform
**V.** =Victor
**W.** =Whiskey
**X.** =X-ray

- **Radio silence**
  During the normal shift hours it is vital that radio transmissions are kept to a minimum. Only transmit when absolutely necessary.

- **Language**
  Only English when transmitting or receiving is allowed.

- **Reporting incidents over the two-Way radio**
  No obscene language is to be used over the air. If an incident has occurred in the Hotel, it isvital that the person sending the message does this in a discrete manner to avoid guests from listening in and upsetting them.

*Area Patrolling Procedure*

To ensure guest safety from possible threat of fire, smoke, theft, harassment, burglary etc.

Patrol of guest floors, public areas and back of the house areas is a routine activity of the security department. A minimum patrol frequency for each area has been established. The Security Officers will scan his control scanner whenever the scan stations are established (when installed). While patrolling, Security Officers need to be alert for those conditions, which may present a hazard to guests. Evidence of potential problems can be detected by:

1. Verifying normally locked doors to storerooms, etc. are locked and that guestroom doors are locked. It is the policy of Park Hyatt Dubai, however that, when a House Keeping attendant is cleaning guestrooms, the door remains open.
2. Checking doors to fire escapes to ensure they are not held ajar or the latch mechanism rendered inoperative.
3. Being alert for unusual odors, the presence of smoke, etc. that might indicate a fire or health hazard.
4. Listening to unusual noises or the absence of unusual background machinery noise.
5. Observing suspicious persons, whether employees or guests.
6. Noting the removal of hotel furnishing, safety equipment, etc.

The Security Officer assigned should ensure that all assigned areas of his route are covered and that all control points are swiped (once the swipe stations come up) to verify that the areas have been covered.

Because of their accessibility and / or isolated locations, some public areas and washrooms are potential locations for vandalism, robberies and sexual assaults.

**Security patrols should check to ensure the following:**

- Areas are properly locked if not needed.
- Lighting is adequate for protection of personal and hotel assets.
- Fire hazards are not present.
- Strangers are not loitering in the washrooms.
- Employees without valid reasons / or official work should not be in areas not assigned tothem.
- All incident / out of ordinary situations will be noted down by the patrolling Security Officerand the same will be recorded in the log book.

*Using Patrolling Scanner*

**1. Use the patrolling scanner according to the set route from the top floor to the bottom.**

Security guards must patrol starting on the top floor and working systematically downwards floor by floor using the GS 1000 Scanner on each floor. To perform daily recorded patrolling exercises to ensure that all areas of the Hotel are patrolled constantly to ensure the safety of guest / staff and property.

**2. Ensure serviceability before use**

- Switch scanner on.
- Slide power switch forward
- Set time / date from computer after connecting B/L LED'S to computer
- Scanner will perform a firmware check
- If scanner is not plugged in, it will blink twice with delays.
- Activate standby
- If the scanner is plugged in correctly, it will blink steadily and continuously.
- The scanner will only detect a live cable if connected to a operating PC.

**3. Scan RFID tags / to read a tag**

- Scanning a tag can only be read if the scanner is in the normal mode of operation and "live"serial cable is not plugged into the unit.
- To read a tag, position the scanner in front of the tag as shown on the picture below in a **appendix 1**
- Press and hold the scan button.
- Scan LED will switch on.
- One long beep will be generated upon a successful read and database record will be addedto the scanner memory.
- If no tag is read within 10 seconds from the moment the scan button is pressed, thescanning is disabled automatically.

**4. When memory status is low**

- If 10% memory status is left, the scanner will blink red once at 2 second intervals.
- To converse battery power the scanner only indicates this for 10 seconds after you releasethe scan button or after each successful read or read timeout.

**5. Memory full status**

- Scanner will allow to continue reading tags even if memory is full
- Upon a successful read, a long beep will be generated and the B/L LED will be switched onfor 1 second, thus indicating that the new record has not been added.
- In addition, the scanner indicates memory full.

### 6.  Battery low status

- Allowing the battery level to fall may result in erroneous scanner operations
- Constant beeping for 10 seconds with LED blinking.
- Switch off
- Recharge battery
- Failure to do so may damage or destroy the database.

### 7.  Attach scanner to PC for communications

- Switch scanner off.
- Plug cable in into serial port.
- Switch scanner on
- Make sure that 'live' cable is connected to PC.
- Make sure PC is on
- Upon cable detection the scanner will generate a beep and start blinking its LED and readscanner automatically.
  **Important:**
- Ensure Scanner is off before plugging cable in. If not, it may destroy the database

### 8.  Running the GS monitor

- Ensure scanner is in communications mode. LED blinking constantly.
- Launch GS monitor
- When GS monitor window opens, click on the log in button – the input login passworddialog will appear
- GS monitor has two modes of operation – normal and extended. Extended mode will allowyou to issue special commands – recover data, invoke test mode and power down.
- Input "regular" password (default after installation is "0000" (four zero's).to log on forregular mode or "**GIGI**" (case sensitive!) for extended mode. Click OK when done.
- If password is correct the GS monitor will become active.
- Select an appropriate COM port from COM ports frame.
- Click upload button to down load the GS1000A data.
- This action first invokes "**A**" to check the number of records in the scanner internal memory,the "I" command to perform the actual downloads.
- Data will be downloaded and displayed in the data table.
- Rec# field is the record number.
- Mach# is a machine number of a particular scanner; ID code is the ID code of RFID tag scanned.
- Date and time fields display the date and time of record creation.
- Click "**save to file**" button to save the uploaded data into the file. The data is saved in "**raw**"text file format and can be viewed in using simple text editor like notepad.
- Each record occupies one line of text and has the following format:
  **MM, Li… L, YYYYLMM,DD, hh:mm:ss, where MMis machine numbered, LL…L – ID – code of the RFID tag, YYYY** – year**, MM** – month**, DD** – date**, hh** – hour**, mm** – minutes**, ss -** seconds

- Click erase button to delete the data from the scanner internal memory (invokes "D"command). Ensure that data is not needed before deleting it.
- See Scanner manual for further instruction.

*WATCHMANS Key Control and Management*

Secure. Scalable. Solutions

‗ Key Watcher Touch

Customizable key management solution

- Key Watcher®

Customizable key management solution

- Key Bank®

Secure storage for up to 2,000 keys

‗ Smart Key Lockers®

Secure lockers for managing large items

- Power Check®

Computerized guard tour systems

**WATCHMANS** key control and security management systems are modular, scalable and designed to interoperate with access control and other physical security systems. Their smart, tamper-proof designs help to reduce wall space. And to better suit your needs, they are designed to be optionally accessed with pass codes, access cards or biometrics.

**WATCHMANS** systems are engineered with communication capability for connectivity across systems on any level you choose. Our key control solutions are supported with a comprehensive softwareapplication featuring remote access capabilities. Data can be monitored from any desktop connected tothe network.

Whatever your requirement — key control, key security, key management, locker systems, key management software or guard tour systems.

**THE TYPE OF CAMERAS**

The world knows 12 kind of camera, until now

**Bullet** A bullet CCTV camera is a wall-mount or ceiling-mounted unit that is typically designed for indoor use, but can also be fill some outdoor applications. The camera derives its name from its sleek, thin cylindrical shape. Many bullet cameras also tout themselves as being waterproof. The camera is not typically designed to have pan/tilt/zoom control but instead to capture images from a fixed area. The unit is mounted pointing at a particular area.



**Dome:** A DOME CAMERAS get their name from the dome-shaped housing in which they sit. These housings are designed to make the cameras unobtrusive… not covert or hidden. Typical applications are retail, where the camera is designed to be unobtrusive, but visible.

**Covert/Desktop/Board Cameras:** These tiny cameras are well suited for desktop use forSkype and other low-resolution teleconference applications.

**Discreet Cameras:** It's clock, it's a smoke detector, it's motion sensor. The real answer is noneof the above. These are just some of the disguises for covert cameras. Of course, covert cameras can also be characterized by conventional cameras placed in discreet locations.

**Infrared/Night Vision:** These night-vision cameras have the ability to see images in pitch black conditions using IR LEDs. In some cases they are for.



**Outdoor:** The key to outdoor cameras is the housing itself, which must be impenetrable tomoisture, insects, dust and other elements.

**Day/Night:** Day/night cameras compensate for varying light conditions to allow the camera to capture images. These are primarily used in outdoor applications where the SECURITY CAMERA ispositioned for an outdoor parking lot, for example. In many cases, units are dubbed as having awide dynamic range to function in glare, direct sunlight, reflections and strong backlight 24/7.



**Varifocal:** A camera with a varifocal lens allows the operator to zoom in or out while stillmaintaining focus on the image.

**Network/IP:** These cameras, both hardwired and wireless, transmit images over the Internet, often compressing the bandwidth so as not to overwhelm the web. IP cameras are easier to install than analog cameras because they do not require a separate cable run or power boost tosend images over a longer distance.
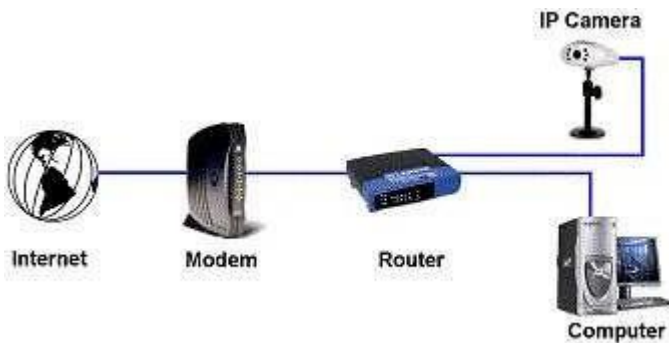


**Wireless:** Not all WIRELESS CAMERAS are IP-based. Some wireless cameras can use alternative modes of wireless transmission. But no matter what the transmission method, the primary benefit to these units is still the same: extreme flexibility in installation.

**PTZ/Speed Domes:** Pan/tilt/zoom cameras give the surveillance operator the ability to move the camera left or right (pan); up and down (tilt); and zoom the lens closer or farther. These are relegated to surveillance situations where there is an actual live guard or surveillance specialist monitoring the images. There are cameras that have automated pan/tilt/zoom functionality where the camera is moving on a timed basis. These are many times used to cover a wide area with only one camera, or to avoid poor light conditions, such as a setting sun.



**High-Definition Cameras:** Ultra high-definition cameras are often relegated to niche markets, such as CASINOS. These give the operators the ability to zoom in with extreme clarity (to look at poker players, for example, who might have something up their sleeve). In the past, these cameras were tube-based analog cameras, but today's digital technology has displaced those older units. The cameras can also transmit their images using HDcctv.

Beyond this list, there are many other names that

Cameras go by, but most of those are more related to the application in which used
above (Helipal cam which make a controversy in whole world of using policy with complaint of
Penetrates privacy & new plate number camera recorder i.e., front door cam, nanny cam, license-plate
cam, elevator cam, etc.). Other references speak to the housings, such as tamper-proof, weatherproof, etc.

The CCTV systems have become very popular over the past few decades as technology has improved and become more affordable. Most of the CCTV cameras in the day and are usually used for surveillance and security. You can find CCTV systems in each bank, casino, and shopping centers and supermarkets. In fact, CCTV systems have become so accessible to mostof the smaller mom pop stores and also in CCTV systems and stores for security purposes.

**Types of CCTV cameras**

There are many types of CCTV cameras, and can be classified by the types of images they are able to grab, and the amount of frames that can be taken per minute, and the type of connectionto monitor or video recorder, both were able to move the situation, especially as it can be availability and functionality.

Types of Images: CCTV cameras generally either black and white or color video images. In addition, it can be for a lot of CCTV cameras and night vision capabilities that allow even theCCTV camera and given the record level in the light of the technology for using the images.

Frames per second: frame per second means full amounts frames that a video camera capturesand sends to a recording device or monitor per second. While most easily CCTV camera systems able to capture 30 or more frames per second (30 per second is considered in real

time), and the amount of video tape or digital storage would be enormous to record every moment of everyday life. For most stores, speeds of 1 to 6 frames per second is more thanenough to catch the culprit and scored commit a crime.

Enlarge pan-mile (PTZ) Cameras: These types of CCTV surveillance cameras allows people tomonitor the area to move the camera from afar, usually, with wired or wireless control. Most of the movable cameras allow a person to move the camera from right to left (National), up and down (tilt) from a tight angle to a wide angle (near the zoom).

Cameras with special accessories: CCTV cameras and some special functions that are privateuses. For example, very small and there are surveillance cameras that are used to spy (nannycams), and there are cameras that is the night show, and cameras vandal-resistant cameras, which are specifically for use in indoor or outdoor.

Wired charge. Wireless

There are two main types of links to Surveillance cameras to monitor or recording device circuittelevision, it consists of either a fixed cable or wireless.

Cable fixed link

Fixed cable connection means that the camera will be physically connected to the screen or viatelegram recording device. Coaxial cables are usually used, in most cases it is similar to your normal home TV cables. It comes lengths 25.35, 50 100 or 500 feet. As the distance increases,you may see degradation in signal quality. For longer distances of 100 or 200 feet, you can buytop quality coaxial cables such as RG59 coaxial cable for distances up to 600 feet, and distances of more than 600 feet axis, but less than 2,000 feet, you can purchase a cable CAT5.

Wireless

Most CCTV cameras and wireless 2.4 GHz frequencies used to transmit video images or monitor DVR (digital video recorder). Usually, frequencies can be little change for more than one set of cameras in a particular space. CCTV wireless cameras used in this frequency easily

by referring most walls and obstacles, but all over the place and it will have operating limits. Most CCTV cameras Wireless expects to send data to a group of about 200 feet, but many willlikely work well when transmitting less than 150 feet. There is a clear line of sight transmissionalways work better

It is clear that a wireless link that will allow you more freedom to put your CCTV camera almost anywhere. CCTV wireless cameras while transmitting video images to a digital video recorder,or monitor many of these types of cameras and must be plugged into an electrical outlet. But there are some CCTV cameras that operate battery.

Tape versus digital video recorders

There are two main ways to record your own video images to be captured on CCTV cameras, atape analog and digital video recorders. The vast majority of analog video recorders use VCR tapes and either standard 's VCR to record images or special security time-lapse' s VCR to record images for a longer period of time.

VCR tape recorder

A recording device such as a security lapse VCR can CCTV camera recorded in any of the images in black and white or color either 2.4, 6.8, all the way to 960 full hour is 40 days. The deciding factor is how many frames per second. We intend to register the number of cameras you have hooked up to your VCR for recording. For example, if you record 30 frames per second (at the time), you will not be able to get a few hours of the arrest of a video tape recorder. If you register and one or less per second frame, you can register to dozens of hoursof full video before. VCR 's are very practical, and highly reliable at very reasonable prices. It isexpected that only a few hundred dollars to pay security VCR.

Digital video recorders

There are two types of DVR (digital video recorders). They are either stand-alone or hard drivesthat are connected to a computer or system hardware. DVR similar work for the VCR 's except for taking pictures of them with CCTV digital camera. The amount of digital images can be captured on the DVR is determined by a few factors including the frames per second and records, and the amount of cameras hooked up to your DVR, and the decision DVR saves

images and video when the user pressure) such as MPEG4). Group joint, where you have four cameras shooting at FPS and 30 forces the use of image resolution of 320 × 240, each camera only when the proposal, and you use MPEG4 compression, you can fill in 20 hard disk of 25 GBin about 80 hours

**Why is public area CCTV operator training important?**

It is important that an operator of any type of CCTV system can demonstrate the competence needed to carry out his or her work. The need for a consistently high performance from a publicarea CCTV operator, however, may be even greater.

**What makes the public area CCTV operator different?**

PSDB research has shown that the public area operator's job demands are more complex andof a higher level of difficulty than most other CCTV operator's jobs. Consequently, these operators have a number of specific training needs which differ from those of other kinds of CCTV operators. A public area CCTV operator's job, for example, requires:

• More interaction with police officers and procedures. The police need to be able to include the public area CCTV system in their operational planning (and police officer training arrangements)to make maximum use of the services the system can provide. To do this, to their satisfaction, the police must be able to rely on a consistent level of performance from the CCTV system staff;

• More use of proactive, in addition to reactive monitoring of CCTV camera images. Practical evidence gathering activities require the operator to target viewing, predict and seek out offences and offenders. He or she will often have to make use of privileged information and make safety critical decisions without supervision. An operator in this position needs to be dependable and responsible for her or his actions.

• Greater responsibility for care of the public. The operator may help to ensure the public's safety and security without victimization or challenging civil liberties. To maintain public supportfor CCTV, an operator needs to be accountable for her or his actions. It is imperative that the operator receives clear direction on what the system is and is not to be used for and how to andhow not to use it.

Taking a competence-based approach to training

**What is competence?**

A person is said to be competent at their job if he or she has the ability to perform its componentwork activities consistently to the expected level of performance.

Work activities can be broken down into tasks, duties and responsibilities which need to be carried out. These may then be described in terms of behaviors and actions which can be demonstrated, standards of performance that should be reached and any special conditions.Work activities described in this way are termed competencies.

**Why take a competence-based approach to training?**

Many benefits may accrue from taking a competency-based approach to training, For example,competence can be:

• measured. Assessing what competence an individual has and lacks is a relatively straight-forward process;

• Related directly to the tasks carried out in the job. Consequently, training solutions can bedesigned to meet the needs of the operator and the system together.

• used as a criterion for performance appraisals, helping to target an operator's continuous development.

**How can training help operators to be competent at their job?**

When an individual demonstrates competence in a work activity (i.e. achieves the desired outcomes to the required standard of performance), he or she is also demonstrating possessionof underpinning knowledge, skill, understanding and personal effectiveness needed for that competence.

Training alone cannot provide an operator with competence. It can, however, provide the underpinning knowledge and understanding of concepts, procedures and techniques and an opportunity to develop skills needed to be competent. This may then be applied and practiced inthe workplace to help the operator gain competence.

## (1) Assess training needs

Operator training needs may be assessed by following the procedures outlined below:

• establish operator work activities;

• establish operator competence requirements.

• identify training needs (a training checklist is provided in Appendix B to help you do this).

Establish operator work activities

An operator's job may be broken down into the component work activities he or she has to competently carry out. These are described in terms of the operator tasks and duties and responsibilities he or she undertakes in order for the system to operate effectively.

To provide targeted training, it is essential that the specific activities carried out by an operatorin your particular CCTV system are analyzed. These activities should be specified in the operator's job description.

Examples of tasks and duties public area CCTV operators are commonly required to performand the responsibilities they have to undertake are listed below:

Tasks and duties

• prepare and maintain CCTV/control room equipment for operational use;

• monitor CCTV camera images in operational use;

• operate CCTV camera controls/equipment in CCTV control room;

• operate other equipment in CCTV control room;

• maintain a CCTV storage and viewing system and preserve evidence;

• carry out administrative tasks;

• communicate with others;

• attend court; and

• Other duties.

The above tasks and duties will include working as a team with police staff.

Responsibilities

• conduct one's self in a suitable manner;

• Work according to relevant legislation, codes of practice and policies; and

• Work according to Health and Safety Regulations.

Establish operator competence requirements

Work activities should be written in outcome terms and the 'breaking down' process should stopat a level where the outcome could be achieved by a single operator. Each description at this level is referred to as a 'unit of competence. state the training objectives

Planning stages of a training programmer

It is unlikely that all of the operator's training will be completed in one session.

Establishing what an operator needs to know and when will help to decide the content ofprogressive stages of training and appropriate training objectives.

To decide this it is useful to differentiate between operator competences which is essential tothe operator's effective working and competence which is desirable.

Competence which is essential to the operator's work will need to be demonstrated before the trainee starts work or works without supervision, depending on the nature of the competence. Ifthe operator does not possess essential competence at recruitment, the corresponding trainingneeds should constitute the training received at induction.

Desirable competence is the 'icing on the cake' which the operator can develop at a later date,through continuous development.

### (2) Writing training objectives

Training objectives help in the planning of training programmers. They detail the purpose of thetraining or stages of training by stating what will be expected from the trainee on completion of the training. They help ensure:

• Operators and managers can prepare for and make the best use of training received;

• A trainee can judge his or her own progress during training; and

• Effectiveness of training can be evaluated against pre-set job performance criteria.

Training objectives should include the following detail:

• What trainees will be expected to demonstrate they are able to do (performance);

• Conditions under which the performance must be demonstrated; and

• The standard they will have to reach to confirm adequate learning has taken place.

Example Training Objective

Performance: Promptly and correctly identify view displayed on screen Condition:

Given a bank of monitors displaying n different camera views

Standard: Operator can instantly correctly name the street being viewed by each cameraTraining

objectives should be designed to:

• focus on identified training needs and relate to system objectives and training policy;

• allow operators to build on their knowledge moving from known to unknown;

• take account of training delivery methods, including the timing of training; and

• be flexible to changes in the system and indications of trainees reaching objectives.

### (3) Establish the training content

The training objectives will define which competence a training programmer will need to address. The corresponding underpinning skills, knowledge and understanding requirementswill form the training content.

As some training needs are common to more than one unit of competence, it can be better todesign the training course content accordingly, ie grouping together units and elements of competence where there is overlap in the skills, knowledge and understanding required.

### (4) Decide who can contribute: police input

An operator may provide a range of services to and interact with a number of different people. These people, the CCTV users, may include police officers, other security providers (such as shop security guards and other CCTV systems' operators) and municipal service providers (such as town centre maintenance teams). Different CCTV users often have diverse service requirements. They may, for example, require differing levels of picture detail such as close upsor overviews. Input into operator training from

CCTV users can help ensure the operator knows what is required and create a team approachto public security and safety.

Police officers are the main users of public area CCTV images. The police can therefore have avaluable contribution to make to public area CCTV operator training. Police input into public area CCTV operator training is recommended by the Association of Chief

Police Officers (ACPO) and PSDB research has shown that police officers are participating inthe majority of CCTV operator training programmers.

Police officers may offer a wealth of expertise and experience of the CCTV coverage area,providing information on such issues as:

• Crime prevention and detection initiatives;

• Local knowledge and intelligence;

• Handling and care of evidential material.

• Police activities and procedures, including police communication networks.

**Which police officers can contribute?**

This will depend on which of the operators' training needs are being met. PSDB research has shown that in the vast majority of systems where operators are formally trained, crime prevention officers have contributed to operator training. About half of these officers were also police CCTV liaison officers. Representatives of local intelligence units, crime and drug squadsand beat/response officers have also been seen to provide useful inputs into operator training.

**(5)** **choose delivery methods**

Arranging suitable methods of training delivery will include choosing appropriate:

• Instructional techniques;

• Instructors, trainers and speakers;

• Training duration;

• supporting documents.

• Training time tables.

**Instructional techniques**

The choice of instructional technique will depend on the types of information and skills that needto be taught to meet the training objectives. It should facilitate explanation, demonstration and supervised practice of concepts, procedures and techniques.

A combination of techniques will be most appropriate for CCTV operators. This might include:lecture style training, demonstration, practice sessions and on-the-job instruction. Other methods, shown to be used successfully, include workshops and self-learning packages.

**Instructors, trainers and speakers**

It is important to consider who is best placed to give instruction on a training programmer. foundthat most training provided to public area operators was delivered using a combination of three or four sources. The most frequently used combination was the in-house training department, the operator's supervisor and a police representative. In addition, more experienced colleagueswere employed, who may have valuable knowledge to share. However, it is important that they have competence in coaching and providing instruction if they are used as a source of training. Sole reliance on more experienced colleagues to train staff is not advised.

**Training duration**

The training duration will be dependent on available resources, training objectives, and content and chosen instructional techniques. PSDB found that the majority of public area CCTV systems surveyed provide five days or less actual training instruction. The training period, however, was often seen as longer. A number of systems were reported to allocate the operatora 'probationary period'. During this time the operator is considered to be still learning and is provided with close supervision and guidance.

**Provision of supporting documents**

Supporting documents are needed to help the operator when learning and also when he or sheis operating the system. They are especially useful in providing guidance when novel or criticalsituations arise. CCTV operators may find the following supporting documents useful:

• Operational procedures manuals, training manuals and codes of practice;

• Mnemonics such as camera view maps, flash cards and action flow charts;

• Staff updates notes, for example, providing information of results and new application of equipment.

**Training time tables**

Once the training objectives, content, instructional techniques and duration have been decided upon, a training time table may be drawn up. This should detail the areas which will be covered,when and by whom. Factors that should be considered include:

• group dynamics and introduce trainees to each other and to instructor's;

• Attention spans and patterns - e.g.: most people find it difficult to concentrate in lectures forlonger than 45 minutes or take in new complex information towards the end of the day.

### (6) monitor and evaluate training

Monitoring and evaluating the effectiveness of training may provide important information fordecisions on the selection, value and modification of training programmers.

Ineffective training may be caused by a number of factors. It may be, for example, a result of thetrainee's level of motivation or concentration. It may, on the other hand, be because the training programmer was poorly designed and unsuited to the trainee's learning styles or mental capacity.

To take account of all these causal factors, the evaluation process should include a number ofdifferent measures repeated at intervals: before, during and after the training.

Monitoring and evaluating the effectiveness of a training programmer in this way will also helpidentify when refresher and upgrading training is required. Table 2, summarizes the range of measures the evaluation process may include.

### (7) Provide for continuous development and refreshment

Continuous development using individual training specifications

Training should not be a 'one off' activity. Provision can be made for continuous developmentusing individual training specifications and learning plans.

Individual training specifications detail the competence an operator is lacking and any outstanding training needs he or she may have. Learning plans set out targets for the operator'sdevelopment over time. Targets should be:

• Related directly to the operator's training needs and the needs of the organization;

• developed through consultation with each operator; and

• Achievable and realistic, but challenging to the operator.

A programmer of activities may then be negotiated to provide the operator with learning opportunities necessary for meeting targets. The operator's progress should be monitored. Tofacilitate this, learning plans can be included in the operator's appraisal system.

Use of training specifications and learning plans has several benefits to offer the CCTV system.It can encourage an operator to take a degree of responsibility for her or his development and help to promote a challenging working environment; heightening the operator's sense of achievement and job satisfaction. The system will benefit as the operator trains to be more competent and works with greater enthusiasm. Training research suggests that providing opportunities for continuous development may increase employee loyalty and reduce staff turnover rates. research has shown the following examples of continuous development opportunities are being provided to public area CCTV operators:

• regular group meetings, providing the opportunity for system staff to discuss problems and successes and highlight areas to be included in future training;

• Regular meetings with police officers, e.g. to discuss how successful operators are being atmeeting officer's requirements from the system, such as picture detail and the provision of intelligence updates;

• External seminars and workshops to provide information on specific issues;

• Technical updating on new equipment; and

• Structured programmers of development such as National Vocational Qualifications.


**Refresher training**

The operator's performance should be continuously monitored and refresher training provided when necessary. This can benefit system effectiveness by helping to ensure operators' competence is updated in line with changes or additions to the system and that operators do notbecome rusty at their work.

*Metal Detectors*

**Door Frame Metal Detector**

Walk - through portals that instantly recognize threatening metal objects based on theirdensity.
• Coils on each side of the arch create a magnetic field inside the portal – continuouswave or pulsed.
• Requires active participation by a Security Officer.
• Requires regular testing to ensure a consistent level of sensitivity.

**Hand-Held Metal Detector**

Hand-held device used as a secondary screening tool.
• Requires a manual process whereby an Officer "sweeps" the entire body of a personlooking for metal objects.
• Sensitivity may or may not be adjusted depending on the model.
• Beeps or vibrates when metal is identified.

**X-Ray Machine**

Machine that applies beams of x-rays to penetrate dense matter noninvasively.
• Can detect inorganic substances that have a high atomic weight or organic substancesthat have a low atomic weight.
– Software provides the ability for the machine and its operator to differentiate inorganicsubstances from organic substances.
• Recent advancements allow x-ray machines to identify weapons, narcotics, explosivesand currency.
• State and Federal regulations govern their use.
• Safe to be around

**Secure Area**

Defined Boundaries / Perimeter
• Identified Signage
• Accessed through a designated security checkpoint
• Implementation of an efficient screening process
• Exits that are away from the primary checkpoint
• Continually manned by security personnel.

Security personnel must monitor public areas for unusual or suspicious circumstances.
• Watch for unattended packages.
• Look for individuals "hanging out" in the public area outside the checkpoint too long oralong the border of the secure area.
• Be alert for diversion tactics and be prepared to close the checkpoint upon anydisturbance.

Screening Passenger Observation Technique
– U.S. TSA employees trained as Behavior Detection Officers to identify suspiciousindividuals who raise red flags by exhibiting unusual or anxious behavior.
– Behavior can be as simple as changes in mannerisms, excessive sweating on a coolday, or changes in the pitch of a person's voice.
– Those who are identified as suspicious will be examined more thoroughly.

* Nervous, unresponsive
• Stiff/fidgeting
• Clean-shaven
• Focused on destination
• Fearful, sweating, or mumbling (praying)
• Avoids security
* Out of season, bulky clothing
• Strong grip on object
• Protruding wires, strings
• Blank stare
• Suddenly pushing out of line
• Unresponsive
• Smell of flower water
* A jacket containing plastic explosives with two pull cords - one to arm the device, theother to detonate it. Such a device would be worn under the outer garments of the suicide bomber.

**Countering Attacks**
• Pre-emption - Intelligence on evolving threat
• Prevention - Well-trained law enforcement
• Preparedness - Informed and prepared public

**Technology Overview**

Passive device that monitors the earth's magnetic field and detects changes to that fieldcaused by the presence of ferromagnetic materials or metals attracted to a magnet (copper, aluminum, zinc NOT detected).

• Magnitude of the metal detector's response to metallic objects is determined by:

– Conductivity of the metal

– Magnetic properties of the metal

– Object shape and size

– Orientation of the object within the magnetic field

**Door Frame Metal Detector**

1. Verify sensitivity level upon start-up and again every hour.

2. Maintain order in the line.

3. Ensure all coats are removed (even sport coats) in addition to jewelry, change, etc. prior to a person walking through the portal (the utilization of a container for change andother metal objects is recommended).

4. Identify a secondary screening position to keep the line moving.

5. Watch for items that may be attempted to pass around or handed off to individuals oneither side of the magnetometer.

6. Maintain Single file entry.

7. Ensure individuals proceed with a slow walk through the portal with their hands attheir sides.

8. Stand directly in front of the portal and move only when no alarm condition hasoccurred.

9. Watch the heads-up display which illustrates the amount of metal on the person'sbody.

10. Watch the LEDs on each side of the portal which shows the approximate location ofmetal.

11. Keep eyes forward on the next person.

12. If the unit does not alarm as a person steps through the portal, step to the side andallow the person to proceed.

13. If the unit does alarm, ask the person to step back outside the metal detector andremove any remaining metal objects they may possess.

14. Wait for the system to reset and ask the person to reenter the portal.

15. If the unit does not alarm, step aside and allow the person to proceed.

16. If the unit does alarm, direct the person to the secondary screening location where ahand scan will be performed.

**Hand-Held Metal Detector**

• Similar principal to the Door Frame Metal Detector – detection of ferromagneticmaterials.

• Can be used to detect smaller quantities of metal.

• May be considered "intrusive" by some as it requires the wand to be in close proximity to a person's body.

**Using the Wand**

1. Begin by observing the person's behavior.
2. Ensure all pockets are empty and contents left in plain view to examine.
3. Check for unusual bulges or abnormalities.
4. Verify the sensitivity of the handheld device using a metal object on your body (such as a button or a belt buckle).
5. Direct the individual to spread their arms & legs apart. A person's arms should be at a point parallel to the floor.
6. Move the handheld unit over the person's front side from bottom to top over their legs, waist, chest and arms, keeping the wand no more / no less than one inch from their body.
7. Once the front side is complete, request that they turn and face the other way, repeating the process by sweeping up and down their legs, waist, chest and arms.
8. Ask the individual to run their fingers through their hair.
9. If an item is found, ask them to slow remove the item and place it with the other items that were left in plain view.
10. Allow the individual to proceed only after completing the entire screening process.

**Identification of a Threatening Object or Person**

* Refer to Hyatt's policies and procedures regarding an identified threat.
• Summon support personnel.
• Contact proper authorities.
• Secure the item or Lock Down the Area, if possible.
• Restrict further movement away from the Security checkpoint.
• Prohibit access into the hotel until the situation can be resolved.

**Information to Report about a Suspect Bomber**

• Complete description and location
•Why they are suspect - physical indicators
• Carrying weapons or other objects
• Accompanied/alone
• Vehicles or obvious targets nearby

**Mitigating a Suicide Bomb Situation**

• Committed to own death with as many possible
• Crowded, public places, peak hours
• Reasoning is not possible

**Principals of X-Ray Operations**

• Understand what the threat is – different for every organization.
• Adopt the right attitude:

– "You don't need to know everything that is in the bag. You just have to know that it isnot a threat."
– "If you can't be certain that the bag does NOT contain a threat, then you cannot let itin."
• The following slides will describe:
– Initial Search Process
– Start-up Command Sequence and Machine Use
– Typical Control Panel Functions
– Operations Log
– Hazard Identification
– Training Requirements
– Equipment Service Schedule

• Begin by performing a visual inspection on every piece of Luggage looking for:
– Unusual weight for the bag or weight that is unbalanced
– Markings that do not fit with the guest (I.e Airport tags from a different airport)
– Unusual size given the amount of time the Guest intends to be staying at the hotel, ifknown.
– Unusual smell
– Guests that want to stay with their bags at all times
– Small wires protruding from the bag
– Greasy patches
– A bag that feels uncommonly stiff or lopsided' or, uneven

**Conducting a Proper Search**
• All handbags and luggage should be x-rayed
• If any suspicious items are observed, all contents should to be removed. If the suspicious items are not clear, they need to be x-rayed individually. The handbag orluggage should then be x-rayed while empty.
• If x-ray shows what appears to be a weapon or obvious bomb, then securityprocedures
have to be employed.


**Start Up Command Sequence**
1. Plug machine in.
2. Check that the tunnel is clear.
3. Turn key to the "on" position
4. After 10 seconds, a message should appear on the screen–"Please wait for Start-up"
5. After 20 seconds, a greeting should appear.
6. After the greeting message, the machine will likely say "Ready–Push x-ray on button"
7. Place articles to be inspected onto the conveyer by laying the item flat.
8. Press and hold the "x-ray" on button. The conveyer should advance and a red LEDon the side of the unit will light up acknowledging that the x-ray is in use.
9. Once the item gets into the proper field of view, the image will appear on the screen.
10. Use the control panel functions to scan the parcel's characteristics(to be discussed)
11. Look for the four major components of a bomb

- Contact Piece (small metal piece – high density)
- Power Source (battery – any size, wires – high density)
- Explosive Charge
- Detonator (metal – high density)

12. Release the button when the article has exited from the conveyer (image remainson the monitor until a new item is put through).

**Threat Classification**
- Obvious Threat – Easiest to determine and nothing to consider.
- No Obvious Threat – 2nd easiest to determine bag is clear, no impenetrable / denseareas.
- Possible Threat – Most difficult to analyses because:
  – Impenetrable, dense or confusing areas found
  – Wires, batteries, or electrical devices observed
  – Abnormal or out of place items.

**Control Panel Functions**
- Use of Common Control Panel Functions to aid in the determination of whether athreat exists:
  – Dark 1st, 2nd & 3rd – a button that makes the image darker, remove the lightest itemor reverse black / white images.
  – Light 1st, 2nd & 3rd – button used to make the image lighter, removes the darkestarea of the image or reverse black / white images.
  – Scan – pressed to put the image through different enhancements in greyscale or color
  – Color – Allows operator to switch between color & greyscale with the dual energyequipped machines.
  – Alert – When used, flashes with dense metal objects for easy recognition.
  – Hi Res – Used to gain higher resolution in the picture.
  – Hi Den – Used to penetrate objects with a higher density.
  – Strip – Strips away dark parts of the image.
  – Zoom – Zooms in on the object.

**Threat Identification Software**
- Some X-Ray machines include threat identification software which places a red boxaround the image of the suspected threat item
- Sends a warning message to the operator.

**Identification of a "Suspicious" Item**
- Refer to Hyatt's policies and procedures regarding suspicious packages.
- Leave the item in the machine.

• Contact your Supervisor / Team Leader.
• Review the images again with a co-worker.
• Contact the owner of the bag (if named) if possible to see if information can beascertained as to what is in the bag, if possible.
• Involve Military / Municipal Police as necessary.

**Hazard Identification**
• From the terrorist's point of view, it is most important that hand-carried bombs shouldbe fully portable and blend in easily with the target surroundings.
– They should be the kind of item often seen in the target area and one which couldplausibly be left behind.
• The terrorists responsible for the Madrid train bombs in March 2004 left inconspicuousbags on the trains they targeted.
• Given the requirement to be easily portable, hand carried bombs are unlikely to weighmore than 25kg (50 lbs) although even an ordinary-sized briefcase can contain about 12kg of explosive.
• A suitcase bomb would destroy a house or cause serious structural damage to largerbuildings.

**Containers**
• Material determines if damage by IED will be:
– Blast pressure
– Shrapnel
– Fragmentation
• Hard containers - steel pipe, ammunition cans
• Soft containers - cardboard box, gym bag
• Pipes/tubes
• Suitcases/handbags
• Soap dishes
• Toys
• Cellular phones
• Pagers
• Computers
• Hard and soft containers planted inside a piece of luggage.
• Placed in a vehicle which:
– Conceals the container
– May contain a large amount of explosive
– Is used to transport the IED
– Provides power source, wires, switches.

**Maintaining an Operator's Log**
• Keep a record of all bags that are screened via the X-Ray Machine.
• The Operator's Log should include:

– Operator's name
– Date & time
– Item scanned
– Owner, if known

**X-Ray Machine Operator's Training Requirements**
• Initial review of the operator's manual pertaining to the equipment.
• Annual review of company procedures outlining the use of the equipment.
• One-hour annual refresher course.
• Periodic testing through "phantom" images or hands-on instruction by local police ormilitary representatives.

**Equipment Service Schedule**
• Weekly Inspection
– Vacuum and clean inside of the cabinet inspection chamber as needed.
– Clean monitor screen with mild spray cleaner.
– Inspect lead-vinyl curtains for cracks or tears.
– Inspect conveyor belt for damage. Clean conveyor belts.
– Perform system performance test to make sure all indicator lamps are functional.
• Bi-annual Inspection
– Refer to Manufacturer's suggested guidelines.
• Annual Inspection
– Refer to Manufacturer's suggested guidelines.

**Response Procedures – Safety Measures**
• Confirm - location, description
• Cover - withdraw to 100 m.
• Contact - supervisor; request assistance
• Civilians - to safety
• Colleagues - keep from danger area
• Contain - but maintain safety
• Consider - information available
• Check - for other suspects or devices.

## Procedures of presence the Diplomatic VIP in the Hotel

**Inspection Team**



Expected to attend before the arrival of the VIP guest by twelve to six hours
they using Dogs and sensitive devices to detect bugging in addition to the expiration date for any items inside the room after they will waiting till the housekeeping team clean the room back to hand over the room the next team (CID)

**Criminal Inquiry Department team**



Receipt of the location from the inspection team and the overall supervision procedures see the list of guest in hotel stay near of the VIP rooms and check the emergency exits with the plan and special units with normal dress (to do not draw attention) will patrol the area internal and external.

**Protocol & Ceremony Team**



Appears only during the arrival and departure of the VIP, driving the VIP diplomatic cars, they will not stay in hotel and them car will not park in the Hotel lobby neither parking area. (private limo with UAE flag on the plate number).

**Private Guards**



Two team / first teams with the VIP group and the second form the government (carrying guns), the coordination between them is very high, Group organizer work with the communication.
One or two of the government team will placed front of the VIP room (BQT team will prepare table with2 chairs in the guest corridor),
Change reliever every 6 to 10hrs (they will stay in 2rooms/ near of the rooms and lobby)

Task to allowed only the authority persons to the VIP room and check the items (luggage & food- R/S trolley) before entered the VIP rooms, they will hold the VIP rooms spare key to use in emergency.

**The cars expecting to be in lobby during VIP stay**

1x police car will come only while the VIP arriving or departure for traffic road



1x Ambulance car / in the lobby during VIP stay but not usual require

CID team cars, 4 or 5 car



2x private limo with UAE flag on the plate number



Consulate plate number cars

Diplomatic plate number car with Australian flag

Army cars or Bus

Note :  The VIP Australian flag to raise on the Main gate

*Safe Deposit Box Procedures in Hotels*

**Purpose:**

The following procedures will ensure that all properties are in compliance with the use of safe deposit boxes by registered guests (boxes are not to be issued to non-registered individuals). Failure to comply with government requirements can result in the forfeiture of protection offered by these statues. Any departure from these procedures must be reviewed by management.

**Responsibility:** The hotel manager is responsible for procedure implementation and training of front desk personnel. Periodic, documented audits of critical elements of the program are also required.

**Safe Deposit box Location**:  A protected area should be provided for guest activity with his/her box. If the area is enclosed, the door should be kept shut at all times. Entry should be by means of a key-or code activated locking device. If the area is not enclosed, a location should be used that provides adequate security for this activity (i.e., back office, business center). Closed-circuit TV is recommended forenclosed rooms in ordersomeone who is not supposed to be there.

**Limits of liability:** Each Hotel should define specific limits for monetary liability of a registered guest's property. Limits of liability for safe deposit boxes should be

1)  In writing on the Safe Deposit Box Agreement card (along with state statute reference number),

2) Posted over the safe deposit boxes, and

3)  Placed on the inside lid of the safe deposit box tray. The dollar amount stated must be the same as the state statute.

**Procedures for Accessing the box**: When a guest wishes to access his/her box, the following procedures must be followed

- The guest wishes to access his/her key and requests access. The front desk agent asks for the guest's name. The agent does not take the guest's key at this time.
- The agent pulls the Agreement card and verifies the information to confirm the guest's identify. This includes room number, home address, and other information given on the card.
- Upon confirmation of the guest's ID, the agent has the guest sign a Safe Deposit Box Access slip. The signature is checked against the original on the Agreement card.
- If the signature is the same, the agent signs and dates the Access slip and staples it to the Agreement card. All subsequent Access slips are stapled to the card.
- The process continues from "Sign Up and Initial Use" procedures, Step 4.

**Procedures for Surrendering Box:** The following procedures are to be followed whenever a guest wishes to surrender his/her box.

- Follow the same procedures for box access up to and including the handling of the tray and guest key to the guest, Step 6.

- After the guest empties the tray and returns it to the agent, the agent asks if the tray is empty. If the guest says "Yes," the agent visually checks the tray.

- The agent places the tray back into the box, inserts both keys, locks it, and removes the control key.

- The guest signs and dates the line on the back of the Agreement card for surrendering the box. The agent confirms this and signs and dates the card. The card is filed with the hotel registration card.

**Procedures for Guest Leaves without Surrendering Box:**

The following procedures must be followed whenever a guest checks out of the hotel without emptying his/her box.

1. The guest must send a notarized letter indicating:

- his/her request that the box be opened
- the box's contents and value

    ‗   how the contents are to be returned to the guest
    ‗   if the guest will have a representative present when the box is opened

2. The MOD and one front desk agent must be present when the box is opened

3. The guest's letter is signed and dated by the MOD and agent, indicating that the written instructions were followed.

## Procedures for A warrant Is Presented for Box Contents:

Whenever a law enforcement officer presents a warrant for the contents of a safe deposit box, the following procedures must be followed:

‗   The property retains a copy of the warrant.

‗   The MOD is present when the box is opened and contents are inventoried.

‗   The warrant is signed and dated by the MOD, indicating that the box was opened and all contents were delivered to the officer.

## Procedures for Abandoned Box:

The determination of whether property in a safe deposit box has been "abandoned" must be considered carefully in accordance with local laws. The process must involve the hotel manager, and complete documentation of all actions must be maintained.

## Procedures for Special Requirements:

‗   Guest loses key--The property has the box drilled by a qualified locksmith or facilities engineer. This procedure is witnessed by the MOD, and proper documentation is maintained. The guest is charged for drilling according to the property's policy.

‗   Property loses control key--To maintain the integrity of the safe deposit box system, a new control key must be made for all control locks replaced.

‗   Record retention--Safe deposit box records (cards, guest letters, warrants, etc.) must be retained for seven (7) years.

‗   Audits--Keys, cards, and boxes should be audited nightly by the night auditor. The hotel manager should conduct an audit of the safe deposit box program at least quarterly. All audits are to be documented.

*Hotel Safety Box Procedure*

Sometimes guests travel with some valuable assets and want to keep those safe in hotel's safety box. Safety Box in hotel gives complete safety options to guests.

Guests who keep their items/valuables in our Safety Boxes are entrusting the hotel to keep their items/valuables secured and safe. Full compliance to the Safety Box procedures is to be adhered to by all Front Desk staff to ensure that highest security.

The use of Safety Boxes is offered to registered guests of the hotel only. If anyone other than registered guests of the hotel wants to use the Safety Boxes then she/he must have the approval of the General Manager.

Safety Box numbers should not be printed on key or tag for security reasons.

Guest Opening of Safety Box (1st Time):

- When a guest asks for a Safety Box to store his/her items/valuables, guest is to be directed to the Safety Box room.
- Guest is to be presented with the Safety Box Record Card to open a new Safety Box for the first time, whereby he/she is requested to fill in:

1. Room Number
2. Passport
3. Nationality
4. Name
5. Address
6. Signature

- A suitable Safety Box will be allocated to the guest.
- After guest has placed his/her items/valuables in the Safety Box, the Service Associate – Front Desk will lock/secure it with both the guest key and the hotel guard key. The guest key will be given to the guestand guest is to be advised that there is no replacement key and inthe event of a lost key, there is a payment (advise the exact sum of the hotel set) required to drill open the lock.

- Service Associate – Front Desk is to complete the Safety Box RecordCard by filling in:
1. Date
2. Time
3. Issued By
4. Box Number
- Service Associate will file the Safety Box Record Card under theassigned Safety Box number index kept in the Safety Box room.

Guest Accessing Safety Box:
- Direct guest to the Safety Box room.
- Present guest an Access Application card for verification to gain accessto his/her Safety Box.
- Guest is to fill up on the Access Application card:
1. Room Number
2. Guest Name
3. Box Number
4. Guest Signature
- The Service Associate – Front Desk is to ensure the details are filled upon the Access Application card and that the guest's signature on the Access Application card is the same as that of the signature on the Safety Box Record Card. This step is of utmost importance in ensuring the Safety Box is opened for the rightful owner. In the event of any doubt/suspicion, the Service Manager is to be called andconsulted upon before opening the Safety Box for the guest.

- Open the guest Safety Box with both the hotel guard key and the guest key. Hand the Safety Box to the guest for his/her access.

- Once the guest has finished accessing the Safety Box, ensure that the Safety Box is properly locked and the guest key is returned to the guest.

- Service Associate – Front Desk is to record the access number (on the Access Application card) at the back section of the Safety Box RecordCard followed by the date and time each time the guest has gained access to the Safety Box.

## Drivers permit

- All persons who have been nominated by HOD as drivers are to report to Security Control.
- The Security Manager will do a vehicle test with each driver to ensure that he is capable of operating such a vehicle. This will be at the sole discretion of the Security Manager.
- Each accepted person will be issued with the rules and regulation of the use of the vehicle, to control the golf carts and to minimize damages and unauthorized persons from using the vehicles.

## Revoking a drivers permit

- Failing to comply with the rules laid down below will have the operator's drivers permit revoked with immediate effect and disciplinary action may be enforced.

1. Speeding, especially when carrying passengers
2. Careless or negligent misuse of the vehicle.
3. Operating the vehicle whilst under the influence of a drug or alcohol will lead to termination of employment
4. Having three or more persons on the front seat.
5. Over loading the vehicle
6. Damaging the vehicle
7. Operating the vehicle without a driver's permit issued by the Security Manager will lead to disciplinary action.
8. Driving the vehicle in areas that are prohibited.
9. Cornering or over excessive braking.
10. Showing off etc.
11. Allowing others who are not authorized to drive, especially children.
12. Using the vehicle for non-related work purposes.

To minimize threats and drivers that become a risk to guests and others, The speed allowed is just abovea brisk walking pace.

## Maintenance & Logging

- Every authorized driver will sign the vehicle out for the shift.
- He will be solely responsible for the maintenance of the vehicle on this day.
- He will not give the key of the vehicle to another person.
- He will secure the key with him and not leave the key in the ignition.

## Shift end

- Return to  Loading bay
- Clean
- Recharge
- Key to locker cabinet.

## Transporting Passengers

- The vehicle must be stationary with the foot brake on before allowing a passenger to mount.
- The driver must assist the elderly
- Once all passengers are in the vehicle, the driver will confirm that it's safe to proceed.
- The driver must ensure that no parts of the passengers' body are protruding from the vehicle.
- The driver, when stopping will ensure that as he is approaching the rendezvous, he must bring the vehicle to a easy and comfortable stop for the passengers.
- Do not allow passengers to leave the vehicle while the vehicle is still in motion. Children must be accompanied by parents, Avoid injury to guests being transported.

## In the event of a mishap (Accident)

- Contact Security Control immediately.
- Wait for the Security Team Leader to arrive on scene.
- Do not move the vehicle.
- Gather all info related to the accident, all accidents are to be forwarded to the Director of Finance as the incidents could lead to a law suit.

## Spare keys

- Will be secured in the Key cabinet at the security Control room.

*HELIPAD*



**Helicopter Site Keepers**
**A Guidelines Document produced and updated with the assistance of the Civil Aviation Authority**

## 1. Legislation

1.1  Civil helicopter operations are governed by The Air Navigation Order 2003 (S.I. 2003 No 777) and The Rules of the Air Regulations 1996 (S.I. 1996 No 1393) as amended. See also Section 7 - Joint Aviation Authority and JAR-OPS 3.

1.2  The Civil Aviation Authority (CAA) is the organisation to whom the responsibility for regulation of civil air operations is given by the Civil Aviation Act 1982. Within the Civil Aviation Authority's Safety Regulation Group (SRG) The Flight Operations Inspectorate is tasked with overseeing Public Transport operations, whilst The General Aviation Department monitors private and recreational activities, and the Aerodrome Standards department oversees the standards and operations of Licensed heliports

1.3 Provided the intended helicopter landing site is not within a congested area (**an area in relation to a city, town or settlement which is substantially used for residential, industrial, commercial or recreational purposes)** or close to an open air assembly of 1000 or more people it is only necessary for the landowner to grant permission to the helicopter operator to use the site (see also 5.1). If the site lies within a congested area or close to an assembly, it is the responsibility of the helicopter operator to apply to the CAA for a permission to land and take- off or over fly below 1500 feet in accordance with theRules of the Air Regulations, specifically Rule 5, which covers the subject of low flying in detail. A condition of these permissions is that the operator has the agreement, in writing, of the landowner and/or assembly organiser as appropriate to land and take-off at the site and that the local police are informed. The permission is generally confined to an area within 1 Km of the landing site. Permission from SRG is also required before flying operations take place in the vicinity of a crowd.

1.4 Rule 5(1)(b) requires that a helicopter shall not fly below such height as would enable it to alight without danger to persons or property on the surface, in the event of failure of a power unit. This rule applies at all times, for all types of helicopter. Clearly its effect is to restrict flights by single engine helicopters much more than for twin-engine helicopters.

1.5 ANO Article 63 states that a person shall not recklessly or negligently act in a manner likely to endanger an aircraft, or person therein. This article affects everybody. Article 64 further states that a person shall not recklessly or negligently cause or permit an aircraft to endanger any person or property. This generally is taken to mean the pilot of the helicopter.

1.6 Responsibility for the safety of all helicopter-flying operations lies wholly with the helicopter operator. Additionally, at night for Public Transport passenger flights, whenever a helicopter is taking-off or landing, the person in charge of any area in the United Kingdom intended to be used for the taking-off or landing of helicopters, other than at licensed aerodromes or government owned aerodromes, isresponsible under Article 101(4) of The ANO for causing to be in operation such lighting as will enable the pilot of the helicopter:

> (i) in the case of landing, to identify the landing area in flight, to determine the landing direction and to make a safe approach and landing; and

> (ii) in the case of taking off, to make a safe take off.

A helicopter flying for the purpose of the public transport of passengers at night shall not land at such a site unless there is in operation such lighting. Privately operated helicopters, although not bound by law to conform, are nevertheless advised to exercise caution when using unlicensed sites at night. It is recommended that operators adopt the same standards as for public transport operations.

1.7 Helicopters operated by HM Forces operate under Ministry of Defence regulations and not toANO or Rules of the Air Regulations. In general terms they are operated to different standards, especially with regard to performance requirements, which may permit military helicopters to flyinto sites which would be unacceptable to civil operators. The CAA has <u>no</u> jurisdiction over the

operation of military aircraft. Enquiries concerning the operation of military helicopters should be directed to the Ministry of Defence.

1.8 Helicopters on the British civil register need to conform to British Civil Airworthiness Requirements (BCARs) and Joint Aviation Requirements (JAR 27 & 29). These lay down the requirement to demonstrate a mandatory take-off technique for single engine helicopters (Group B/Class3) which, in the event of failure of a power unit at any point during the take-off manoeuvre, does not involve hazard to theoccupants of the helicopter. Public Transport flights are expected to operate in conformity with the techniques detailed in the aircraft flight manual to ensure passenger safety. It is recommended that operators of non-public transport flights also avoid hazard to the occupants by using only approved, safe techniques.

1.9 For multi engine helicopters operating to Group A/Class 1 performance the BCAR and JAR requirements are more stringent, in that in the event of an engine failure at any point up to the decision point*, a re-landing can be made which does not involve damage to the helicopter or hazard to the occupants. Alternatively, the take-off can be continued with one engine inoperative. This requirement makes these helicopters more suitable for flights within congested areas.

**\*Group A/Class 1 helicopters, on take off or landing, are required, in the event of failure ofa power unit, to be capable of rejecting safely onto the take off/landing area available or of flying away on the remaining power unit(s) avoiding all obstacles by a vertical margin of 35feet.**

1.10 These airworthiness demands, taken in conjunction with the legislation outlined above, means that careful consideration needs to be given to the selection of helicopter landing sites by both operators and persons in charge of sites. Operators who hold Air Operator's Certificates have instructions in their Operations Manuals concerning the selection and management of all helicopter-operating sites. Site keepers, especially if they know little about helicopter operations, do not readily have access to guidance. This document is intended to provide that guidance for them, but is not intended to be fully comprehensive. Prospective Site Keepers should consult with helicopter operators who have access to the performance requirements for the helicopter in the relevant section of the flight manual.

## 2. International Standards and Recommended Practices

2.1 The International Civil Aviation Organisation (ICAO) is the body which is responsible for compiling and disseminating information concerning standards and recommended practices. Contracting States are required to notify the Organisation of any differences between their national regulations and practices and those laid down in ICAO documents. The United Kingdom is one of the Contracting States and has notified no differences to the internationally recommended standards and practices for heliports, helipads or helidecks, either at ground level or elevated. These are described in detail in ICAO Annex 14 VolumeII Heliports and in the ICAO Heliport Manual. However, it should be borne in mind that these ICAO standards and recommended practices are presently the subject of a major review by Contracting States and industry bodies. UK CAA and industry anticipates that the standards and recommended practicesfor ground level and elevated heliports are likely to evolve significantly to take full account of

the operational flexibility afforded to Rotary Wing aircraft. (NB: ICAO publications are available on application to Airplan Flight Equipment, 1a Ringway Trading Estate, Shadowmoss Road, Manchester M22 5LH – Telephone 0161 499 0023)

2.2 The above documents are intended to provide detailed guidance for the siting, construction, marking and lighting of heliports etc. In the UK helicopters are required to operate from licensedsites only if they are conducting scheduled services or if they are being used for ab initio pilot training. An example of a scheduled helicopter service is the Penzance - Scillies service operatedby British International. All other flights, apart from training flights, do not attract the legal requirement to operate from licensed heliports.

2.3 For certain helicopter 'special events' which attract large numbers of movements, (a take-off **or** a landing is one movement) estimated at over 100 per day, it is recommended that consideration is given to applying to the CAA (Aerodrome Standards Department) for a temporary aerodrome licence. This ensures that safety arrangements at the site are appropriate to the anticipated level of activity. Other sites used in conjunction with special events at which a lower number of movements are anticipated, even when not requiring a licence, should nevertheless be notified to the CAA and may be inspected on the dayof the event by Flight Operations Inspectors. Whether licensed or not, sites should only be selected which take full account of the performance requirements of all helicopter types likely to operate the site.

2.4 Helicopters are, by design, able to use non-conventional operating sites. Helicopters only offer any truly significant advantage over the use of aeroplanes for passenger transport by being able to operate away from conventional aerodromes into and from ad hoc sites or specially designed heliports.

2.5 If it is necessary, or if it is desired, to licence a heliport, application should be made to the CAA Head of Aerodrome Standards Department. An Aerodrome Inspector will be assigned whowill provide detailed guidance until the site is licensed, after which the site will be periodically audited and the inspector will act as the liaison link between the aerodrome licensee and the CAA. A fee is payable.

## 3. Unlicensed Sites (Ground Level)

3.1 When considering an ad hoc site for use by single engine (Group B/Class 3) helicopters it isnecessary for public transport flights, and recommended for others, to allow sufficient space for the use ofthe take-off and landing profiles certificated and described in the aircraft's Flight Manual. The take-off profile is similar for all single-engine types. From a low hover the aircraft is accelerated close to the ground until the safe climb speed (about 40/50 kts) is reached, at which stage the aircraft is climbed awaymaintaining this speed. The take-off distance is scheduled in the performance section of the flight manual from the hover to 100 feet above the take-off point assuming nil wind accountability. The distance varies with aircraft type. Examples of these distances are shown at Appendix 3. The first one third of the take-off distance should be at least 30 metres wide and the surface must be relatively firm and flat and free from all obstacles. The remaining two thirds of the Take-off Distance Available (TODAH), may contain insignificant or frangible obstacles within it, such that the aircraft, in the event of failure of the

power unit, can force land without hazard to the occupants of the helicopter and without endangering persons or property on the surface. It is assumed that in the event of a power unit failure occurring from the time the aircraft moves away from the hover until it reaches 100 feet, that the ensuing forced landing will be made without any significant changes in aircraft direction being attempted. Above 100 feet the pilot is able to manoeuvre progressively more easily with increasing height above the surface to select a suitable, clear space, for a forced landing. Landings and take-offs by single-engine helicopters are not permitted at sites within congested areas unless it can be shown that there is no risk to third parties and that there are sufficient open spaces in which to force land, if necessary.

3.2 Multi engine helicopters can be operated in all Performance Classes (Class 1/Group A, Class2/Group A Restricted and Class 3/Group B). Helicopters with more than 19 passengers (or when operating in a Congested Hostile Environment) must operate in Performance Class 1 - with full engine failure accountability in all stages of flight. Helicopters with 19 or less but more than 9 passengers must operate in Performance Class 1 or Performance Class 2 - with engine failure accountability in all but the initial take-off and final landing segments. Helicopters with 9 or less passengers may operate in Performance Class 1, Performance Class 2 or Performance Class 3. For flight in Performance Class 3, and the initial take-off and final landing segments of Performance Class 2, the helicopter must be able to perform a safe forced landing at all stages of flight.

3.3 For those sites which are in congested areas and which require Rule 5 permissions from the CAA, unless the operator can show that there is no third party risk in the event of a power unit failure, such permissions will be conditional upon the aircraft being operated to Group A/Class 1performance. Thus in the overwhelming majority of such cases Group A/Class 1 performance is the required norm.

3.4 A Group A/Class 1 site must be large enough to accommodate the most demanding helicopter type intending to use the site with due regards to specific performance techniques and limitations set out in the helicopter's flight manual, but in any event must be large enough to accommodate twice the overall length of the largest helicopter intending to use the site. The ground should be firm and substantially leveland free from loose articles which could endanger the aircraft or property or persons in the immediate vicinity of the helicopter downwash effect. Helicopter downwash is proportional to the weight and size of the machine producing it. For example an S61N displaces a volume of downwash equivalent to its weight of over 9 tonnes. Theeffect on nearby structures and people can be considerable. Loose dirt or gravel can cause damage to vehicles parked too close, whilst vulnerable persons can be blown over by the rotor downwash or hurt by flying debris. The area down wind of the helicopter is worst affected. In any case it is recommended that, whilst the helicopter is manoeuvring in a low hover, no object should be permitted closer than 1.5 x Rotor Diameter or 30 metres from the centre line of the helicopter, whichever is the greater.

3.5 The helicopter, especially in a congested area, can be noisy and can be the cause ofcomplaints from members of the public. Noise certificates for helicopters are only applicable to types newly certificated after 1 August 1986. In effect therefore many helicopters on the UK civil register are currently not subject to noise restrictions. Under the Transport Act 2000, the

CAA provides a focal point for receiving and responding to aircraft related environmental complaints from members of the public. Complainants should contact the Directorate of Airspace Policy, Consultation Section on 0207 453 6524 in this respect. When utilising permissions or exemptions under Rule 5, operators are advised to minimise nuisance on account of noise but where complaints are generated, and provided flight safety is not compromised, the CAA will advise the complainant to take the matter up directly with the operator or the Local Planning Authority (LPA). If the matter is found to relate to policy that the government has developed for aviation, the complainant will be advised to contact The Department for Transport, Civil Aviation Policy Division 4, 2 Marsham Street, London SW1P 3EB, Tel:0207 890 5847. It is suggested that noise and nuisance complaints be directed, in the first instance, to the Local Authority Environmental Health Officer if the issue cannot be resolved with the helicopter operator.

**4. Unlicensed Sites (Elevated, Onshore)**

4.1  Roof top helipads, by their very nature, are normally situated in congested areas. The operator therefore will require a Rule 5 permission from the CAA. By virtue of the nature of such sites and the perceived risk to third parties in a building itself or close by, only those helicopters capable of Group A/Class 1 performance are permitted to land at, or take-off from roof top sites. The helicopter type intended to be used must possess a helipad profile for the specific rooftop site within its flight manual; this technique, in the event of a failure to one of the power units occurring at any time during the take-off or landing, will enable the aircraft to reject safely on to the helipad available or to fly away avoiding all obstacles by a vertical margin of at least 35 feet. In the absence of such a profile, permissions will only be granted provided the helicopter is able to hover outside ground effect with one engine inoperative at the site and in the prevailing ambient conditions.

4.2 The minimum size of the helipad will also be described in the Flight Manual or Flight Manual Supplement for the aircraft type under consideration. Roof top helipads not conforming to these dimensions should not be considered. Proposed use at night will attract the need for a CAA proving flight. Factors considered will include helipad size, obstacle environment, helipad and obstacle lighting provided, including use of approach path indicators (where provided) and visibility from the helicopter to be used. Thus a flight test programme, undertaken by the operator in conjunction with the CAA, will normally be required and a flight manual supplement and/or operations manual supplement issued for the particular site as an end product of the test process A special pilot training programme to ensure competency will also be necessary before a Rule 5 permission can be granted.

4.3 The provision of Rescue and Fire fighting services at elevated sites when used for any category of flights should be provided to the scales laid down in Flight Operations Department Communication 9/2000. Close liaison with local Fire Brigade and HSE agencies during the planning and construction stages of the roof top site should be established and maintained thereafter to ensure a viable "disaster" plan is in place when the roof top becomes operational.

4.4 In all cases it is recommended that the owner of a roof top facility proposed for use as a helipad should consult with the helicopter operator(s) and the local planning authority before

committal to the project. Recent experience has shown that where planning permission goes to public enquiry, environmental considerations weigh heavily in the decision making process. The  general public is aware of environmental matters and due recognition should be given to these sensitivities.

4.5 Roof top heliports should be recorded with the CAA. To this end an architect's drawing/plan together with aerial photographs of the site and/if, the roof top facility already exists, photographs taken to cover the area all around the site, should be forwarded to Flight Operations  Inspectorate (Helicopters) in the case of public transport flights and to the General Aviation Department for private operations.

4.6 The structural and load bearing characteristics should be sufficient to accommodate the dynamic loading requirements caused by a helicopter having to force land on the site. Guidance on design load criteria is given in CAP 437 (available from the publications section of the CAA website at www.caa.co.uk) or in the ICAO Heliport Manual (Doc 9261 - AN/903) available from Airplan Flight Equipment. (See 2.1).

## 5. Local Authority Planning Consent

5.1 In general an ad hoc helicopter site will not attract the need for planning consent unless it is intended for use on more than 28 days in any calendar year. However, if any permanent structure is erected in connection with its use as a helicopter site, such as a hangar or hard standing, or if individual local council policies so demand, it may be necessary to obtain planning consent. It is always advisable to talk with the Local Planning Authority if there is any doubt as to the effect ofsuch a site on the local community. For those sites intended for irregular, periodic use and for sites in congested areas it is also necessary that the local police be informed of any intended flying activity.

## 6. Recommended Helipad Sizes, Markings and Lighting (Onshore)

6.1 The information presented in the attached figures in the attached appendices and tables has been extracted from various sources found to be of interest to prospective site keepers. Leading particulars of many helicopter types are also included together with "worked examples" of Group A/Class 1 minimum sized ground level sites.

## 7. Joint Aviation Authority

7.1 The United Kingdom is a member of the Joint Aviation Authority (JAA), an organisation set up to co-ordinate aviation policy amongst member States. Member States are bound by EU Directive to implement agreed Joint Aviation Regulations (JAR's). JAR (Operations) Part 3 (JAR-OPS 3), relates to helicopter operations, and was available for implementation by Public  Transport operators in the UK in August 1999. JAR-OPS 3 will not be law within Europe until annexed to EU Council Regulation 3922/91. Public Transport helicopter operators are being encouraged to adopt JAR-OPS 3 before annexation;  in which case such operations are issued with exemptions  against  certain  provisions  of  the  ANO  to  enable them  to legally  operate  to

JAR's. The guidance contained in this document is designed to give broad guidance applicable to ICAO, ANO and JAR-OPS 3 requirements.

## 8. British Helicopter Advisory Board (BHAB)

8.1 The BHAB will provide straightforward guidance to members of the general public on the essentials for providing a suitable site for the occasional or one time use by helicopters. For further guidance or interpretation of these guidelines write to The British Helicopter Advisory Board, Graham Suite, West Entrance, Fairoaks Airport, Chobham, Woking, Surrey GU24 8HX.

## 9. Sites Close to Existing Aerodromes

9.1 Where helicopter landing sites are established close to operating aerodromes, especially within an Aerodrome Traffic Zone (ATZ), or otherwise within a radius of 2 nautical miles from any aerodrome, details of the site must be given to that aerodrome management or Air Traffic Service (ATS). The aerodrome management and/or ATS will need to mark the location of the site on their charts and maps in order to provide adequate local briefing and safe and speedy reaction to dealing with radio calls from helicopter pilots using the site. Pilots operating to these sites must comply with the aerodrome procedures when operating within the ATZ.

9.2 The site keeper has the duty of care to ensure that the helicopter landing site information is lodged with the aerodrome(s) concerned. The information can consist simply of the name of the site; the grid reference; and a contact telephone number.

9.3 In this context, "aerodrome" means any location where aviation activities are to be expected, for example; large and small civil and military airfields and airports, gliding club locations, flying club locations, microlight centres, parachuting centres, other helicopter landing sites etc.

## 10. Rescue and Fire Fighting Services (RFFS)

10.1 For licensed heliports, both temporary and permanent, Aerodrome Standards Department will impose an RFFS requirement as part of the licence. A heliport is not permitted to operate as a licensed facility whenever these requirements cannot be met.

10.2 Public Transport helicopter operators are advised in 'Flight Operations Department Communications 9/2000' (dated 19th May 2000) of the CAA's guidance on 'PROVISION OF RESCUE AND FIRE FIGHTING SERVICES (RFFS) FOR HELICOPTERS AT ONSHORE UNLICENSED OPERATING SITES USED FOR THE PURPOSE OF PUBLIC TRANSPORT OPERATIONS'. Copies of FODCOM 9/2000 can be obtained from the Flight Operations Inspectorate (Helicopters) or the SRG website 'Publications'. However, site keepers are reminded that the responsibility for the safety of all helicopter flying operations, at unlicensed sites, including adequate provision of RFFS, lies wholly with the helicopter operator. See also paragraph 1.6.

## 11. Guidance Amendment

11.1 This guidance is amended from time to time and users should check with the BHAB for the date of the current edition. The BHAB Website will always display the most up to date copy of the guidelines.

**Appendix 1**

**Recommended Helipad Sizes, Markings and Lighting for Onshore Helicopter Sites**

**1. Final Approach and Take Off Area (FATO)**

1.1 This is the term applied to the area over which a helicopter will execute the final part of the final approach and the initial part of the take off. It is analogous to an aeroplane runway and must be suitable for the type of helicopter under consideration to reject on to in the event of a power unit failure. Unless the extent of the FATO is clearly self evident, for permanent installations, the area should be delineated with white markers 1 metre wide as follows:

1.2 For a square or rectangular FATO the marker length should be 1 x 3 metres with at least 3 per side including a marker at each corner and a maximum spacing between markers of 90 metres; FATO markings should be visible from 1000 ft/ 2km.

1.3 For a circular or any other shaped FATO the markers should be equally disposed around theperimeter with a maximum spacing of 10 metres between markers and a minimum of 5 markers.

1.4 FATO's for temporary, short term use sites may alternatively be delineated with highvisibility tape or similar markers provided the extent of the FATO is clearly distinguishable and temporary markings are not likely to be blown around and become a hazard to the helicopter or bystanders.

1.5 The FATO should be surrounded by a Safety Area (SA) 3 metres or 0.25 times the greatest dimension of the helicopter width, whichever is the greater. Markers should designate the FATO plus SA together NB: the SA need not necessarily be a load-bearing surface.

1.6 The FATO plus SA should be as level as possible. It is recommended that the overall slope of the FATO should not exceed 3% i.e. 1 degree 43 mins.

**2. Touch Down and Lift Off Area (TLOF)**

2.1 A load bearing area of any shape on which it is intended that the helicopter shall land on from, and take off to, the hover. It may form an integral part of the FATO or be situated apart from the FATO depending on the disposition of the site. It's diameter should be at least 1.5 times the largest dimension of the undercarriage of the largest helicopter intended to use the site and should take account of the distance by which any of the aircraft doors extend beyond the dimensions of the undercarriage e.g. Sikorsky S61 (see Fig 5).

2.2 The TLOF marking should be a yellow circle 0.5 metres wide. The inner diameter of thecircle should ideally be 0.5 times the greatest dimension of the largest helicopter intended to use

the site but may have to be predicated on the dimensions given at paragraph 2.1 above. For all but hospital sites a white "H" 3 metres by 1.8 metres with a line width of 0.4 metres should be provided to indicate the aiming point for the helicopter pilot to land on. Hospital sites should be provided with a red "H" superimposed on a white cross as shown in Figure 3. Where the TLOFis set apart from the FATO, it may be necessary for a pilot to make an approach to a particular point on the FATO before proceedingto the TLOF. In this case a white triangular Aiming Point Marker, as described in ICAO Annex 14, Volume II, Section 5.2.6 may be used.

## 3. Lighting

3.1 Paragraph 1, sub paragraph 1.6 explains the legal responsibilities for the provision of lightingfor the public transport of passengers at night.

3.2 It is unusual for private helipads (other than hospitals) to have a requirement for lighting. If this requirement should exist, site keepers may contact the CAA, Flight Operations (Helicopters), for guidance on the specific layout and requirements for helipad lighting systems.

3.3 Lighting requirements for elevated sites should always be referred to the CAA for approval at the planning stage. Guidance contained in CAA letter 10A/253/16/3 dated 17 November 2003 may also be relevant in the case of purpose built ground level and elevated sites.

## 4.0 Wind Direction Indicators

**4.1** A wind direction indicator may be a wind sleeve, flag or continuous smoke source. It should be situated so as to be visible from a helicopter in flight, in a hover or on the movement area and should indicate the wind conditions over the FATO in such a way as to be free from the effects of airflow disturbances caused by nearby objects or rotor downwash. It should be illuminated fornight use.

**Appendix 2**

**BRITISH REGISTERED HELICOPTERS**

| TYPE | OVERALL LENGTH | ROTOR DIAMETER | MAX UNDER CARRIAGE DIMENSION | MAX AUW (KGS) |
|---|---|---|---|---|
| ROBINSON R22 | 8.78 | 7.68 | 1.92 | 622 |
| ROBINSON R44 | 11.76 | 10.06 | 2.19 | 1089 |
| ENSTROM 280 | 8.78 | 9.75 | 2.26 | 1180 |
| ENSTROM F28 | 8.96 | 9.75 | 2.26 | 1180 |
| MDH 269/300 | 9.39 | 8.17 | 1.98 | 930 |
| MDH 369/500 | 9.30 | 8.05 | 2.07 | 1360 |

| | | | | |
|---|---|---|---|---|
| BELL 47 | 13.29 | 11.31 | 2.59 | 1338 |
| BELL 206B | 11.95 | 10.15 | 1.83 | 1452 |
| BELL 206 L | 12.95 | 11.28 | 2.20 | 1883 |
| EC 135 | 12.16 | 10.20 | 2.65 | 2630 |
| MD902 | 11.84 | 10.34 | 2.84 | 2835 |
| SA341 G | 11.98 | 10.52 | 1.95 | 1800 |
| AS350 SQUIRREL | 12.98 | 10.70 | 2.20 | 1950 |
| AS355 TWIN SQUIRREL | 12.98 | 10.70 | 2.01 | 2400 |
| BO105 | 11.81 | 9.90 | 2.53 | 2300 |
| AGUSTA 109 | 13.04 | 11.0 | 3.54 | 2600 |
| SA365 C DAUPHIN | 13.22 | 11.67 | 3.6 | 3500 |
| SA365 N DAUPHIN | 13.68 | 11.93 | 3.61 | 4250 |
| BELL 222 | 15.33 | 12.80 | 3.72 | 3742 |
| SIKORSKY S76 | 16.00 | 13.41 | 5.00 | 5171 |
| BELL 212 | 17.47 | 14.63 | 2.53 | 5080 |
| AS332L SUPER PUMA | 18.70 | 15.52 | 3.79 | 8599 |
| BELL 214 ST | 18.96 | 15.85 | 2.53 | 7936 |
| AS332 L2 SUPER PUMA | 19.50 | 16.20 | 5.24 | 9150 |
| SIKORSKY S61N/ SEA KING | 22.20 | 18.90 | 7.16 | 9300 |
| EH 101 | 22.80 | 18.60 | 7.00 | 14515 |

Dimensions in Metres

**Appendix 3**

**TAKE-OFF AND LANDING DISTANCES REQUIRED BY HELICOPTERS OPERATING TO**

**PERFORMANCE GROUP B / CLASS 3**

| TYPE | MTW AKGS | FATO first one third distance to 100 | TAKE OF FDIST ANCE TO 100 FEET | EMERGENCY LANDING DISTANCE FROM 100 FEET | ROTOR DIAMETE R | OVERALL LENGTH OF HELICOPTE R (INCLUDING ROTORS) "D" |
|---|---|---|---|---|---|---|

| | | feet | | | | |
|---|---|---|---|---|---|---|
| ROBINSON R22 | 622 | 122 | 366 | 110 | 7.68 | 8.78 |
| ROBINSON R44 | 1089 | 143 | 427 | 305 | 10.06 | 11.76 |
| ENSTROM 280 | 1180 | 58 | 168 | 151 | 9.75 | 8.95 |
| MDH 369/500 | 1360 | 77 | 230 | 189 | 8.05 | 9.30 |
| BELL 47 | 1338 | 56 | 168 | 117 | 11.31 | 13.29 |
| BELL 206 B | 1452 | 95 | 263 | 229 | 10.15 | 11.95 |
| BELL 206 L | 1883 | 95 | 285 | 232 | 11.28 | 12.95 |
| SA341      G GAZELLE | 1800 | 102 | 305 | 140 | 10.52 | 11.98 |
| AS350 SQUIRRE L | 1950 | 200 | 500 | 460 | 10.70 | 12.98 |
| HILLER 12 E | 1405 | 56 | 168 | 117 | 10.80 | 12.41 |

**NOTE: Dimensions/ Wts. are representative figures for the types listed. Exact dimensionswhere needed should be extracted from individual aircraft data. Dimensions in Metres.**

**Appendix 4**
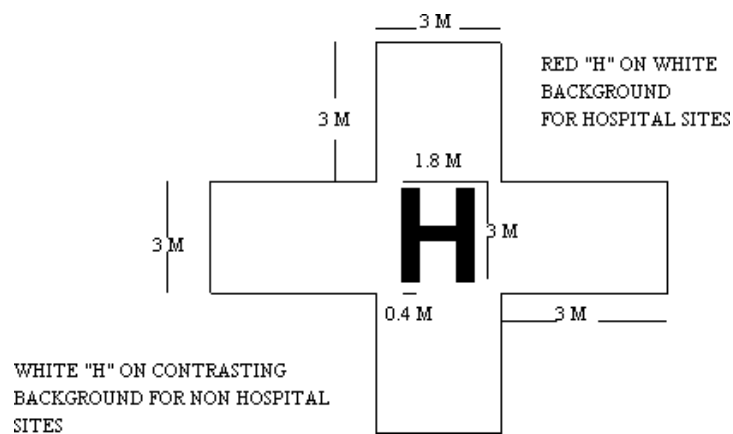
# HELIPAD LAYOUT AND MINIMUM DIMENSIONS
# FOR SIKORSKY S 61 N/ SEAKING



Fig. 5.
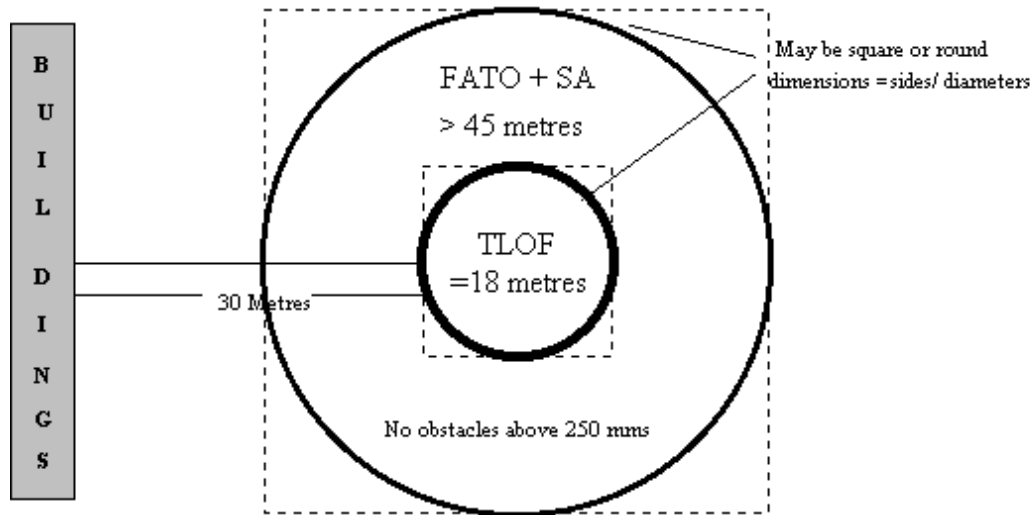
Notes:

Touchdown and Lift off area = 1.5 x largest undercarriage dimension

$$= 1.5 \times 7.16 \text{ m}$$

$$= 10.74 \text{ m (say 11 m)} \quad \textbf{but}$$

Nose - Tail distance to accommodate aircraft doors = 18 m

FATO +SA = 2 x Overall length of S 61N (D)

$$= 2 \times 22.2 \text{ m}$$

$$= 44.4 \text{ m (say 45 m)}$$

Minimum permitted distance of TLOF from obstacles = 1.5 x RD

$$= 1.5 \times 18.9 \text{ m}$$

$$= 28.35 \text{ m (say 30 m)}$$

It is strongly recommended that the TLOF should be located 30 metres or more from buildings to avoid downwash and noise effects.

TLOF to be firm, flat and load bearing to 2.5 x MTWA = 23.25 Tonnes

Recommended concrete/ paved surface for access by hospital utilities in all weather conditions.

**The civil S61N, in order to use a site of this size, would need to have outside ground effect hover performance, one engine inoperative. For normal Group A/Class 1 profiles a FATO of about 300 meters would be required.**

# HELIPAD LAYOUT AND MINIMUM DIMENSIONS
## FOR EUROCOPTER SA 365 N
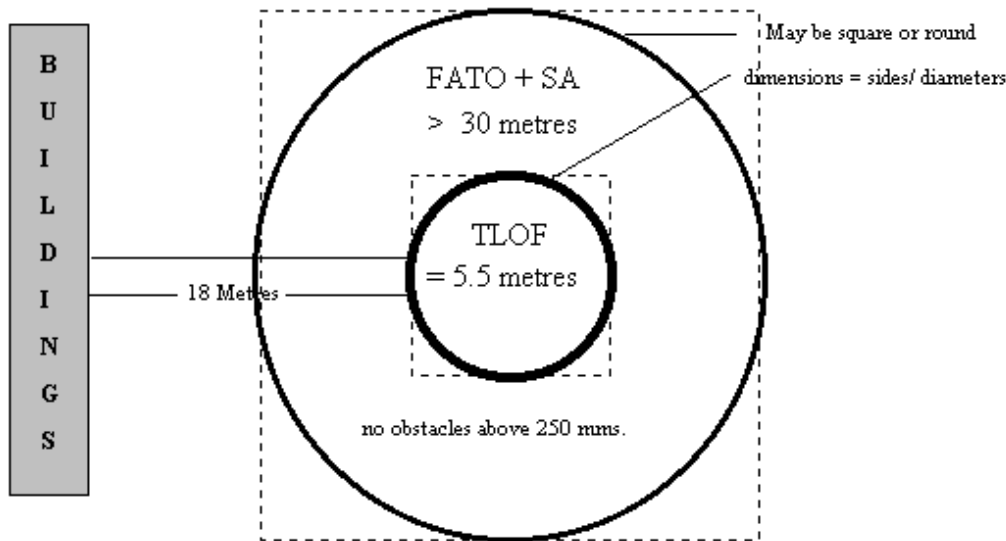


Fig. 6.

Notes:

Touchdown and Lift off   area = 1.5 x largest undercarriage dimension

= 1.5 x 3.61

= 5.415 m (say 5.5 m)

FATO + SA = 2 x Overall length of SA 365 N   (D)

= 2 x 13.47 m

= 26.94 m (say 30 m)   **but**

Flight Manual helipad profile requires minimum area of 2.5 x        11.92 (RD)

= 29.8 m (say 30m)

TLOF surface to be firm, flat and load bearing to 2.5 MTWA = 10 Tonnes
Recommended concrete/ paved surface for access by hospital utilities in all
weather conditions.

Minimum permitted distance from buildings        = 1.5 x RD

= 1.5 x 11.92m

= 17.88 m (say 18 m)

It is strongly recommended that the TLOF be located 30 metres or more away from
buildings to avoid downwash effects and noise.

**HELIPAD LAYOUT AND MINIMUM DIMENSIONS FOR EUROCOPTER AS355**
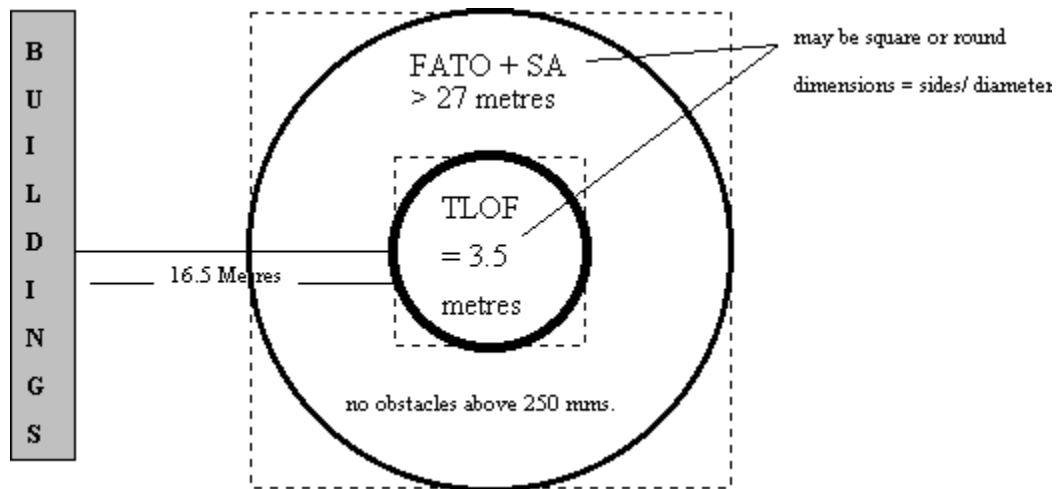


Notes:

Touchdown and Lift off area = 1.5 x largest undercarriage dimension

= 1.5 x 2.01

= 3.015 (say 3.5 m)

FATO + SA = 2 x Overall length of AS355 (D)

= 2 x 12.98

= 25.96 (say 26 m) **but**

Flight Manual helipad profile requires minimum area of 2.5 x 10.7 (RD)

= 26.75 (say 27 m)

TLOF surface to be firm, flat and load bearing to 2.5 x MTWA = 6 Tonnes

Recommended concrete/paved surface for access by hospital utilities in all weather conditions.

Minimum permitted distance from buildings/obstacles = 1.5 x RD

= 1.5 x 10.70

= 16.05 (say 16.5 m)

It is strongly recommended that the TLOF should be located 30 meters or more away from buildings to avoid downwash and noise effects on the structure and disturbance/annoyance to persons in the building.

# Heliport Light Positioning

Nearby windsock and heliport beacon

Approach and Departure Path

Paved Taxiway

TLOF

H

FATO

Safety Zone

*Figure 2*

## Legend

○ Perimeter Light - Yellow

⊕ Perimeter Inset Light - Yellow

● Landing Direction Light - Yellow

◉ Flush Inset Light - Green

Pole with two Floodlights and Obstruction Light

Rotating Heliport Beacon or Flashing Morse Code "H" Beacon

WC-18 Lighted Windsock

CHAPI - Helicopter Approach Path Indicator

Inground FATO Perimeter

Safety Zone Perimeter

## Hospital Heliport

The hospital heliport should comply with Chapter 4 (Transportation Heliports) of FAA Advisory Circular 150/5390-2A. A hospital cross replaces the rectangular outline of the TLOF.

*Figure 3*

The following information is for the preliminary planning of a public use, general aviation heliport only.

The heliport should include at least one touchdown and lift-off area **(TLOF)** centered in a final approach and takeoff area **(FATO)**, a peripheral safety area and two or more approach and departure paths. The **TLOF** must be at least as long and wide as the rotor diameter of the largest helicopter to use the heliport. The **FATO** must be at least 1.5 times the overall length of the helicopter. The width of the safety area must be at least 0.33 times the rotor diameter, but not less than 20 feet (6 m). At least two approach/departure paths, with one aligned in the direction of the predominant wind, are required.

## LIGHTING

For night operations a minimum lighting system should include a peripherally lighted TLOF or FATO (not both), a lighted wind indicator and a heliport identification beacon. Other useful visual aids include landing direction lights, floodlights, taxiway lights and a heliport approach path indicator (CHAPI). Obstruction lights must be installed where required.
The recommended CHAPI power system is single phase 120/240 volts for VFR and 6.6 ampere seriescircuits for IFR

## FATO and TLOF Lights.

A minimum of four flush or raised light fixtures is recommended per side of a rectangular FATO or TLOF.A light is located at each corner with additional lights uniformly spaced between the corner lights with amaximum interval of 25 feet (7.5 m) between lights. Lamps are 40 watt, 120 volt or 45 watt, 6.6 amperebulbs.

## Lighted Wind Indicator.

A windsock tower about 22 ft overall height with an 8 ft, international orange windsock is recommended or a10 ft tall tower may be substituted. Both use four 120 watt, 120 volt PAR38 lamps to illuminate the windsock and a 116 watt lamp for the obstruction light. The 22 foot tower must be outside the safety zone and away from flight paths.

### Heliport Identification Beacon.

Located within 1/4 nautical mile of the heliport, three 500 watt sealed beam lights rotate at 10 to 15rpm to produce 30 to 45 fpm in white, green and yellow. Not required on lighted airports.

### Landing Direction Lights.

To identify alignment of the approach route, a line of five lights with omni directional Amber lenses are spaced at 15 ft (4.5 m) intervals.

### Floodlights.

Mounted on buildings or poles, elevated floodlights should illuminate all of the operational area and should be hooded to prevent upward glare that would hinder the vision of approaching pilots.

### Taxiway Lights.

Taxiway centre lines are defined with bi-directional or unidirectional green lights spaced at 50 feet (15 m) intervals. Blue lights set at the same intervals are used to define the edges of an unpaved taxi route.

### Obstruction Lights.

Objects exceeding a height of 200 feet (61 m) above the ground and within one nautical mile of the airport shall be marked with a red obstruction light.

### Visual Glide Path Indicator.

The heliport approach path indicator (CHAPI) provides pilots with visual course and descent cues. The optimum location of a CHAPI is on the extended centre line of the approach path at a distance that brings the helicopter to a hover 3 to 8 feet (0.9 to 2.5 m) above the TLOF centre.

## MINIMAL REQUIREMENTS
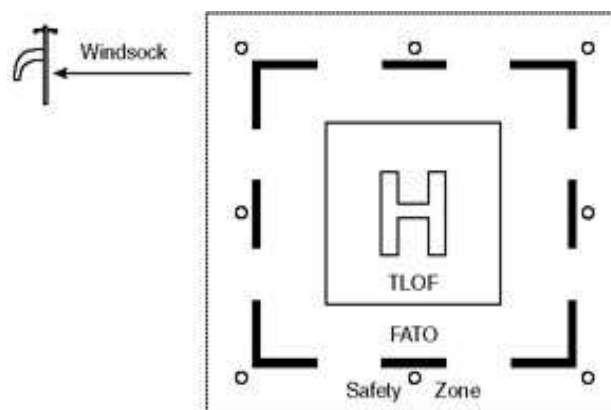


Figure 4

A minimally equipped private-use heliport must include eight perimeter lights and a wind indicator. The plan at above shows an economical installation often found at remote operations or on any site where only small helicopters touch down and space is limited.

• **8 perimeter light fixtures** with elevated fixtures with Amber lens.

• **1 Windcone with 4 windcone illumination lamps** (120 volt, PAR 38, white) and **1windcone  obstruction lamp** (116 volt red).

*Prostitution*

1.  **Monitor soliciting in the public areas of the hotel.**

    Monitor single men/woman who enter the Hotel and appear to have no other purpose butto loiter in the lobby and coffee shop or around the elevator area.

2.  **Approaching and establish reason for visit and offering assistance.**

    If finding a person/s on the hotel property and they cannot clarify the reason for being there, request the person/s to accompany you to the security office in order to interview the concerned person. Ensure that there are 2 interviewers at all times during the interview. (If a female person is being escorted to the security office, ensure that a FemaleSecurity Associate or a female employee is present. Once the person in question has been identified, escort him / her from the property and advise him/her not to return.

    **NOTE:**

    It is vital that a copy of the persons ID, with photo is kept on file. **Seek the original passport**

    In countries where prostitution is legal or accepted it goes without saying that the Park Hyatt Hotel Management policies must be governed by discretion. If discrete control is observed there can be little harm or damage to the hotel and the security of the guests and staff is not likely to be jeopardized. However, management must also consider the effect that the effect onthe image on the hotel if it becomes known as a hotel frequented by prostitutes

3.  **The use of the hotel facilities by known pimps.**

    Pimps and Prostitutes should not be allowed to solicit guests in the lobby, Bars, Restaurantsor other public areas of the hotel. Follow the same procedure as in Para 2. Those that endeavor to do so should be evicted from the hotel and advised not to return.

4.  **Calling Police**

    If they persist in returning to the hotel then the assistance of the local authorities will haveto be sought.

5.  **Access to guest floors**

    Known Prostitutes must not be allowed to guest floors.
    If such persons are found on floors, the Security Officer will immediately call for back up andtake the person to the security office. Implement Para 2.

6.  **Guests entering with prostitutes**

Prostitutes who are escorted into the hotel by a registered hotel guest should be stoppedaccording to the local law and Hotel Managers policy) The following courses of action aresuggested:-
The guest's names and room number must be noted and logged and no further actiontaken.

7.  **Guests failing to adhere to established local laws.**

Should you find that the guest is refusing to cooperate by giving all details, being a original passport of his guest to reception, it must be explained that it is the Law of the country thatall persons are registered for the following reason: -

*   Civil defense, in case of an emergency.
*   Local Police Authorities.

8.  **Prostitutes Resident in the Hotel.**

If a known prostitute registers (checks in) to the hotel she should not be permitted to usethe hotel as her base (i.e., customers should not visit her in her room) and neither shouldshe be permitted to solicit hotel guests?
If it is found that he/she is committing the above, it must be brought to the attention of the GSM / Security Manager / DOR. The decision will be made to have such a person evicted by senior management

9.  **Recording details of all incidents.**

Make a detailed report of the results and hand report to Service leader – security.

*Money Escort*

**- Escort money of large amounts to a bank or lock up facility:** Receive the call from the General Cashier requesting that moneys are ready to be escorted to X location, Ensure the safety of property in Hotel.

**- Assign a Security Officer for the task**: Security Team Leader will assign the Patrolling officerto escort the cash bearer.

**- Carry a two way radio:** Make sure that equipment carried by security guard (radio, etc.) is in good working order. **See SOP 8 (Radio procedures).**

**- Arrange a vehicle:** Contact transport department and request that the vehicle should made ready as the person escorting will leave within 10 – 15 minutes, This is a task that can be scheduled monthly as it may be a permanent task

**- Meet General Cashier in his/her location:** Escort the General Cashier to the car that has been arranged.

**- Arrange for back up:** The Team Leader will ensure that the Control room operator monitors the movement until the party has vacated the building.

**- Approach the vehicle to be used with caution:** Observe any persons standing in the area and try to anticipate their next movements. Ensure that the person who is doing the escort stays between the General Cashier and the suspected perpetrator. They may be waiting for the escort or they may simply be an informer that may be waiting at another location.

**- Get into the car after the general Cashier has entered:** Ensure that the key for the ignition is ready for immediate insertion and starting the car to move from the starting location ASAP. Delaying and time consumption in this location could be a chance for someone to approach the vehicle for whatever reason it may be.

**- Observe suspicious behavior:** While escorting the bank run, do not stop the vehicle and open the window. Monitor vehicles that may be following.

**- Avoid taking the same road:** During the escort, the personnel concerned must not be deterred by any other issue. Persons trying to stop you for directions may be a distraction with illegal intentions. Taking the same road will set a routine pattern that will make it easy for perpetrators to study and plan an assault on the escort.

**- Attack on the escort:** Avoid stopping in quiet areas. If possible, drive to the nearest safe haven being a Police station, crowded area, hospital or even back to the Hotel. Criminals avoid being identified or even operating in busy areas.

**- IF FORCED TOSTOPPED:** Do not resist, ensure own safety, Hand money over to attackers,Cooperate fully with no resistance. Counter acting may be fatal. Money can be replaced, you can't!

**- Try to make note of suspect's description:** Try to get descriptions on the suspects for later identification by Local Police. Note the following:

**Suspects**: How many?

Height

Body build

Colour hair

Race

Nationality

Clothing

And any other marks on his/her body (Tattoos, scars, limbs missing, limps) that could helpidentify the suspect.

**Vehicle:**

Colour

Make & model

Registration number

Any distinctive damage marks

**- Reroute to the nearest police station and report:** On the way to the police station, contact the Security Manager on his mobile and advise of the incident. Once you get to the police station advise themof the situation and immediately. Wait at the police station until the Security Manager arrives.

**- Trouble free escort:** Finish escort and return to Hotel, the Security Officer must notify the Control room and advice of situation and return the mobile telephone to the control room operator. Note any possible incidents or areas of concern during the escort in order for the other officers to be aware of possible threats in the area.
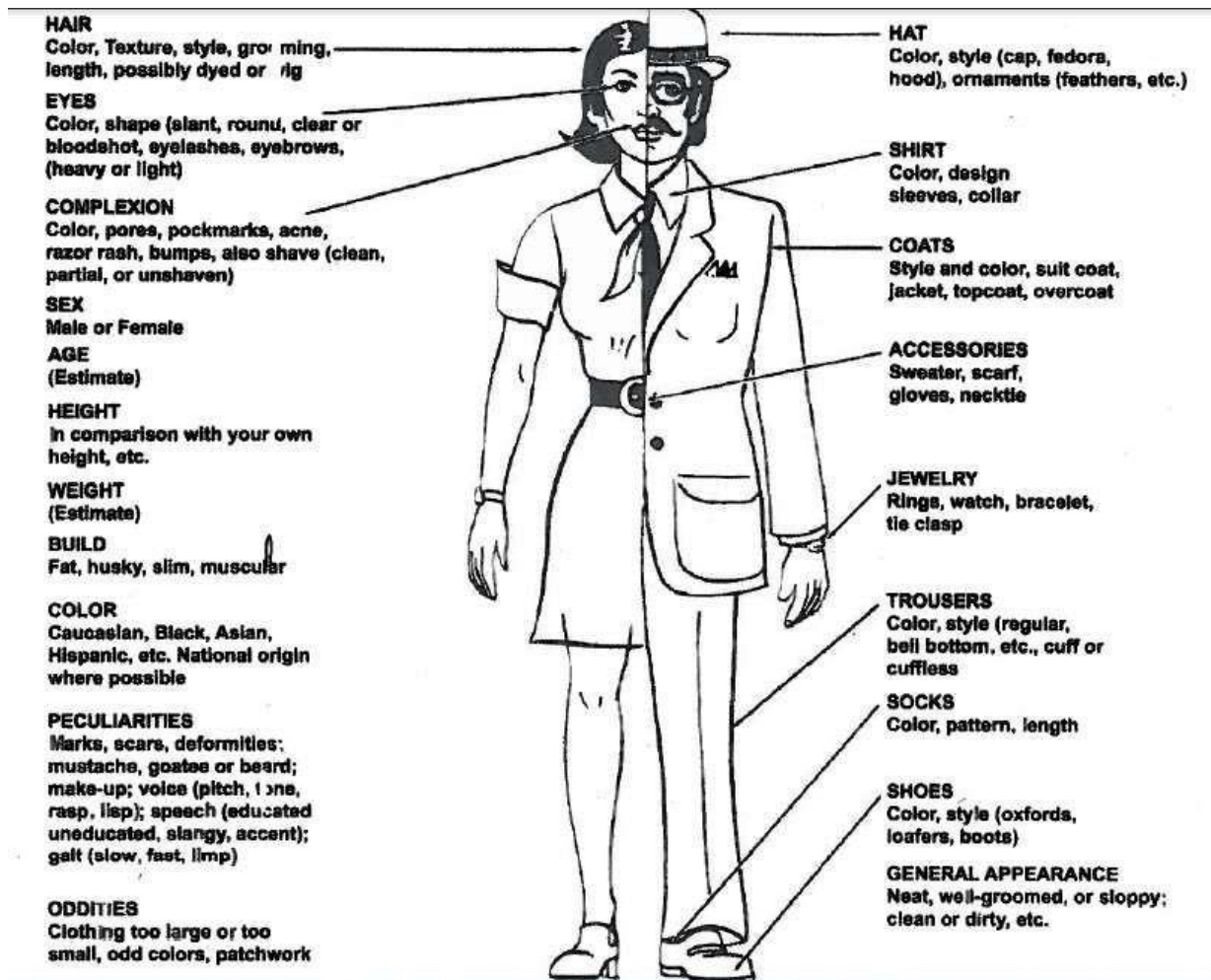
**- Deviate from time to time:** Instead of using a hotel car, make use of a taxi from time to timeas to avoid setting a pattern. Follow the same procedure as above.

**General tips:**

_ Never use the same exit

- Deviate routes
- Know the locations of your safe havens
- No the locations of your destiny and alternative routes.
- Try to avoid attracting attention to the escort movement
- Don't make it known to every one of the exact times of departures.
- Alternate departure times
- Take evasive actions only if safe to you and others.

*How describe the suspected cases*

**HAIR**
Color, Texture, style, grooming, length, possibly dyed or rig

**EYES**
Color, shape (slant, round, clear or bloodshot, eyelashes, eyebrows, (heavy or light)

**COMPLEXION**
Color, pores, pockmarks, acne, razor rash, bumps, also shave (clean, partial, or unshaven)

**SEX**
Male or Female

**AGE**
(Estimate)

**HEIGHT**
In comparison with your own height, etc.

**WEIGHT**
(Estimate)

**BUILD**
Fat, husky, slim, muscular

**COLOR**
Caucasian, Black, Asian, Hispanic, etc. National origin where possible

**PECULIARITIES**
Marks, scars, deformities; mustache, goatee or beard; make-up; voice (pitch, tone, rasp, lisp); speech (educated uneducated, slangy, accent); gait (slow, fast, limp)

**ODDITIES**
Clothing too large or too small, odd colors, patchwork

**HAT**
Color, style (cap, fedora, hood), ornaments (feathers, etc.)

**SHIRT**
Color, design sleeves, collar

**COATS**
Style and color, suit coat, jacket, topcoat, overcoat

**ACCESSORIES**
Sweater, scarf, gloves, necktie

**JEWELRY**
Rings, watch, bracelet, tie clasp

**TROUSERS**
Color, style (regular, bell bottom, etc., cuff or cuffless

**SOCKS**
Color, pattern, length

**SHOES**
Color, style (oxfords, loafers, boots)

**GENERAL APPEARANCE**
Neat, well-groomed, or sloppy; clean or dirty, etc.

*The concept of occupational safety and health*

Occupational Safety and Health is defined as the science that deals with the preservation of human health, safety, and providing a safe working environments free of the causes of accidents or injuries or occupational diseases, or in other words, is a set of procedures and rulesand regulations in a legislative framework aimed at preserving the rights of the risk of injury, and keep the property from the risk of damage and loss.

And the intervention of occupational health and safety in all areas of life, when we are dealingwith electricity or electrical household appliances are indispensable to follow the safety rules and assets, and when you drive a car or even walk in the streets, we need to follow the rules and principles of safety, and self-evident that within the factories and the various places of work and in educational facilities, we need to safety rules, but we can say that when taking medications for treatment or food for the growth of our bodies, we need to follow the safety rules.

The general objectives that Occupational Safety and Health seeks to achieve: -

1. Protect the human element of the risk of injuries caused by the work environment by preventing their exposure to accidents, injuries and occupational diseases.

2. Keep the elements of the physical element of installations and the content of the equipmentfrom damage and loss as a result of accidents.

3. Providing the requirements of occupational safety and health of all, its implementation andto ensure the provision of a secure environment check risk prevention of human and physicalelements.

Sentences to say that the Occupational Safety and Health designed as a way of science to the safety and peace of mind is installed in the hearts of workers when performing their duties, andreduce anxiety attacks and panic that underlings who are living by virtue of the necessities of life with tools, materials and machines lies between them the danger that threatens their lives and under conditions unsafe their lives between and another time to the dangers of heavy.

In order to materialize the goals mentioned by the former to be the availability of the followingcomponents: -

1. Proper and meaningful technical planning for the foundations of prevention in enterprises.

2. Stemming from the need to implement this technical planning legislation.

3. Implementation of the building on the sound scientific basis.

**What are the fires?**

Fires usually start on a small scale because most of them arise from underestimated sparks, because of the negligence to follow the fire prevention methods, but quickly spread if you donot take the initiative extinction leaving losses and the risk of serious life and property, funds,

facilities, due to the presence of large amounts of flammable materials in all What surrounds usof things, and in different presence and the surrounding environment Us locations in the houseand the street, school, university and in the workplace and in places picnic and recreation and other sites, and that if it has the rest of the fire elements to have caused us and property heavytoll costs. So we must take preventive measures from the dangers of fires to prevent their occurrence and the elimination of its causes, and to achieve the possibility of control in case it breaks and put out as soon as possible and with minimal losses.

**The percentage of burns and an area of: -**
Ranging burns own body proportions for burns right thigh 18%, and burns to the left thigh 18%,and burns to the left of Agriculture 9%, and burns the back of 18%, and burns abdominal 18%, and burns to the head and neck 10%.

**Combustion process (ignition theory): -**
Are those chemical phenomena that occur as a result of the Union Article flaming air O2 factorof the impact of a certain temperature for each of the articles, and vary this temperature for each substance called (ignition point), and is clear from this that in order for a fire happens must have three components of fuel and heat and oxygen, a so-called triangle of ignition: -
1. fuel: There are in solid form such as (Wood. Paper. cloth ..............etc.) and the case of liquid and semi-liquid (such as all types of grease, oil, gasoline, alcohol ............. etc) and the situation such as gas (gas Albotan. alastelln. almithan LA K).
2. Temperature: any temperature to achieve the necessary degree of ignition and source(sparks flames, friction, sunlight, chemical reactions etc .........................).
3. Oxygen: oxygen available in the air by the air (19-21%).
However, recent studies have indicated that there are four overlapping factors for the occurrence of fire, not three, and these factors are (the fuel - heat - oxygen - chain reaction).

**How to heat transfer: -**
Objects exchange heat with its surroundings, that is, the temperature in the usual conditionsare not fixed, meaning that heat is transferred from the hot body to body in which at least about the temperature, and it happens in one of the following means: -
1. touching - Plug: - heat transfer by conduction is direct touching or through a connector, suchas occurs in the case of touching the hand hot pot as heat is transferred from the vessel to the hand through Mosul and different metals in the degree of their ability to connect some of themare good conductor of heat and some other non-conductive heat, and the heat is transferred inliquids and gases change depending on the density and temperature change.
2. convection currents: - heat is transferred in liquids and gases due to the change in densitydepending on the temperature change as it moves by convection currents are moving from

bottom to top and can be observed temperature pregnancy transmission as in the network hotbuildings and hearths, furnaces and heaters and the spread of fire in the fires of buildings from water pipes the lower to the upper floors.

3. Radiation: - thermal radiation absorbed some objects others black or dark the objects absorblarger than the shiny objects or polished surface Buraq heat and reflected, and the heat transferin the air in the form of waves of thermal radiation light and air does not absorb the heat but rather transmitted from its source to that collide with an object If dimmed absorbed by the temperature rises, but if the shiny or polished surface, it reflects heat into the air.

**Fire-fighting methods (Fire Theory): -**

Fire extinguishers theory depends on the extent of contemporary with one or more of the previous three factors mentioned by the updated fire, any fire that theory depends on breakingthe ignition triangle remove one or all of the ribs and the ribs so the fire operations are subject to the three methods are.

**First: cooling the fire: -**

It is intended to reduce the temperature of the material burning, using water which are thrownon the fire and relies this means mainly on the ability of water absorption of heat Article flaming the fire, and find water when it is used for cooling purposes two types of changes it its temperature rises until it reaches its boiling point and its transformation steam rises to the surface of the fire, and serve to mute the flames decrease the oxygen ratio of air operations.

Second, choke the fire: -

The fire covered the throttle barrier prevents access of air and oxygen to the following means: -

• close the ventilation slots and ports, the fire place to reduce the proportion of oxygen in theair to the percentage that do not permit the continuation of ignition.

• Cover Article flaming chemical Foams.

• replacing oxygen with water vapor or carbon dioxide or dry chemical powders or vapors halogens.

• Fire can separate the flame from the burning material and fire extinguishers by blasting fireplace using explosives Caldinamet, this method is usually used to extinguish oil well fires. Third: to starve the fire: -

It is to starve the fire by reducing the amount of flammable materials in the following ways: -

• the transfer of goods and materials available place the fire away from the influence of heatand flame such as the withdrawal of flammable liquids from tanks located by the fire, or the transport of goods from inside the warehouses at risk of fire, temperature, or remove plantsand trees agricultural land to stop the fire and its spread into force.

• removal of flaming fire and removed material away from the neighborhoods flammable riskof heat and flame such as the withdrawal of cotton bales flaming fire from inside the storage place to another place does not display the neighborhoods of the dangers.

• close the valves of flammable gases.

• split the burning material into small parts can be set small fires to become uncontrollable,such as roads for wood burning to fragment into small pieces or particles of water surface blending flammable liquids.

**Causes of fires: -**

Of the most important reasons that lead to the occurrence of fires and particularly in theindustrial sites as follows: -

1. Ignorance and indifference and neglect and vandalism.

2. Storage bad and dangerous materials, flammable or explosive.

3. Saturation workplace vapors, gases and dust flammable in the presence of poor ventilation.

4. Occurrence of sparks or abnormal rise in temperature as a result of friction in mechanicalparts.

5. Electrical malfunctions or the presence of easy flammable materials near the electricaldevices are used for heating purposes.

6. Tampering and campfire near the dangerous places or good faith or discarded cigarettes.

7. Leave the trash and waste flammable manufacturing area and that self-ignite the presence ofheat.

8. The presence of liquid waste oils and flammable flooring manufacturing area.

**CLASSIFICATION OF FIRE**

a. Fire classification according to type (Fire Classification by Type): -

Fires are classified by type into fires by items (A) and (B) and (C) and that means the carbon fires in the order (A) and fires flaming liquid substances (B) and fires, electricity and minerals.

The first type fires CLASS (A) FIRES: -

Namely that arise in solids often be of the nature of the organic (carbon compounds) such as paper, wood, fabrics and other plant fibers which are usually burned in the form of embers glowing, and characterized in that the majority of these materials porous and easy to have to absorb water affecting the cooled from the inside so it is most suitable means to extinguish thistype of fire water.

Fires Type II CLASS (B) FIRES: -

It fires that occur with fluid or magma flammable In order to determine the most appropriatematerials to extinguish these fires can be divided any flammable liquids of two types: -

• Liquids soluble in water or mixing.

• Liquids insoluble with water.

In light of this can determine the appropriate mediator firefighter quality and includes watersprinklers or foam or vapors halogens or carbon dioxide or dry chemical powder.

Fires Type III CLASS (C) FIRES: -

It fires of flammable gases; including liquefied petroleum gases and Kalproban Albiotat used chemical foam and dry powder to face the fires of gases in the event of liquidity when releasedon the ground are also used sprinklers water for cooling gas canisters.

Fires Type IV CLASS (D) FIRES: -

It fires that occur in minerals, and water used to ineffective, and that their use has a risk, as wellas when the use of carbon dioxide, or dry chemical powder to bicarbonate and is typically used graphite or talcum or dry sand powder or other types of dry chemical powder to extinguish powder This type of fire.

B. Fire classification by size Fire Classification By Size: -

To determine the size of the fires taken into account the following points:

1. massive fire calls for use twenty or more launchers.

2. A major fire is used from nine to nineteen launchers.

3. Fire Average calls for use of three to eight shells.

4. Small fire calls for use thrower Qazvin or three or more lines of ambulances.

5. Simple fire calls for use of the line or the pace of amortization or the use of hand extinguishers.

**Risks from fires: -**

1. Risk Profile: - (danger to individuals), the risks that endanger the lives of individuals for injuries, which require the provision of measures to survive the dangers when the fire occurred.

2. destructive danger: - intended danger destructive is what happens from the destruction of buildings and constructions as a result of fire and vary the intensity of this destruction, depending on what is in the building itself are subject to the spread of materials, danger resulting in the provision for storage building is not expected in the case of buildings used as offices or housing, This is in addition to that allocated for a particular purpose buildings different degrees of fire effect as a result of many factors including the type of material in themand their vulnerability to the combustion and the method of distribution in inside the building as well as economic value. All of this means that the amount and nature of the building components are that control the severity of the fire and its continuation, and the destructive effect of which results.

3. Danger : - (danger to the neighborhood), the risks to nearby locations to place the fire, so- called external danger, does not require that there be a direct connection between the fire andthe building at risk. This arises as a result of this dangerous habit exposure to combustible materials that make up or it contains the building to the outside heat and flame of fire. Therefore When planning to create a station to refuel it pasture when they are created to be in a non-residential area or shall be residential buildings within a certain distance where presumably these buildings suffered a great danger in the event that the fire occurred what thisstation and this is the so-called danger effected.

Symptoms of burns: -
Symptoms resulting from the fire on the degree burns and an area of stop, and burns are theabdomen and the chest and the head of a more serious burns Parties usually produces deathfrom burns, which affects more than a third of the surface of the body.

General symptoms: -
1. neurological trauma which is about the slow breathing - dizziness nausea - cooler Parties -pallor - copious sweat - Dafh- rapid pulse and low blood pressure and body temperature.
2. Bloody shock result an insufficient supply of blood to the brain due to the widening of bloodvessels in the abdomen, causing so severe drop in blood pressure and helps the shock loss of a large amount of blood plasma in the burn.

**Fire-fighting equipment and devices:**
Fire extinguishing equipment hand-Mobile: -
Hand tools are mobile "preliminary control", which is used to fight the fire in the first stages bythe ordinary people who are in the building, and must be amortized manual matching the standard specifications and approved by the competent authorities, divided types extinguisherhand to: -
1. Pressurized water extinguisher (A): -
It is a cylinder packed with water under inert gas pressure, used for fire wood, leaves, fabric and plastic fires, watch out .. cannot use this type of extinguishing devices fires and electricalequipment related to electric current neighborhood or fires, oil, grease, or metal, and extinguisher water works to reduce the degree of heat flaming material.
2. Carbon dioxide extinguisher (BC): -
It is a steel cylinder containing the second carbon gas that is compressed to the point of liquefaction oxide, it is used to extinguish fires, oil, grease, dyes and electricity fires and flammable liquids. And works carbon dioxide to suffocate the flame and cooling temperature,kicks off temperature (minus 76), amortized weak influence in the outdoors, Dissipate in the wind, and issued a strong voice when in use

3. Extinguisher foam (B): It is a cylinder packed with water and organic materials produce foam(foam) is used to extinguish fires at amortized oils, oil and grease, dyes - watch out - cannot beamortized with the use of electrical equipment fires related to electric current neighborhood. Working on the surface of the material isolated from oxygen and cooling water to contain it.

1. Dry chemical powder extinguisher (D): -
A cylinder packed powder dry chemical, used to extinguish the alcohol and oil dyes and flammable materials, fires metals (magnesium - sodium - potassium), working to isolate theburning material surface.

2. Halon extinguisher (fumes fluids quenched): -
Do not prefer to use this type because the toxic fumes resulting from it and affect its users, particularly in enclosed spaces. Because it is on the base of chlorine, fluorine, bromine and alltoxic gases and affect the ozone layer. Although it is off good for all types of fires.

3. Fire blanket: -
It uses the cover of fire (fire blanket) in the kitchens are pulled the blanket from inside the boxand open it completely and cover fire to prevent oxygen.

Fixed fire extinguishing equipment (automatic): -
Is producing water fire extinguishing systems or other means of fire that are commensurate with the type of at-combustible materials (carbon dioxide $CO_2$, for example), automatically operates on the fire as soon as it erupted and her actor influence in the protection of the site ofthe fire and its evolution and spread of interaction. Producing water fire extinguishing systems and is working to launch quantities of spray water to spread over the burning material is working to reduce the temperature to below the ignition temperature, and other fire extinguishing systems and working on the rules of strangulation, cooling and spoil the atmosphere of ignition. Possible installation of fire-producing water systems in all sites that are not affected by water, they control the fire quickly and effectively, and a major influence in reducing the degree of fire smoke and toxic gases emitted from the impact of the concentrationof emitted water vapor, and water spray fire.

**Reels amortization: -** are the means used to extinguish fires anti-Type I and is working to reduce the base temperature of the burning material. Extinguishing materials are used in the water and prevents the use of electrical appliances to combat fires. And it is found in most buildings and facilities, which is one of the main tasks of prevention and equipment in differentlocations.

**How to use fire extinguishers hand: -**
Below are summarized some of the information related to the process run extinguisher: -

1. When you use fire extinguishers must be chosen near the site of the fire so that this site willbe safe, so easy retreat when necessary with no trouble, and preferably soon as possible from

doors or other exits, and if the fire outside the building must be site fire extinguishers higherlevel of wind.

2. Reducing taller person when his fight against the fire of useful means to avoid the risk of fireand smoke temperature also easier for him to get close to the fire site

3. You must make sure completely extinguish the fire before leaving the site so that fires arenot expected to return again.

How to use extinguishers water: - through the correction escaping from the amortized down the flames sites, being a change of direction in all space smoldering fire, and take into account the immersion of hot water portions after doing turning off the flame Fire In case of fire, whichspread in the direction perpendicular must fight against lower portions then to trend higher.

**How to use foam extinguisher: -**
In the case of a burning liquid inside the container directing the foam to the inner wall of the vessel above the liquid level taken into account so that the foam that is made up and spread over the surface of the liquid and when this is not possible, it is possible that the foam highestreceived fire site so that they can fall above the liquid surface where settle down and be a cohesive layer and shall not direct the foam directly on the surface of the liquid because it makes foam hurtling down the burning liquid surface where you lose a lot of their properties affecting This is in addition to the possibility of splashing liquid flared outside the pot.

How to use dry powder extinguishers and carbon dioxide fumes and frozen liquids: -
In the event of fires canisters containing liquids flammable or when spilled this liquid over the floor directing amortized into account (the powder Gav- dioxide carbon-vapor fluid quenched)towards the nearest side of the fire and then a quick sweep conducted in the direction of further party and returned this movement even is amortized The fire, but if the fire was in a liquid falling from a high level should be directed at amortized to the bottom point and then moved quickly to the top of 0, and when the fire with electrical systems occurrence went amortized in a straight direction of the fire hand, when supplies electricity to be closed within the device Vtsob amortized in the direction of the holes in body casing so that it can come intoforce to the inside.

How to use the fire blanket: - constipation fire blanket be near the upper end surface of the material is flaming and move the blanket from the upper and cautiously to cover the body orthe burning vessel.

Care Fire extinguisher: -
We must know the fire extinguisher components, namely: -
⯑ Body amortized cost: - is a metallic body that has the extinguishing agents.
⯑ Khartoum: - is the part that passes through the fire of the body of material to the nozzleamortized ejaculation. (There may not DCP hose in small sizes).

⬚ Safety pin - is a metal ring for installing the operating arm, and dedicated to the prevention of fire starting materials as a result of a mistake on the operating arm pressure.

⬚ Pregnancy handle: - it is a hard metal part which is used to carry the amortized cost.

⬚ Operating arm: - is moving the metal part of pregnancy, which is above the handle, which is run amortized tool and launch materials to extinguish.

⬚ Pressure indicator: - is the part that shows the validity of amortized cost (note the presence of pressure indicator in all standard DCP except carbon dioxide extinguisher that tests their validity by weight or maintenance).

**Fire Alarm & Detection Systems**

A. The purpose of the fire detection and alarm systems: -

The main purpose of these systems is the speed of response to the fire, and then convert these early response to the audio and visual signal to alert the individual or individuals in the building, place or relief center or amortization group that there was a fire in its early stages, the human is the greatest fire detector on the face of the earth God has given to the senses of auditory senses - touch - smell - taste - vision as well as the mind. It senses a group that cannot be met in any detector, but the man in perpetual motion and may not coincide presence in the scene of the fire or be sick or asleep or in a state of mind does not allow him to reveal the fire, and of course cannot reagents Fire discrimination fire or assess the reason severity, and therefore may cause false alarms for these reagents to some of the problems which in fact does not reflect the error detection, but may return to the selection of the types of non-appropriate reagents or the distribution of random for them without this study has been agreed that the reference audio detector fire must be higher than the sound level prevailing in the region by 5 dB in addition to the need that these reagents be designed according to the international standard standards and tested under the supervision of well-known test labs.

B. Stages of the fire: - Most of the fires go through four distinct stages are:

• A PRELMINARY STAGE
• SMOKING STAGE
• FLAME STAGE
• HEAT STAGE

Primary: - without this stage to watch the smoke or flame until sensation, but what is happening at this stage is to generate the amount of combustion particles result of a process of chemical analysis, which have objects the size and weight but difficult to see with the naked eye for the small size of the finite has been growing rapidly this stage or slowly over a period of time may not exceed a few minutes and ionization detectors respond to this stage.

Stage smoke: - With the continuation of the fire development is increasing the amount of combustion particles to the extent that the vision can be the naked eye, a so-called in this case(the smoke), but even this stage does not notice any flame or heat, and respond PV reagents for this stage.

Flame stage: - with the fire development and growth of more and more up to the ignition pointand the appearance of the flame At this stage increasingly escalating fumes and sensation, and respond to infrared reagents for this stage.

Heat stage - at this stage is made up a large amount of heat and flame, smoke and toxic gases, and characterized this stage very rapid evolution, which does not take more than a few secondsas well as the transmission of flame stage and converts it into heat stage is usually very quickly, and respond reagents temperature for this stage.

C * - warning systems: the detection and warning systems to control the fire and is divided intotwo systems:

1. System Conventional: - it is a system that depends on the reagents and related to each otheron a specific area set an ultimatum given to this region through which the security man moves in this area and discovered the fire place.

2. Addressable System: - is a system that depends on the reagents and related to each other inthe region set to take the names of places where Detector numbers so that when the fire appears on the control panel shows Release No. Detector and the name of the region and an hour of fire and it depends These systems On:

(A) Control Panel: -

• The control of the system and fed the necessary efforts and monitor his work, where up tothe alarm of the detectors and are running the bells and Alsoerin and Bulbs statement.

• * given an audio and optical alarm when the fire occurs with determining occurrence area.

• * working with electricity for the city (220 V 50 Hz) and equipped with backup batteries operate automatically in case of power failure and shipping device that charge the batterieswhen the power returns.

• * with the possibility of self-test and are giving voice alarm signal in the event of a malfunction in the painting or in any part of the system components, or in the case of a poweroutage or disconnect the batteries.

• * with the key to give the general alarm to evacuate the site.

• * with a range of Evacuated "Rplhiat" so as to turn off the air conditioning and separatepower supply.

(B) reagents combustion products: -

Reagents products include combustion devices, called group reagents Fire Fire Detection hasbeen running this system reagents designed to operate at its reveal one of the four main products of combustion, namely:

1 - Ionized Gases Detectors: -
The phenomenon of fire is is what is happening from the ionization of particles when subjected to the combustion of these particles dysfunctional balance in the electron which makes them tend to steal electrons from other molecules, used reagents ionized gases of this phenomenon in the operation of this type of reagents, and there in the detector sensor room with a small hole for air entry located in the room or place to be protected. There is next to the room slot inside a small amount of radioactive material works to ionize air room Detector There is also inside the detector also two plates power plants, one positively charged and the other negative,and no negative plate closer to the source of the radioactive material distance, and works particles ionized by the radioactive material to liberate an electron travels to the positive plate, causing stream flow passes between the plates on an ongoing basis.
When a fire and the entry of fire products ionized by the fire inside the detector chamber,where it is dysfunctional balance (ie you need to electrons) is working to capture electronspedestrians between the plates (which are working on the current flow), leading to the suspension of the current flowing and the launch of warning.

2 - Smoke Detectors: - smoke detectors are manufactured using the Photoelectric cell coupledwith a given light source. This cell is a flat disk turns the spotlight it to an electric current. This cell is used to detect smoke in two ways:
• First: the use of beam.
• Second: depending on the resistance Beam Refractory and dispersed.
Dependent beam method by shining a beam of light across the area to protect it until it reacheswithin the PV cell, and as this cell is transforming this beam to an electric current on a permanent basis (as long as Msult the beam) and uses this power to hold the key to open the circle, and when the smoke intercept the light beam path the power supply stops, leading to the closure of the circuit and the launch of warning.
Dependent resistance beam on the use of photovoltaic cell in reverse mode, where the passage of a beam of light inside a small room so they do not shed or collide cell optical, and therefore there will be no electric current as a result, the circuit in this type key is electronic and remains open as long as there is no there is a flow of electrical current, and when the smoke entry into the room working to disperse the light beam and dispersed at random, leading to the fall of part of the light beam scattered on the photovoltaic cell and transformed into an electric current close the electronic key and the alarm.

3. Heat Detectors The heat produced abundant for combustion that are exposed certain devices using the three primary principles of the physics of heat: working temperature on the stretch material, and the heat is working on the refractory materials, and also which can detect

properties of thermoelectric hot metal, and therefore there three sets of devices theseprinciples are used in a fire detection devices:

• Fixed temperature.

• Temperature rise rate.

• A mixture of fixed temperature / rate of temperature rise.

• Light Detectors

Fixed temperature: Fixed Temperature Detectors are designed fixed temperature to operate ata certain temperature.

**The first type** - to the point fixed double metal heat and uses it Miners or Spartan each metal oralloy of them coefficient of expansion different from the other when heated, and the formationof minerals in thin slices united with each other to form a single chip, and allows the influence of heat spillover of metal with a larger expansion coefficient that It expands more quickly, leading to curvature of the slide toward the side of the metal with a coefficient of expansion least then calculate the amount of curvature and the difference in expansion between metals ata specific temperature, are yet to know the amount of curvature of the metal and the difference in the stretch put double slide inside the room (Detector) a way that allows Lock Electrical connectors when they reach a certain amount of curvature and the launch of warning.**The second type** - this type depends on the principle that most metals are fused when heated Moreover, the melting point of most of the very specific minerals in the sense that the melting point of the solid material does not change, and use soft metals and alloys (with fusion degree low) for this purpose after they are modifying the alloy components in order to achieve a specific degree of melting off after the warning.

**Type III:** - This type depends on the expansion of solvents heat, which expands the solvent and begins to evaporation when exposed to heat, leading to increased vapor pressure and is placedsolvent inside the bottle glass unbreakable designed to crushed when a certain pressure is solvent vapor which has been breaking the glass pressure calibration At the same moment alsorecords the temperature at which then led pressure to crush the glass so that it can determine the degree of the specific heat to break the glass. This is then placed inside the bottle detectiondevice for separating the connectors and break the glass at the close circle Conductors are sentwarning. And it can be relied to a large extent on the degree of fixed heat detectors, but flawedby the very low sensitivity, and most of these types of reagents must be replaced after the detection of the fire.

**Rate Of Rise Detectors**

Reagents rise rate depends on the properties of expansion of the heat and the main exception, thermoelectric detector rate rise. Most of the reagents used to rise a small room filled with air rate bottom is made of a thin, flexible metal membrane She knows reagents thermal rise rate Pneumatic Rise Rate Of. When air expands inside the room by force in the membrane pushes the outer direction and when the rush of the membrane to a predetermined level, it forced a set of electrical conductors or circuit open lock This change in power is working to send a signalto the alarm panel.

Called the first type "topical reagents Spot Detectors" and look these reagents in the form of a hemisphere and is characterized by color-colored copper, and must take into account that in the case painted in any color other than the color of the plant must be replaced immediately asany detector coating affects the ability to sense and detect heat.

The second type uses a tube extending over the area to protect and working space inside the pipe work room and connects the tube potted run by a flexible membrane works the same ideaof the previous membrane. There are also many other types working on the foundations and the same rules previously referred to.

Reagents set (mixture) the rate of rise and fixed temperature: These work reagents according tothe name, which was launched on the basis of the rate of temperature rise and the idea of fixedtemperature and this allowed and allows greater sensitivity of the detector.

Optical Reagents: Light Detectors called optical flame detectors also reagents Flame DetectorsThere are two main types of optical Reagents:

**The first reveals**: the existing light in the spectrum of UV Ultraviolet
**The second reveals:** the existing light in the infrared spectrum Infrared

Working reagents to detect ultraviolet light electronically for the short waves of light that cannot be seen for an eye and usually these waves are accompanied by very intense flame.

The problem for this type of reagents that UV rays found in sunlight and welding arcs which affects the detector give false alarms, so I prefer to use this type in places that do not affect theexternal environment.

Infrared detectors operate more efficiently when separated from sources of ignition sources used in making control large areas of great effectiveness. The reagents are working on the launch of warning when it receives infrared.

Aid cases of burns: - cast the injured on the ground and covered with blankets to keep warmand transported to the nearest hospital.

**Objective treatment: -**

1. Statistics burns: - cleans the wound with an antiseptic solution and covered with oil andFlavin 1000/1000/1 or paraffin solution or dye Ganityana powder or spray disinfectant.

2. Severe burns: - Do not turn to the substantive treatment only after the demise of nerve trauma and the patient is given morphine ampoule covers burn clean towel or sheet and movesquickly to the nearest hospital.

3. Burns the mouth and pharynx: - produces all the hot drink or eat caustic fluid which is highly dangerous to the accompanying swelling and throat tightness, leading to suffocation and First Aid. The patient is placed in a steam tent, then cool compresses placed on the neck, and then eat olive oil or paraffin oil by mouth, and the patient is given only liquids by mouth or nose or anus,and in the case of choking operate slot in the trachea.

**Safety educational facilities: -**

The sensory environment of the educational facilities include school construction site, buildings, halls and classrooms, gyms and workshops fields, science laboratories, furniture, equipment and school supplies. Below are summarized a set of safety rules and procedures ingeneral, and that should be applied during the construction and operations of the use of educational facilities to ensure the availability of safety for its users and maintain the facilitiesand the content of the equipment from damage or loss. And that given the multiplicity of the risks that might be exposed to students in educational facilities and that these risks can be classified into educational facilities: -

Risk physical, and risk engineering, chemical hazards, health hazards, personal risk which affectsstudents and users of educational facilities from damage as a result of indifference to the application of occupational safety and health, or lack of awareness of their actions as a result ofthe absence of awareness programs, fire and risks that may threaten the students and users of educational facilities life the risk of loss and damage to property as a result of the absence of safety requirements at the construction of educational facilities or not equipped with alarms and fire-fighting teams and training in schools on how to act in cases of fire.

Fire protection and style guide to act in the event of a fire: -

Staff must Willem legal actions to be taken for the prevention of fire, as well as how to act when a fire includes advertising procedures and dangers from fire and the rules of evacuationmeasures and preliminary control of the fire until the arrival of firefighters specialists and training of all employees to these actions is a duty to make sure of their duties in the event ofFire: -

1. Periodic inspection and testing at the workplace: The periodic inspection of all work sites even if they are all right-designed buildings and fitted with fire protection pre-requisites of themost important work of the Committee on Occupational Safety and Health and the inspectionshould include the following cases: -

• Storage and private or flammable materials that help or flammable materials that self-ignitematerials.

• Sources of sparks and other heat sources.

• Ensure the availability and safety of fire extinguishers and suitability for operation of devices 0

• Ensure the implementation of the instructions of hygiene and the collection and disposal ofexhaust and other 0

2. Hygiene and the prevention of smoking and carry matches and lighters and proper storage: -

• Smoking should be banned completely in the workplace, which is available by flammable materials.

• put up signs (no smoking) in areas where smoking is banned and the implementation of these instructions carefully supervisors, visitors and workers 0

• prohibits carrying sulfur and lighters in places where smoking is banned.

• Do not store flammable materials in open or glass containers (dry what poured out fromthese materials quickly or stored near heat sources Fuel and heaters).

• Always maintained that there should be any papers or waste on rooftops or in gardens oraround buildings for ease of use in any spark touch.

• Make sure you turn off matches or cigarettes before dumping the remains in the designatedvessels.

• Waste must be burned in special incinerators not be done in the open air, especially in thedays after the storm or at least 50 feet from buildings.

**Be careful.**

1. You must make sure of the validity of the fire extinguisher because it is the loyal companionto protect you from the fire the moment it happens.

2. Watched indicator at DCP - as well as the weight of carbon dioxide extinguisher.

3. Watch the maintenance history blogger at amortized cost.

4. Contact specialized company every six months to conduct preventive maintenance of the extinguisher.

5. Specialized contact the company immediately to recharge the fire extinguisher for use andemptied its packaging.

6. Select extinguishers existing site have put her numbering system.

**Any person discovers a fire must do the following: -**

1. To break glass fire alarm to turn it on.

2. to communicate immediately the emergency phone number to call the fire brigade.

3. that the fire is struggling, if possible, by using the nearest suitable for the type of fire extinguisher as follows: -

• Constipation amortized by pregnancy handle well.

• Drag the safety DCP nail.

• Face amortized nozzle to the flame base.

• Press the handle to run amortized.

• Move the fire extinguishing materials on base left and right

4. To make sure that where it stands does not constitute the seriousness of it and that he couldescape if the fire spread.

5. When using the manual fire extinguisher in the outdoor stand downwind to take into accountthe distance of two meters to three meters from the fire.

**How to behave if it caught fire?**

1. Do not try to extinguish the fire, but if it is small and you are confident that you are able toput it out.

2. If a large fire. He left the room and closed the door behind you and fill warning device.

3. In the case of a thick smoke rolling on the ground is the best way for the existence of freshair.

4. Sense door handle and the apparent meaning of your hand. If it was not hot, open, and comeout with caution.

5. If you find the door when touching hot not open it.

6. Remove the curtains and open the room for ventilation and the expulsion of smoke.

Safety requirements to be met in the preparation of the draft of the fire prevention facilities forindustrial and commercial, administrative and schools and homes:

When you start to think about the creation of any building must keep in mind in the first place safety rules in this building, which requires a good study of the nature of the building and get toknow the extent of exposure to the risk of fire, and it requires the study of sundials inside and stages and the properties of the materials used in terms of severity and the extent of their combustibility and also activity place the number of workers or residents of the building and the whereabouts and the extent of their exposure to risk when a fire occurs. In the light of this study is the adoption of the recommendations to be implemented for the prevention of fire hazards following the following grounds: -

Recommendations on the pathways Escape. The paths of escape from the vital issues to relate to the safety and security of lives inside buildings, for the piece should be given adequate attention needs to determine the number of workers in every part of the building parts and thelight is so decided paths of deliverance that are commensurate with the risk so as to ensure the exit of employees in the event of Fire to find a place where safety and security and includes thefollowing recommendations: -

1. To open the doors to the outside are easy to open and are not allowed to install them so thatcannot be opened may be required to leave the doors open throughout the work period if necessary (if the activity is very dangerous sundials)

2. Appropriate thresholds and lounges conductive ladders or doors.

3. Remove the obstacles to the exits.

4. Clarify the exits used sites with surrounding Kmsaleck escape through the open doors.

5. Installation of doors breaks and smoke-proof means of conductive paths of escape (fromresistance to fire for half an hour at least materials and remain closed permanently and is working to fill the holes tightly installation of fire resistant glass for doors or openings).

6. Stairs and adequacy and requires its recommendations.

**Recommendations relating to lighting and electrical equipment: -**

1. Decide the case of electrical fixtures and fittings and the extent of compliance with thetechnical assets.

2. Given the importance of temporary connections forced.

3. Scan plates fuses to assess its compliance with the technical assets.

4. Recommendation processing building electrical installations safe anti incidence of thermal radiation from lamps or other thermal effects the release of the places that contain vapors or gases or dust flammable or explosive.

5. Recommendation to provide backup lighting if necessary so special sites escape routes.

6. Lighting by mobile batteries (manual).

7. Provides an easy way to cut power to the possibility of easily used when necessary.

8. make sure to do periodic maintenance of the electrical installations and equipment on aregular basis.

9. Recommendation lit paintings illustrations for escape routes.

**With regard to the role of the fire sector it is based on: -**

1. Study working conditions and the dangers of fire potential and develop solutions needed tomeet such conditions, removal and proposals.

2. Protect all company sites from the dangers of fire and explosions to provide appropriatemeans of amortization for each site.

3. Carry out control and control the fire sites to prevent its spread and reduce losses by allavailable means.

*How to handle a drunken guest*

Firstly Approach the guest with caution after observing the situation. Ensure that you have called for back-up, once both officers are present, attempt to persuade the Guests to leave the area in a tactful and diplomatic manner. Your actions are to be understanding and supportive towards the guest. Avoid provoking the situation. Do not involve yourself in an argument.

To insure that the safety of all guests and staff and also to ensure that guests are not disturb during their stay.

1.  **Failing to cooperate / Aggressive / abusive**

It may be that the guest's behavior is very aggressive and unruly due to his self-inflicted state. In the event that the guest attempts to destroy property / assault / abuse any other person, it may be necessary to remove him/her from the area by using minimum force as quickly as possible. This has to be handled in a tactful/controlled manner. It may not always be possible for staff to control these elements as they may have extreme violent tendencies.

2.  **Subdued and controlled Guest**

    If the guest cooperates without any aggressive behavior, arrange a taxi for him and instruct the driver to take him to his residence. It may be required that you contact his family and request them to collect him. Ensure that you do not allow him to drive as you would be putting other people's lives at risk. Guest of this nature are usably harmless, they have no violent tendencies except for the abuse of alcohol.

3.  **Mentally Disturb Person**

    Follow the same procedure as in Para 2. It may be necessary to involve local Authorities

4.  **Recording incident in Security occurrence log Book.**

A report must be made if any damage is uncured and the person responsible should signwhen he is sober. In the case that he is not capable, it may be necessary to involve Local Authorities. This would be at the discretion of the Security Manager or GSM. It is vital that all damages occurred is recovered from the person being the cause. It is also data proof of previous incidents. This may lead to future Person- Nonrated against such individuals who tend to bring the Hotels name into disrepute.

**Three Parts:**

**Formatting SOP**

**Writing SOP**

**Ensuring Success and Accuracy**

A Standard Operating Procedure (SOP) is a document consisting of step-by-step information on how to execute a task. An existing SOP may need to just be modified and updated, or you may be in a scenario where you have to write one from scratch. Itsounds daunting, but it's really just a very, very, *very* thorough checklist. See Step 1 toget the ball rolling.

**1. Choose your format.** There is no right or wrong way to write an SOP. However, yourcompany probably has a number of SOPs you can refer to for formatting guidelines, outlining how they prefer it done. If that's the case, use the pre-existing SOPs as a template. If not, you have a few options:

- A *simple steps format*. This is for routine procedures that are short, have few possibleoutcomes, and are fairly to the point. Apart from the necessary documentation and safety guidelines, it's really just a bullet list of simple sentences telling the reader whatto do.

- A *hierarchical steps format*. This is usually for long procedures -- ones with more thanten steps, involving a few decisions to make, clarification and terminology. This is usually a list of main steps all with substeps in a very particular order.

- A *flowchart format*. If the procedure is more like a map with an almost infinite number ofpossible outcomes, a flowchart may be your best bet. This is the format you should opt for when results aren't always predictable.

**2. Consider your audience.** There are three main factors to take into account beforewriting your SOP:

- *Your audience's prior knowledge.* Are they familiar with your organization and itsprocedures? Do they know the terminology? Your language needs to match the knowledge and investment of the reader.

- *Your audience's language abilities*. Is there any chance people who don't speak your language will be "reading" your SOP? If this is an issue, it's a good idea to include lotsof annotated pictures and diagrams.
- *The size of your audience.* If multiple people at once are reading your SOP (those in different roles), you should format the document more like a conversation in a play: user1 completes an action, followed by user 2, and so on and so forth. That way, each reader can see how he or she is an integral cog in the well-oiled machine.

**3. Consider *your* knowledge.** What it boils down to is this: Are you the best person to be writing this? Do you know what the process entails? How it could go wrong? How to make it safe? If not, you may be better off handing it over to someone else. A poorly- written -- or, what's more, inaccurate -- SOP will not only reduce productivity and lead toorganizational failures, but it can also be unsafe and have adverse impacts on anything from your team to the environment. In short, it's not a risk you should take.

- If this is a project you've been assigned that you feel compelled (or obligated) to complete, don't shy away from asking those who complete the procedure on a dailybasis for help. Conducting interviews is a normal part of any SOP-creating process.

**4. Decide between a short or long-form SOP.** If you're writing or updating an SOP fora group of individuals that are familiar with protocol, terminology, etc., and just would benefit from a short and snappy SOP that's more like a checklist, you could just write it in short-form.

- Apart from basic purpose and relevant information (date, author, ID#, etc.), it's really justa short list of steps. When no details or clarification are needed, this is the way to go.

**5. Keep your SOP purpose in mind.** What's obvious is that you have a procedure within your organization that keeps on getting repeated over and over and over. But isthere a specific reason why this SOP is particularly useful? Does it need to stress safety? Compliance measures? Is it used for training or on a day-to-day basis? Here are a few reasons why your SOP is necessary to the success of your team:

- To ensure compliance standards are met
- To maximize production requirements
- To ensure the procedure has no adverse impact on environment
- To ensure safety
- To ensure everything goes according to schedule
- To prevent failures in manufacturing
- To be used as training document

- If you know what your SOP should emphasize, it'll be easier to structure your writing around those points. It's also easier to see just how important your SOP is.

**Writing SOP**

*1.* **Cover the necessary material.** In general, technical SOPs will consist of four elements *apart* from the procedure itself:

- *Title page*. This includes 1) the title of the procedure, 2) an SOP identification number,

  3) date of issue or revision, 4) the name of the agency/division/branch the SOP applies to, and 5) the signatures of those who prepared and approved of the SOP. This can be formatted however you like, as long as the information is clear.

- *Table of Contents*. This is only necessary if your SOP is quite long, allowing for ease of reference. A simple standard outline is what you'd find here.

- *Quality Assurance/Quality Control*. A procedure is not a good procedure if it cannot be checked. Have the necessary materials and details provided so the reader can make sure they've obtained the desired results. This may or may not include other documents, like performance evaluation samples.

- *Reference*. Be sure to list all cited or significant references. If you reference other SOPs, be sure to attach the necessary information in the appendix.

- Your organization may have different protocol than this. If there are already preexisting SOPs you can refer to, abandon this structure and adhere to what's already in place.

*2.* **For the procedure itself, make sure you cover the following:**

- **Scope and applicability**. In other words, describe the purpose of the process, its limits, and how it's used. Include standards, regulatory requirements, roles and responsibilities, and inputs and outputs.

- **Methodology and procedures.** The meat of the issue -- list all the steps with necessary details, including what equipment needed. Cover sequential procedures and decision factors. Address the "what ifs" and the possible interferences or safety considerations.

- **Clarification of terminology**. Identify acronyms, abbreviations, and all phrases that aren't in common parlance.

- **Health and safety warnings**. To be listed in its own section *and* alongside the steps where it is an issue. *Do not gloss over this section*.

- **Equipment and supplies.** Complete list of what is needed and when, where to findequipment, standards of equipment, etc.
- **Cautions and interferences**. Basically, a troubleshooting section. Cover what could gowrong, what to look out for, and what may interfere with the final, ideal product.
- Give each of these topics their own section (usually denoted by numbers or letters) tokeep your SOP from being wordy and confusing and to allow for easy reference.
- This is by no means an exhaustive list; this is just the tip of the procedural iceberg. Yourorganization may specify other aspects that require attention.

**3. Make your writing concise and easy to read.** Odds are your audience isn't choosing to read this for fun. You want to keep it short and clear -- otherwise their attention will stray or they'll find the document formidable and hard to grasp. In general,keep your sentences as short as possible.

- **Here's a *bad* example**: Make sure that you clean out all of the dust from the air shaftsbefore you begin using them.
- **Here's a *good* example**: Remove all dust from air shafts before use.
- In general, don't use "you." It should be implied. Speak in the active voice and start yoursentences with command verbs.

**4. If necessary, interview the personnel involved in the process on how they execute the task.** The last thing you want to do is write an SOP that is just plain inaccurate. You're compromising the safety of your team, their efficacy, their time, and you're taking an established process and not paying it any mind -- something your teammates may find a little offensive. If you need to, ask questions! You want to get thisright.

- Of course, if you don't know, ask multiple sources, covering all roles and responsibilities. One team member may not follow standard operating procedure oranother may only be involved in a portion of the deed.

**5. Break up large chunks of text with diagrams and flowcharts.** If you have a step or two that are particularly intimidating, make it easy on your readers with some sort of chart or diagram. It makes it easier to read and gives the mind a brief hiatus from tryingto make sense of it all. And it'll be appear more complete and well-written for you.

- Don't include these just to bulk up your SOP; only do this if necessary or if trying tobridge a language gap.

**6. Make sure each page has control document notation.** Your SOP is probably oneof many SOPS -- because of this, hopefully your organization has some type of larger

database cataloguing everything within a certain reference system. Your SOP is part of this reference system, and therefore needs some type of code in order to be found.
That's where the notation comes in.

- Each page should have a short title or ID #, a revision number, date, and "page # of #"in the upper right hand corner (for most formats). You may or may not need a footnote (or have these in the footnote), depending on your organization's preferences.

**Ensuring Success and Accuracy**

**1. Test the procedure.** If you don't want to test your procedure, you probably haven't written it well enough. Have someone with a *limited knowledge* of the process (or a person representative of the normal reader) use your SOP to guide them. What issuesdid they run across? If any, address them and make the necessary improvements.

- It's best to have a handful of people test your SOP. Different individuals will havedifferent issues, allowing for a wide variety of (hopefully useful) responses

- Be sure to test the procedure on someone who's never done it before. Anyone with priorknowledge will be relying on *their* knowledge to get them through and not your work, thus defeating the purpose.

**2. Have the SOP reviewed by those who actually do the procedure.** At the end of the day, it doesn't *really* matter what your bosses think of the SOP. It's those who *actually* do the work that it matters to. So before you submit your work to the higher ups,show your stuff to those that'll be doing (or that do) the job. What do *they* think?

- Allowing them to get involved and feel like they're part of the process will make them more likely to accept this SOP you're working on. And they'll inevitably have some greatideas!

**3. Have the SOP reviewed by your advisors and the Quality Assurance team.** Oncethe team gives you the go ahead, send it to your advisors. They'll probably have less input on the actual content itself, but they'll let you know if it meets formatting requirements, if there's anything you missed, and the protocol for making it all official and input into the system.

- Route the SOP for approvals using document management systems to ensure audit trails of the approvals. This will vary from organization to organization. Basically, youwant everything to meet guidelines and regulations.

- Signatures will be necessary and most organizations nowadays have no problem accepting electronic signatures.

**4. Once approved, start implementing your SOP.** This may involve executing a formal training for the affect personnel (e.g. classroom training, computer-based training, etc.) or it may mean your paper is hung up in the bathroom. Whatever it is, getyour work out there! You worked for it. Time for recognition!

- Be sure your SOP remains current. If it ever gets outdated, update it, get the updatesre-approved and documented, and redistribute the SOP as necessary. Your team's safety, productivity, and success matter on it.

Note:

- Remember to involve the stakeholders whenever possible, so that the documentedprocess is the actual process.
- Ensure document history is documented for every version change.
- Use simple English to explain the steps.
- Use flowcharts and pictorial representations so that the reader is clear about theprocess.
- Check for clarity. Make sure there aren't multiple interpretations. Show the procedure to someone unfamiliar with the process and have they tell you what they think it says; youmay be surprised.
- Check if an old version of the SOP exists before you write yours. You may just be ableto make a few quick changes. Make sure you still document them, though!
- Get people to review your document before getting approval.



**Bruce Schneier**
Influential Security Technologist,

Security is a tax on the honest majority, and I feel my job is to explain how that tax works, and how effective different ways to spend it are." That's what I want to do: change the way people think about security.

## Security Department
## Training Plan
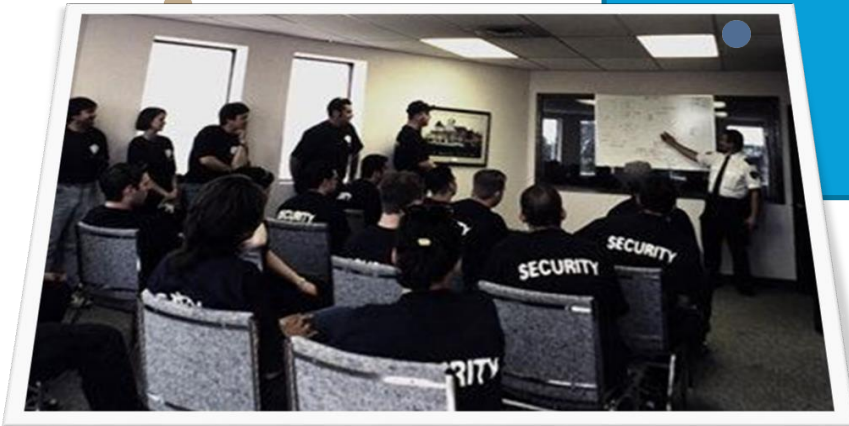


Design results-oriented training programs leads to improve the Effectiveness and efficiency of training through better targeting.

## **Why Training is important to the Security System**

Training is the process for providing required skills to the employee for doing the job effectively, skillfully and qualitatively. Training of employees is not continuous, but it is periodical and given in specified time. Generally training will be given by an expert or professional in related field or job.

Training is required at every stage of work and for every person at work. To keep oneself updated with the fast changing technologies, concepts, values and environment, training plays a vital role. Training programmed are also necessary in any organization for improving the quality of work of the employees at all levels. It is also required when a person is moved from one assignment to another of a different nature. Taking into account this context, this unit aims at providing insight into the concept, need and methods of training, also areas of evaluation of training, retraining and dimensions of organizational learning.

Training is a process of learning a sequence of programmed behavior. It is the application of knowledge & gives people an awareness of rules & procedures to guide their behavior. It helps in bringing about positive change in the knowledge, skills & attitudes of employees. Training is investment in getting more and better quality work from your talent.

Thus, training is a process that tries to improve skills or add to the existing level of knowledge so that the employee is better equipped to do his present job or to mound him to be fit for a higher job involving higher responsibilities. It bridges the gap between what the employee has & what the job demands.

Since training involves time, effort & money by an organization, so an organization should to be very careful while designing a training program. The objectives & need for training should be clearly identified & the method or type of training should be chosen according to the needs & objectives established. Once this is done accurately, an organization should take a feedback on the training program from the trainees in the form of a structured questionnaire so as to know whether the amount & time invested on training has turned into an investment or it was a total expenditure for an organization.

Recurrent training is training that is scheduled at periodic intervals in order to keep employee skill abilities at a maximum level. Recurrent training often occurs in certain industries, like health care and aviation where human safety is involved. Recurrent training can be outsourced, provided by a visiting instructor, or performed by instructors from a corporate training department.

## The Trainer



- The training will develop your team
- Avoid mistakes
- Reach professional
- Comfortable operation with the goals of owner, guest and people.
- Time of training (Summer training season as example)
- Training skills/ activates
- Asking questions
- Choose the right person
- Persistence
- Patience
- Research / preparation (always renew yourself with training)
- Develop the mental & physical movement active
- Role model



**Introduction**
Energy
Catch the attention
Expectations
Why we do training
Objective
Key points
benefit how

**CONTENT**
Organized
Varied
Up to date
Overactive
Time frame

**END**
Primary key point
Expectation
Relevant
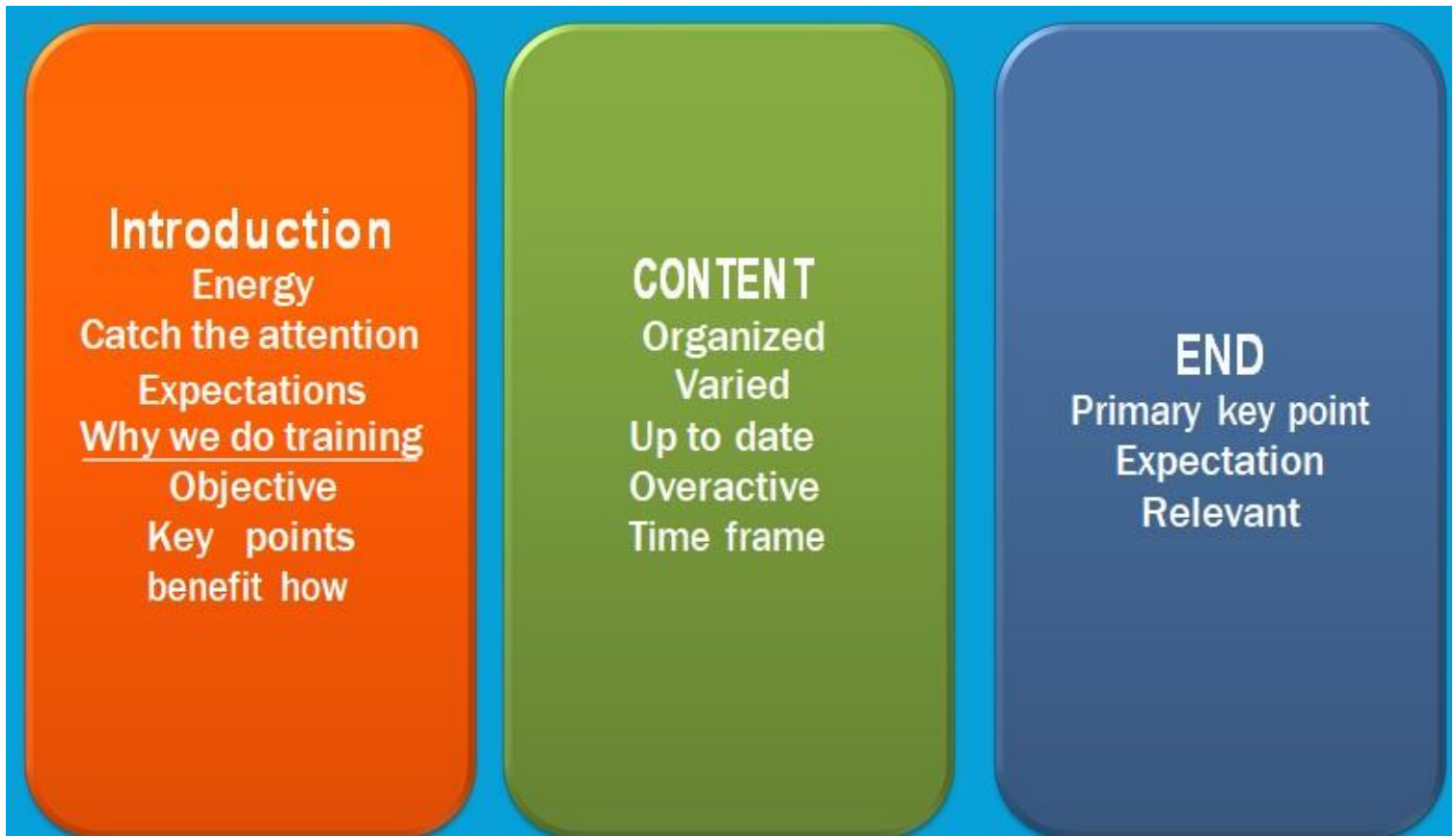
## How to handle the training



- Attention idea
- The reason of having this training
- Present the training in points
- (Data source / Video or Pictures)
- Hand of training policy & standard Phraseology : What to say Practices: make it my self
- Groups Competitions Creating ideas: let them try
- Questions: let them answers

Types of the job training

Head of the department monthly training

Training program topics in the month

Briefing Practical Training

External Training
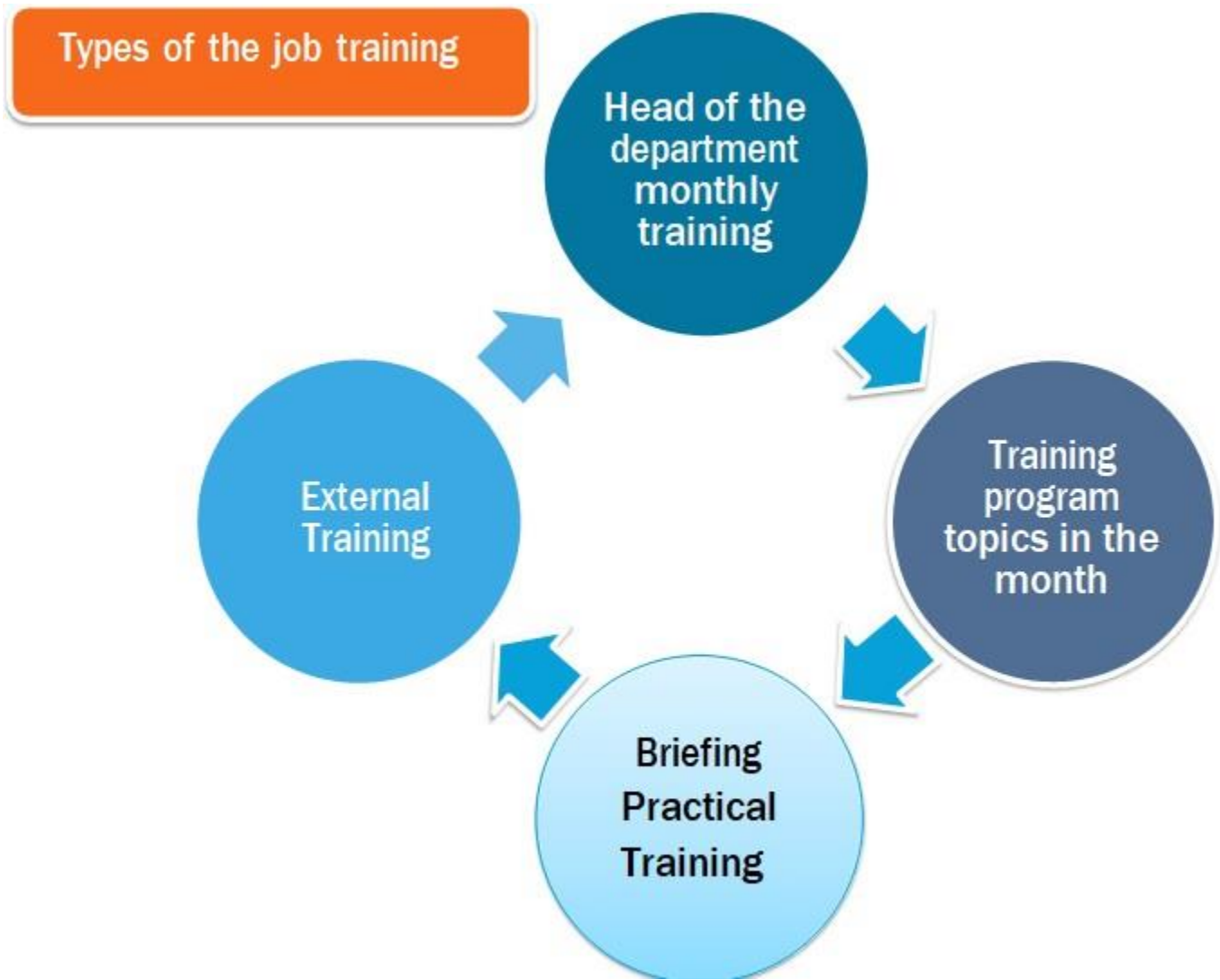
Sequence

* from general to specific

* from know to unknown

* from theoretical to practical

# Schedule of training activities



First Quarter
* January
* February
* March

Fourth Quarter
* October
* November
* December

Second Quarter
* April
* May
* June

Third Quarter
* July
* August
* September

## Security Training

- Security Core training
- Risk assessment
- Building system
- Hotel evacuation plan
- Security team task and responsibilities
- Area Safety and Security inspection- Patrolling
- Access to the property- visitors and workers
- Check the hotel emergency equipment
- Handle the fire and gas panel and panic/ lift alarm
- Security report writing – follow up and feedback
- Communication skills – phone and two way radio
- Lost and found policy and procedure
- Guest safe Box
- Gate and Gift pass
- Work permit
- VIP diplomatic escorting
- Handle big event wedding
- Elevator malfunction –active rescue plan
- Gas leakage
- Fire drill
- Disabilities Guest
- Natural disaster- action plan

- ➢ Handle intoxicated and mental guest
- ➢ Investigation theft case
- ➢ Medical assist
- ➢ Property confidant information protection
- ➢ Bomb threat
- ➢ Active shooter
- ➢ Handle emergency situation with local authority
- ➢ Christmas and New Year eve party
- ➢ Facilitate communication between the hotel and the training bodies, Firefighting training and First Aid training.

## Security Monthly Report

- ➢ Security Department Main Monthly Report
- ➢ Guest complaints record
- ➢ Safe box record
- ➢ Handicap Alarm check
- ➢ Security and Safety Inspection Patrol reports
- ➢ Emergency exit light checklist
- ➢ Fire cabinet/ Extinguishers & fire hose checklist
- ➢ First Aid checklist
- ➢ Hydrant Terminals status
- ➢ Stores safety checklist
- ➢ Staircases checklist
- ➢ CCTV camera checklist
- ➢ Gate Pass Record
- ➢ Security Office equipment Inventory
- ➢ Landlines Lift landing area checklist
- ➢ Elevators intercom system checklist
- ➢ Guest and Services Elevators status/ service record
- ➢ Accrual financial record
- ➢ Server Room access record
- ➢ Guest Lost Item Inquired
- ➢ Lost and Found status
- ➢ Property Limo cars, trucks, buses and club carts technician report
- ➢ Ving card/ Maser key checklist
- ➢ VisiOnline Hotel rooms checklist
- ➢ Cars long stay at the basement car parking record
- ➢ Liquor/ Alcohol Disposal record
- ➢ Hotel Departments Casual staff update list
- ➢ Security Department Roster update

## Training will lead to:

- ➢ Combination of accuracy
- ➢ Quality of the performance
- ➢ Control the panic
- ➢ Adopt a principle of healthy rotation

## More efficiently & effectively

- THE TEAM'S PARTICIPATION IN WORK DISCUSSIONS
- OFFICERS TO BRIEF OTHER TEAM MEMBER BY THEMSELVES
- CREATING IDEAS TO FEED THE TEAM & THE OPERATION
- SUBMISSION OF PROPOSALS AIMING

# Assessment



- Training follows up
- Check the level of the team knowledge
- Asked frequently at the briefing time
- Random questions
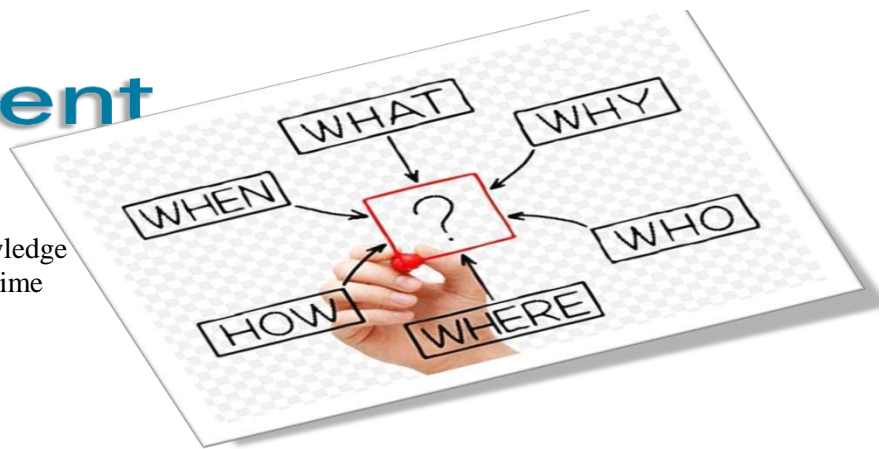


The drill represents the system. If the baby is sick, the mother is certainly weak. However, the drill remains the baby and the system remains the SYSTEM.

## Security beautiful eyes and useful for the system

Frank Wells is one of the most prominent figures who worked in the security career in the twentieth century, he was a security guard best known for his role in foiling the June 17, 1972, break-in at the Democratic National Committee inside the Watergate complex in Washington, D.C. Then 24, Wills called the police after discovering that locks at the complex had been tampered with. Five men were arrested inside the Democratic headquarters, which they had planned to bug. The arrests triggered the Watergate scandal and eventually the resignation of USA President Richard M. Nixon in 1974

**Hear all employees' ideas**

**Idea = Promotion Motivations No Pressure**

**Business indicators progressing**

**Owners Happy and will not interfere the Operation**

**CAR ENGINE = DEPARTMENT OPERATION**

Distribution of strategic locations, Members task and responsibility

Gear Box = Authority and administration
Steering Box/ Direction, Speed & Break =
Department Head
Petrol = Team work/ evaluation and appreciation
Battery = Training
Water = communications/ info
Engine Oils = Monthly checklist, inventory Reports
Control Panel = CCTV
Air condition & Speakers = Team Outing

**BRAND = COMPANY**
**MODEL = OWNER**
**BODY = HOTELS HOSPITALITY**

Lights = Licenses
Glass = Team Performance
Front tyre = In house employees
Back tyre = Outsource employees
Spare tyre = Permanent reliever
Seats = HR
Accessories = Uniform
Plate Number = Department daily
Safety, incident & Patrolling reports
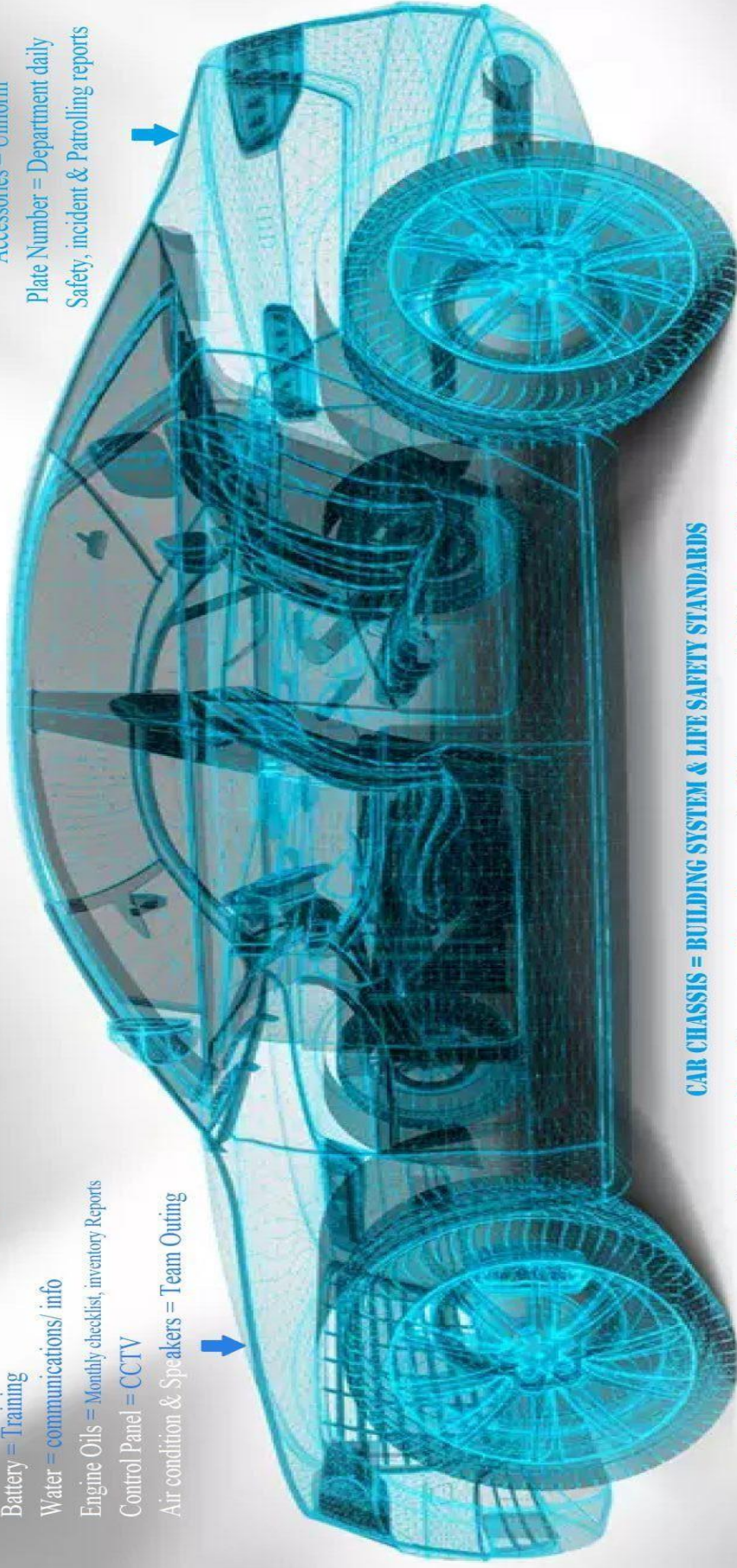
**CAR CHASSIS = BUILDING SYSTEM & LIFE SAFETY STANDARDS**

Study the building. Fire system. Hazards prevention, Risk assessment/ Critical areas: Electrical LV room, Gas Tank, Pump room, Generator & Server Etisalat room, roofs to basement. Disabled requirements. Evacuation/ PAVA system, execution of the evacuation plan with drill. Responsible/information and attendance channels (ERT: Emergency Responding Team & SSM Special Situation Management team) SMS activation/ Crisis room setup. Assembly points preparation, Qualified first aiders. Drawings. Exits & Access/ key system.

## Awards & Achievements

**Sir Alex Ferguson**
27-year spell with Manchester United from 1986 to 2013

**Arsene Wenger**
22-year spell with Arsenal from 1996 to 2018

WORLD'S BEST CLUB COACH X2
FIFA CLUB WORLD CUP X1
PREMIER LEAGUE X13
UEFA CHAMPIONS LEAGUE X2
FA CUP X5
CARABAO CUP X4
SCOTTISH LEAGUE X3
SCOTTISH CUP X4
SCOTTISH LEAGUE CUP X1
INTERCONTINENTAL CUP X1
EUROPAPOKAL DER POKALSIEGER SIEGER X2
UEFA SUPERCUP X2
FA CUMMUNITY SHIELD X10

PREMIER LEAGUE X3
FA CUP X7
LIGUE ONE X1
FA CUMMUNITY SHIELD X7

The important point we learned from this comparison is that to implement our philosophy it may take a period of hard work and effort to train inexperienced young honest guards with a high chance of mistakes, until we reach impressive results and the team work remains confident and consistent, this will appear on the smart process, as well reduce mistakes, these benefits will be in the interest of the company.

# PRE-OPENING BAGS SECURITY GUIDANCE

**Security Risk Assessment**

**Hotel Building System**

**Emergency & Evacuation Plan**

**Security Team Task & Responsibility**

**1**

**Security Risk Assessment**

A source or a situation with the potential for harm in terms of human injury or ill-health, damage to property, damage to the environment.

Emergency Procedure 60%

Evaluation Procedure for Hazard 10%

PPE 100%

Good Housekeeping Procedure 95%

Fire Protection Methods 100%

H & S Management Systems 10%

Safety committee 20%

Equipment Schedule 70%

Risk Assessment 30%

Health and Safety Programs 50%
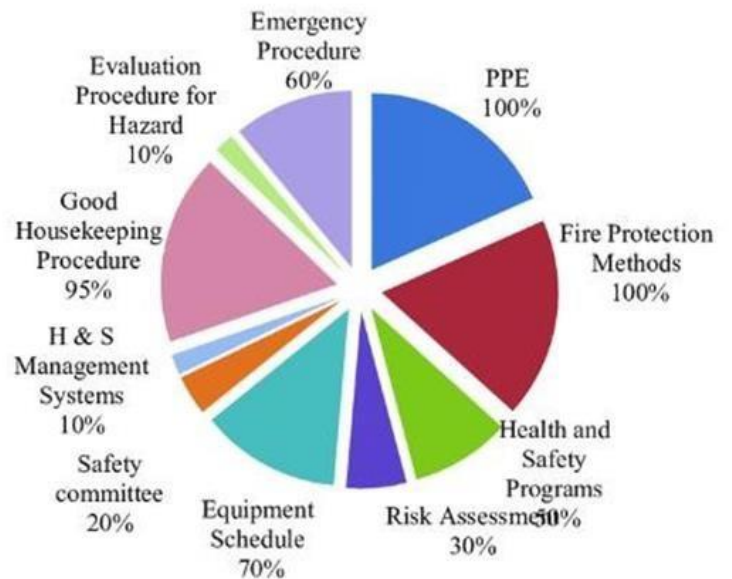
**A** **Hazard**

Any condition that creates a present, extreme, and immediate danger to guest/ staff life safety, health and property

**B** **Awareness**

To prevent a wide range of hazards, promote situational awareness at all levels of your organization. These expert tips will help you build a foundation of proactive safety awareness

**C** **Requirement**

Specifies a minimum, mandatory amount of safety in terms of quality criterion and a minimum level of an associated metric

## A- HAZARD/ HOTEL SAFETY & SECURITY SYSTEM

Precautionary safety measures in the building
Emergency & evacuation system
Exits safely-doors threshold/ rubber
Civil Defense road
Fire prevention
privacy settings
Facilities Pool, Beach & GYM safety
Access control
SS of Gas tank, Pump Room & Generator
Fence, Roof & Basement
Edges, Humps & Safety signage



Regular Inspections
Environmental Considerations
Monitoring Systems
Training and Capacity Building
Emergency Action Plans (EAP)
Precautionary Measures
Community Awareness and Education
Flood Forecasting and Warning Systems
Regular Maintenance and Rehabilitation
Seepage Control Measures
Overtopping Protection

### Hotel Assembly point must:
* Be suitable for the highest occupancy number.
* Signage should be visible/ safety standards- not close to any kind of hazard.
* Providing a safe exit for people with disabilities in a wheelchair

## ACCURATELY THE HOTEL SECURITY RISK ASSESSMENT FILE

Pursuant to UAE Cabinet Resolution No. (6) of 2011, Decree No. 17 of 2013, licensing and classification of hotel establishments in the Emirate of Dubai, the Code of Fire and Life Safety Practice in the United Arab Emirates, the standard of the Dubai Municipality



UAE FIRE AND LIFE SAFETY CODE OF PRACTICE
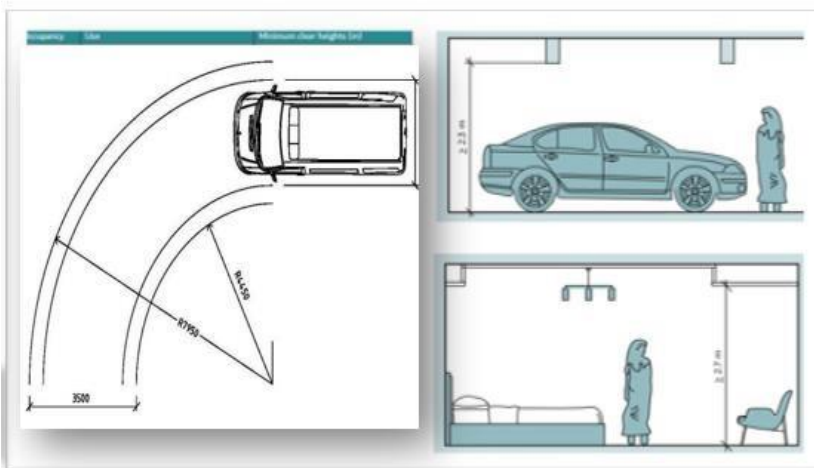


2.3 the minimum clear heights at the parking by Dubai municipality. 5 stars hotels should allocate one car for every two bedrooms, while 4 stars every three bedrooms by UAE Cabinet Resolution No. (6) 2011 Resolution regarding the structure and organization of local authorities, also it stipulated to providing a Loading area with a 12-metre for the trucks.
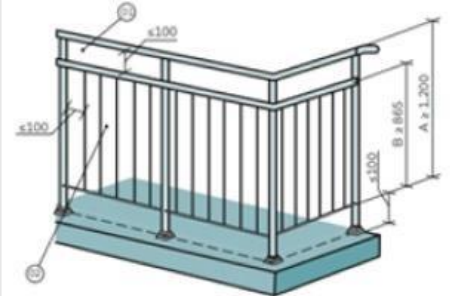
If the guest rooms balcony is thin, HK team to be advice to check it/ stability condition while daily cleaning, attached picture standard from Dubai municipality code

## B- SAFETY AWARENESS

In the below Link will find the Expert Situational Awareness Safety in the Workplace
https://www.alertmedia.com/blog/situational-awareness-safety-tips/



We need to inspect and test the raised and flat areas of the building that could be affected during heavy rains, the outlet terrace, ground floor/guest room balcony to ensure that will not experience water leakage and flotation conditions on the property, as well as to be prepared in the event of a storm or Strong winds, in this situation it is necessary to provided an internal safe assembly point, such as large bobby/ ballroom or the basement car parking, departmental actions need to be shared during the storm and heavy weather.



Clean the beach regularly from shells and small stones that may cause injury, as well the beach signage will be required so that you are not legally involved in the event of any incident.

Signs need to be posted indicating that no pets are allowed at the property, in case the guest refuses to take pets out, upon inquiry with Dubai municipality the property will be blamed for not having a sign indicating no pets in a visible area

Outdoor restaurant will required to have an Eagle services to avoid crows disturbing guest.
If you notice a bee nest on a palm tree, it should not handle by pest control, and coordinate with Dubai Municipality to send a specialized technician to remove it.
Treating a jellyfish sting is done customary by using vinegar, can added the hydrocortisone cream or ointment to the hotel lifeguards & nurse's first aid kit.
Lizards are considered one of the most common insects in the Dubai environment, especially in hotels near the sand, required pest control alert with regard.

## C- SAFETY REQUIREMENT
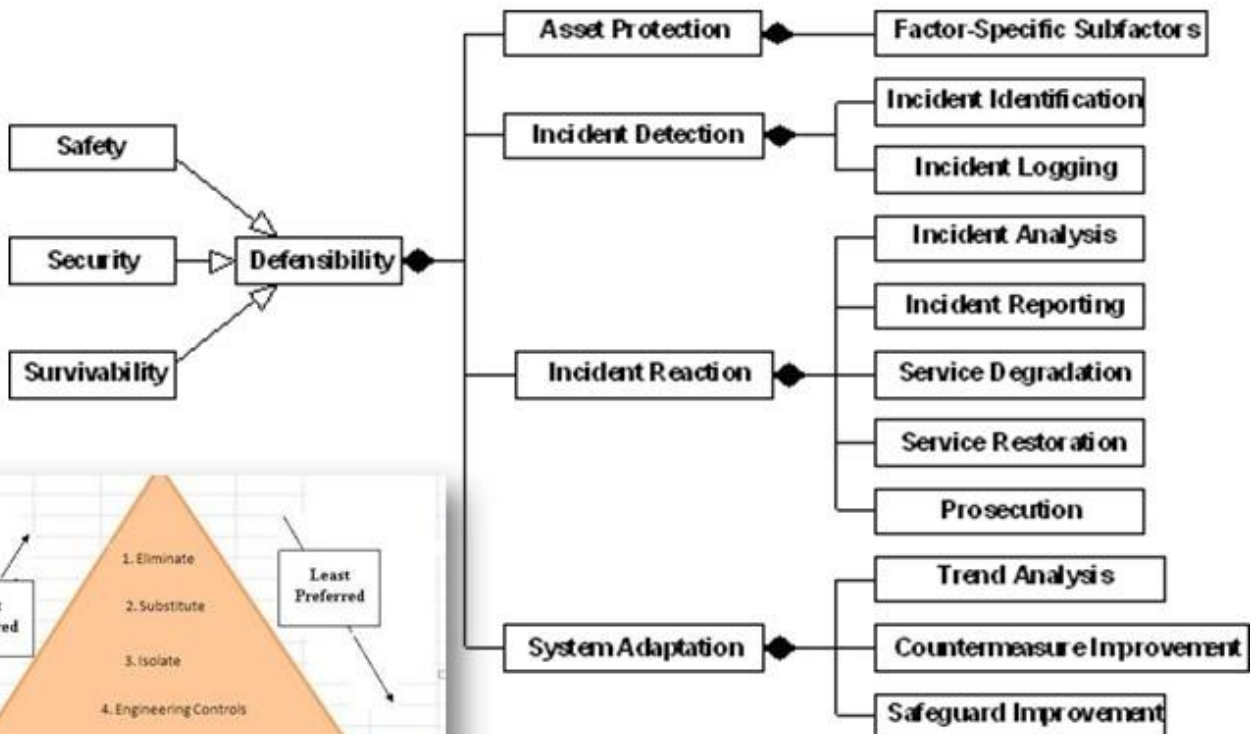
Hotel stores safety plan: only items we really need for operation to be stored and discard unwanted items, Items should be stored 50cm lower from store ceiling, items are stored safely and fire sprinkler can function easily, No direct storage on the floor and use pallets to protect the items from any damage, Higher shelves shouldn't to have heavy contain, to ensure it will not fell down, Remove any flammable materials - such as empty cartons and plastic. Have enough light inside the store, Only the authorized staff are allowed to access the stores. special care for the chemical stores safety, Similar chemical items should be In trays to avoid spillage and leak reactions, MSDS and PPE to be placed inside all chemical stores, Only trained staff to access to chemical stores and deal with chemical, as well Paint store the Oil paints must be in separated Store in metal cupboard, big save for the Lost and Found store for the valuable items, security, IT & Guest Luggage stores must be covered by camera.





Server room access authority reader for 6 months, installing access control for Information Technology system required to record the access to the hotel server room mandatory.

Radio Tetra is mandatory by Dubai Government for use in public safety/hotel security, and has been approved by the Telecommunications Regulatory Authority (TDRA). Radio Tetra needs a license with annual renewal, and has the ability to communicate directly with local authorities in any emergency situations.

## 2 STUDY & DEFINED THE HOTEL IN DETAIL

Location
Nearest emergency services facilities by Dubai authorities
Total Meters Square
Floors & Camera maps
Assembly points
Emergency Exits
Fire Cabinets
Rooms Number
Disabled Room
Access control system
Outlets
Meeting & Ballrooms
Spa Treatment Room
GYM- safety standard signage
Swimming Pool size & depth
Gates width
Fence Height
Staircases
Hydrant -hose reel automatic
Guest & Service elevators
Slots at the hotel Basement car Parking,

Hotel Brand
Company Vision
Philosophy
Standard
policy &
procedure

Hotel Policy

Types of HOTELS
★★★★★

WHAT IS THE Hospitality Industry?

## Types Of Hotels

1. Luxury Hotels
2. Boutique Hotels
3. Business Hotels
4. Resort Hotels
5. Budget Hotels
6. Extended-Stay Hotels
7. Casino Hotels
8. Eco-Friendly

HOSPITALITY
TIP OF THE DAY

SUBSCRIBE

## Hotel Guest Room

* Smoke Detector
* Sprinkler System
* Escape and Rescue plan
* Safe box
* Torchlight
* Telephone
* WIFI



## Disabled Room

* Next to the exit of the assembly point for the evacuation
* Wheelchair Accessible throughout the hotel area
* Wider doorways to the bedroom and bathroom.
* Outside buzzer with a light flashing inside
* Automatic Door Opening Button (enter and exit)
* Panic alarm in bathroom and bedside for emergency, connected to control room
* Hardwood floors
* Adjustable height beds
* The light, socket, temperature control, refrigerator, balcony lock and telephone must be on the wheelchair accessible level.
* Disabled restrooms are specifically designed to better accommodate people with physical disabilities, by 1992 law
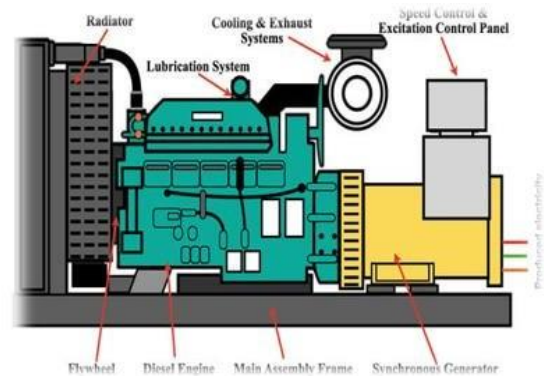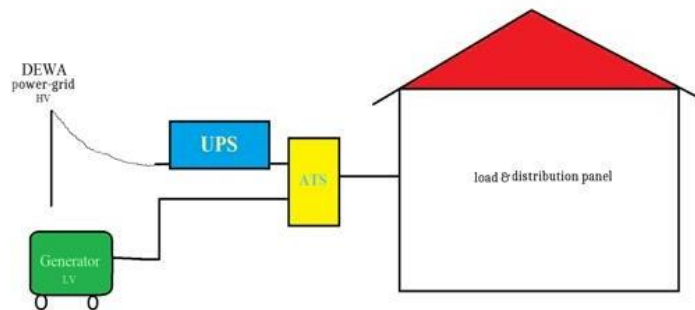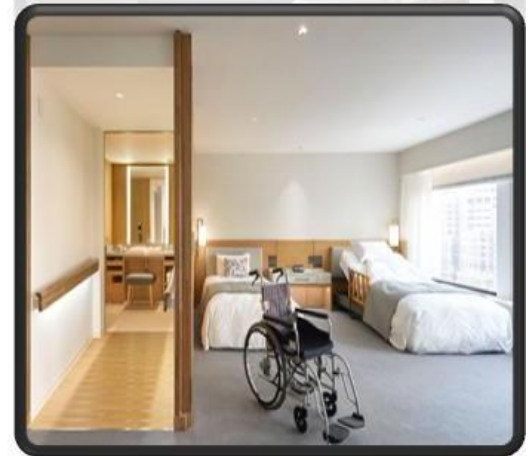




**Dynamics of activating the power system**



**Generator system**



**Swimming pool System**
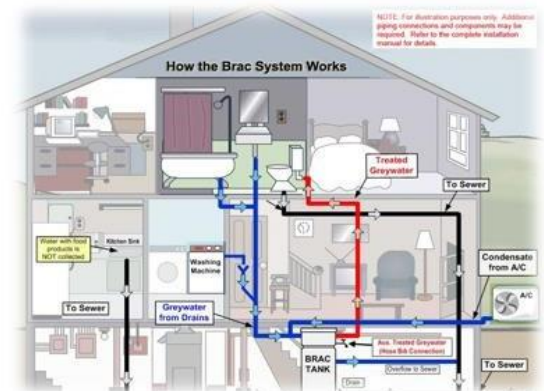


**Building pipes System**

## SERVICE PROVIDER CONTACT DETAILS

- Fire Emergency Equipment

- Fire Panel System

- CCTV Camera

- Barrier System

- GAS System Service

- Elevator Service

- Landscape Service

- Pest Control Service

- Car Washing

- Garbage Pickup Service

## 3 HOTEL EMERGENCY & EVACUATION PLAN

Emergency & Evacuation Plan

Initial Recognition of a Special Situation In all potential incidents, early notification is essential for a timely and effective response

the following Special Situation Management criteria
- Result in fatalities, serious injury, or harm to guests and employees
- Cause severe disruption of business
- Damage the Company reputation or brand image
- Negatively affect beyond the immediate locality of the incident

INCIDENT

ERT EMERGENY RESPONSE TEAM

SSM SPECIAL SITUATION MANAGEMENT

SUPPORT OF LOCAL AUTHORITY CIVIL DEFENCE PARAMEDIALS

COMPANY
DUBAI HOTELS SISTERS
CORPORATE OFFICE
INTERNATIONAL HEAD OFFICE

Receive incident details, Inform security and Eng. on shift and duty/night manager who will get Eng. Security investigation outcome / value the situation, in case of real emergency, duty/night manager immediately activate the evacuation system- updates ERT & SSM team of the situation for action taken.

## BUILD AN EMERGENCY EVACUATION PLAN

- Study the building.
- Get all the sources info/ floor drawing maps & licenses- Trakhees, DCD building approval.
- Receive the building history from construction company and chief Eng.
- Use available new technology.
- Involve all the involved team ideas.
- Check the hotel design, need how many qualified person/ Emergency Responding Team to successfully evacuate the building out of fire marshal, guest marshal, Chief Eng.
- Make a tactical plan/ start by the critical areas such as Gas tank, fire pump room, boiler room, Generator, UPS, LV and server room, then each floor map with pictures.
- Find location (near to the exit) for choose the crisis room and be ready with plan B.
- Create the required equipment list for it (bag contain: each location drawing map with picture, area checklist, general master key, torchlight, helmet, vest and sharp tool.





### Hotel's emergency evacuation plan is confidential
will be remaining the key information sources and resources:
- Information about victims
- SSM guide/plans for the hotel
- Guest list/employee accountability
- Develop emergency plans
- Main partner/government contact
- Hotel engineering/facilities drawings
- Corporate office
- Media reports/analyst review
- Maps, Google Earth images
- Guest organizations



### Hotel evacuation implementation plan
* Safety training: the new joiner should be fully aware of the assembly point location with nearest exit for it from them department, evacuation procedures and the building system by safety tour to the entire property.
* Distribute safety card (what to do in case of emergency and department closedown procedures) to each employee.
* ERT training of the Evacuation mission and responsibility only for the qualified employees whom complete the DCD firefighting and First Aid training.
* Finally announce the Emergency communications channels
**Remember:** Do not contact your local authority without updating your information Managers with status.

## FIRE ALARM SOURCES ON THE PANEL



**FIRE ALARM**

**Fire Panel**

**Smoke Detector**

**MCP**

**Water System**

**Gas Panel**

**FM200**
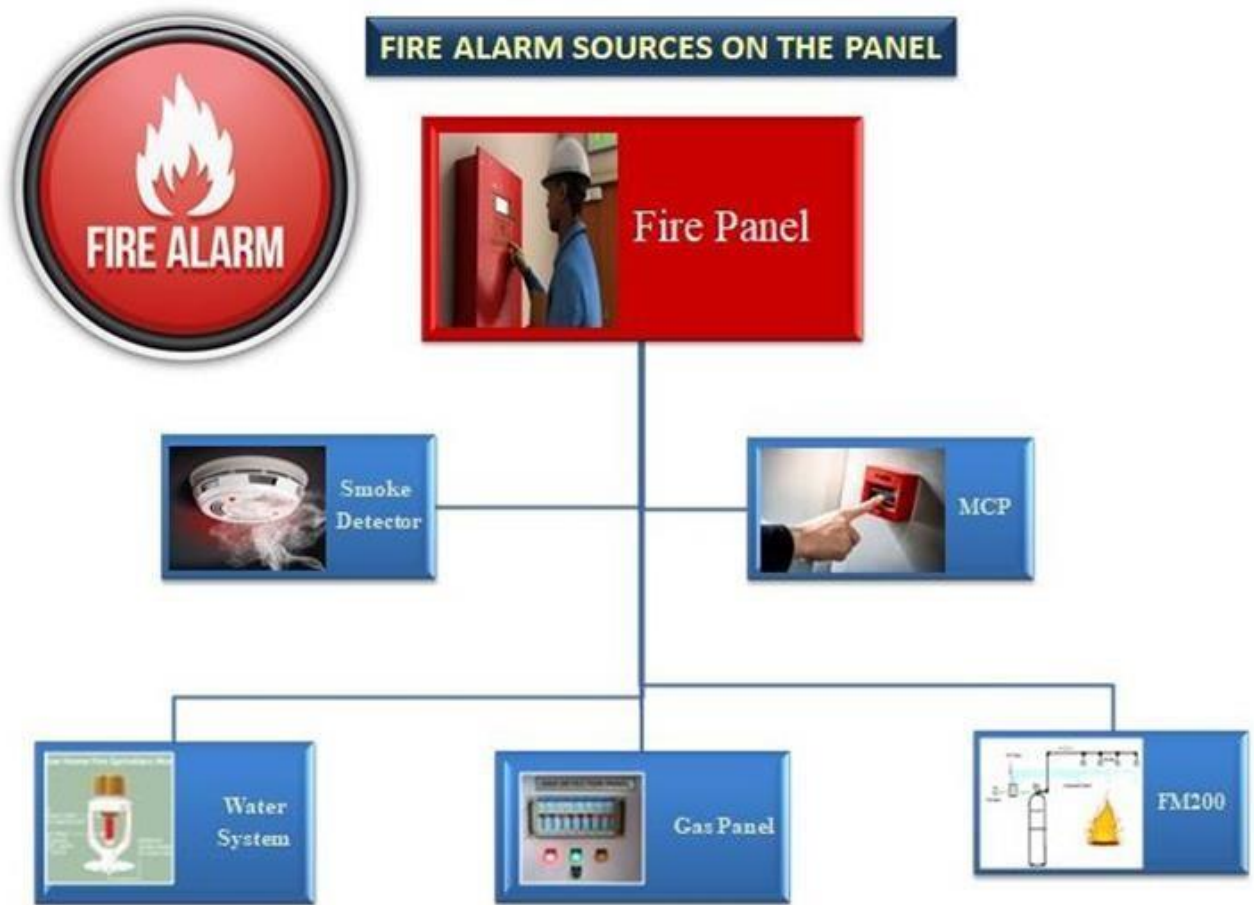
## 4 ACTIVITY ANALYSIS AND TEAM COMPOSITION

**Security Team Task & Responsibility**

Study the property, make a plan, try as much as possible to avoid a static positions for many reasons, the most important of which is the quality of security performance. Do not use a lot of officers for backup without a clear task and responsibilities/as cones, test the sites by yourself day and night shift to know patrols time, critical or weaknesses area that require more officers and attention, challenges in communications, it must be alternated/ how many hours can a guard provide good service

Security officers are an essential part of keeping your property safe.
They can prevent vandalism and other damage as well as theft and threats to personal safety. Combined with alarms, locks, fences, and security cameras, they make an effective security solution. The question is, how many security officers do you need to hire for optimal protection without excess spending?

### Event Protection

A commonly used rule of thumb is one guard for every 50-100 people. This can vary a lot depending on how large an area the event is held in and how simple the site is to control. For example, you will likely need more security officers to maintain control of an event held in unfenced outdoor acreage than an indoor ballroom, even with the same number of people.

### Contract vs. In-House Security Guards

For the most part, working with a contract security company better for several reasons.
First, your security headcount is always right,
you can staff up or down as needed much easier up to the property size and activities.
Security guard come trained firefighting & First Aid/ holding SIRA card from the private security company.
They have experts with hospitality, one less worry for you in running your operation.
You don't have to the hiring (or firing!).
You pay just one bill each month instead of dealing with payroll, taxes, workers compensation insurance and so on

```
                    ┌─────────────────┐
                    │    Security     │
                    │   Department    │
                    └────────┬────────┘
                             │
    ┌──────────────────────────────────────────┐
    │      The Permanent Employees              │
    │        Security Manager                   │
    │      Assistant security manager           │
    │      Security Assistant Manager           │
    │        Security supervisor                │
    │          CCTV Operators                   │
    │            Lifeguards                     │
    └──────────────────────────────────────────┘
                             │
              ┌──────────────────────────────┐
              │   The Contractor's officers  │
              └──────────────────────────────┘
```

**Loyalty**
There is absolutely no difference in treatment compared to the permanent team

**Build the team System**
Training
Assessment
You can find it in my old post

**Containment**
Share valuable idea
open opinions channel
put them at the decision table
You can find it in my old post

## SECURITY OUTSOURCING SERVICES

**Purpose of this presentation is to obtain the highest quality of service at the lowest cost**

It has become clear that we must create competition among the security services companies nominated to work with us  and that for two reasons.
First to get better service/ quality than the current company at almost same price.
Second to Improve and develop the performance of the existing company also to control and prevent any issues with regard.
* Hiring a qualified team
* Presenting a security guard with valid Emirates ID and SIRA card, to avoid posing a potential risk of obtaining a fine from any government section.
* concern of the guards training / fire fighting and first aid
* Paying them salaries on time without delay
* Providing adequate housing for guards
* providing meal in accommodation either arrange food allowance
* Providing direct transportation without delay to the site
* Providing an reliever to give guards weekly days off & annual leaves
* Solve the guards' problems to focus on the work performance.
* Building a good Communication with the client each shift if any changes, avoid replaced existing officers with other unqualified or send them to another location without updating us.

After analyzing management's confirmation, the work schedule will be as follows:

1) Searching for the appropriate and good company based on the information at the previous page, and the price alone must not be a factor in the selection or evaluation, It is preferable that the company has experience with the hospitality/ same brand as the sister hotel or the nearest hotels either the security company of hotel accommodation or business partner/ company or owners.

2) Announce at least 3 quotations from 3 different security services companies, this tender will actually reduce the cost from all the companies trying to win the contract, and whoever bring the best offer with highest service/ quality will get the contract.

Note: There is a possibility of obtaining a trial contract for a month to monitor and evaluate the company's work during this period. Then, if the company delivers great performance, move to an annual contract.

3) Arrange a meeting with the company's manager respectively with the hotel management to discuss the details of the contract.

4) Every company brings them teams to conduct interviews

5) The company won and the selected team, will came to the hotel for two days free for training (security team task & responsibilities and the hotel operation) to be ready in the third day for the Hotel opening without mistakes or confusion during the daily performance.

# The Main gate security officer task and responsibilities

## Access
Grant access only to authorized guest with assist given direction
Residents tenants, Hotel guest, them visitors and the resort/ outlets guest
The Main Gate officer should be updated daily with the hotel activities, event and groups in house

## Control
Control the authorization given to delivery providers, contractor, workers, suppliers and temporary employees after confirmation with the security control room and arrange a security access permit for them with registration details (date, time, name and department he/she goes to, the purpose of coming, the contact number and securing the Emirates ID's while they inside the property)

## Report
Immediate emergency report an ambulance, police and civil defense vehicle enter the property
Sec category report of a diplomatic /VIP cars plate numbers.

## Registration
Registering the vehicles entering the property to the Hotel reception/ in house guest and outlets visitors.

## Bag Inspection
All employees are required to submit any carried items for inspection upon request when entering or leaving the hotel. Searches of bags or belongings may be used to verify unauthorized removal of items does not occur.

## Observe
Observe the employee bus waiting area, ensure that no vehicle, bus or delivery trucks are able to obstruct traffic in the area, do not allow employees to enter the security cabin and avoid the gathering of officers inside the cabin.

## Specialized situation
Handling the specialized situation, use the security equipment if requested, the vehicle (checking the mirror under the cars), suspicious person, search for baggage, that the officer must receive appropriate training to know the expected dangers and be prepared to carry out these responsibilities.

Note: The site will be handled by two officers during the busy/ active time and one officer at the normal operation.

# Hotel Lobby security officer task and responsibilities

Hotel Lobby officer should be updated daily with the hotel activities, event and groups arrival and check out The Lobby officers should be fit, good appearance with good English with high level of communication skills, and reported of any:



* Suspicious person/ car, intoxicated guests, visitors special at night shift
* any Luggage left at the lobby without owner, packages or parcels
* Potential fire hazards/ monitoring the guest smoking area
* Security of premises, ensuring that all possible points of access are secured
* Ensure all the guest will keep the car key with valet driver even self parking still the car key should be with valet driver service hotel provided.
* Handle the traffic at the lobby and need to acknowledge the hotel limo cars
* Coordinate with reception and concierge desk to reported and update him immediately for any challenges/ urgent assist as the lobby desks with panic alarm
# Greeting the guest as professional security officer, hospitality not conflict with safety, therefore should not compromise safety and security for the sake of additional services for personal benefits.

# Patrolling security officer task and responsibilities



**When guests stay in your hotel they expect:**
To take complete responsibility for their safety. Patrol implemented to ensure that there is no hazard or risk in the guest area, look forward to staying in a room with access to themselves only and the housekeeping staff when needed, The patrol officer has responsibilities to access the guest area for authorized persons only Using facilities during stay: gym, the swimming pool, the kid's play area the guest have access to these amenities. The patrol officer ensures that the in house guest have a easily access to the hotel facilities without any inconvenience/ disturbance it may cause. Hotels also have restricted areas such as the reception counter and the rooms with lockers that hold the crucial documents and the payments made by guests.

**Patrol covers both the interior and exterior**
A patrol of the hotel should be performed in a random timing and/or pattern, typically on a frequency of not less than 3-4 hours and should include security and safety conditions such as fire safety, work safety and areas of security concern. Within this context, special attention should be paid to:
Doors that are propped open, to do not enter the rooms during the absence of the guest till exceptions cases with notified the duty manager. Blocked stairwells or fire exits.
Inadequate passage in corridors.
Unattended or improperly stored flammables.
Spills or broken glass that have not been cleaned up or any discarded room service trays which may block or restrict emergency egress.
Lighting not working at the guest area
The patrol officer will report any loud, noise sound that can disturb the in house guest to avoid any complaint
While on patrol, suspicious persons, activities, or objects should be assessed and addressed. Each Security Officer conducting the patrol should take immediate action to correct these conditions and report it using the appropriate reporting standards.
**Note:** It is conducted by a designated security officer who has high communication and observation skills

# Time Office Security Office task and responsibilities

## Phraseology, Hospitality & Communication skills

Received the internal and external calls through the time office landline,

Greeting first (good morning, afternoon or evening), introduce ourselves by name, department and Hotel name if external call, using keywords- how may i assist you, with smart language

A proper tone that is neither too loud nor low, practice for professional English accent

Collect the information / remember 5 WH (When, Where, Who, What and Why) always writing down all details in the security logs, keep all the Hotel contact numbers near of you if call forward required.

Please Do not sharing the team private number without confirmation and do not provide your personal number to guest

• Please Do not sharing the team private number without confirmation and do not provide your personal number to guest

The Guest Lost & Found Inquiry

1. Ask the Full Name, Contact details
2. Room Number if In House Guest, if not ask then which room they was stayed, Check in & Check out date.
3. Item Description, what is the item which color which brand
4. Where they lost exactly in room or in hotel public area, ask the guest till what time we can call for feedback
5. Check the L&F record according to the info you collect from guest, double check the area and with involved staff
6. Feedback the guest without delayed.

Handling the Guest Elevator alarm / Intercom Call:

1. Calm down the guest in emergency cases and update the help on the way to assist you
2. Immediately inform to CCTV operator & Security shift in charge
3. Keep talking with the guest/ colleague and don't be panic
4. Divert the guest attention until ERT (Emergency Responding Team) rescue the guest/colleague.

Handling the guest handicap rooms Panic Alarm:

1. Check the proper location from where indication showing alarm.
2. Immediately reported to the Security shift in charge to check the location

Handling the department key system:

• Issue keys to the hotel employees with Details (Staff ID number, Name, department, issue time, issue by Log In & out Signature) for the daily operation- Mettle keys including elevator master key, Ving cards /Master keys which open the guest rooms and the Cash Float Keys.

•Inventory the key list before leaving the shift.

## Received the Lost & Found items:

* Take the all the details who found from where, what is the item description.
* Register the Lost & Found items in Security Log book
* Fill the lost & found receipt with the correct details
• Secured the items with care out of any harm in the proper way, using the plastic bags and scan it in the storage, if valuable item will secured at the Security safe box, separated from the normal items in the main store and the disposal items and liqueur bottles to schedule for disposal with witness.

## Issue the gate pass by department supervisor or Manager.

• Check the item physically with same discerption mentioned in the gate pass files
• Update the reason for taken the item out/ borrowing from sister hotels, repairing etc.
• identify if item returnable with exact date OR nonreturnable

Maintain All the Files & Log books clear of any mess or negligence

Keep clean and sanitize your office all the time.

Note: It is conducted by a designated security officer who has high communication skills and he is organized

# CCTV Operators officer task and responsibilities

The CCTV operator shall be responsible for the area and data confidentiality by law, and not to share investigation outcome with unauthorized persons, Ensure that only authorized member is allowed into the CCTV control room
Check daily activity such as events, group arrival /lobby traffic and weather forecast/status and update the team
Log Entry check and follow up
Monitor CCTV. Operating the System/ video surveillance
Review the CCTV footage /record on demand
Monitor Elevators for functioning well and report in case guest/ staff stuck inside
Do not open the camera record for unnecessary purpose and update the supervisor for any employee incident/ issues without delay
keeping a log of all incidents to pass onto management and police if it required
given a professional discerption of any suspicious person at the property on time
Reporting any issues related to CCTV system faulty to the service provider
Note: This site will only be for eligible officers with approved documentation/SIRA license shifts to cover 24 hours a day, 7 days a week.

## Handling the Sand storm and heavy wind

➢Security officers to attend to the Area strategic position.
➢Update with the weather forecast/ status hourly
➢MOD to keep in loop, and Emergency Responding team.
➢Frequent patrolling to update if notice damages, if any abnormal faced to be rectified as soon as by informing concern department.
➢Ensure that torches and other related emergency equipment's are stored ready for use.
➢In the case of high storm bad condition to assemble lobby area
➢After the Storm gather the Officers reports with pictures for the damages of the property to present it at the final report to CSO.
➢Coordinate with Engineering team to determine the total damage values.

## Beaufort Wind Force Scale for Tree and Forest work

| 0 | Calm | 0-1 mph | No wind |
|---|---|---|---|
| 1 | Light Air | 1-3 mph | Smoke drifts gently |
| 2 | Light Breeze | 4-7 mph | Leaves rustle a little |
| 3 | Gentle Breeze | 8-12 mph | Twigs and small branches move |
| 4 | Moderate Breeze | 13-18 mph | Branches moving |
| 5 | Fresh Breeze | 19-24 mph | Small trees sway |
| 6 | Strong Breeze | 25-31 mph | Umbrellas difficult to use |
| 7 | Near Gale | 32-38 mph | Whole trees sway |
| 8 | Gale | 39-46 mph | Branches off trees |
| 9 | Strong Gale | 47-54 mph | Tiles come off roofs |
| 10 | Storm | 55-63 mph | Trees blown down |

Safe    Warning - use caution    Danger

# Lifeguards Main task and responsibilities



The Lifeguard is to maintain a safe and healthy environment by:

## Maintaining a Positive Attitude
- Fully understanding your duties as a lifeguard.
- Your attitude and the way you behave does affect how the public your employer
- and your colleagues perceive you. This will affect how people respond to you as a lifeguard.

## Being Professional
- Showing respect to your colleagues and members of the public
- Being well turned out and presentable at all times
- Continually striving for excellence ensuring that you exceed the customer's expectations

## Maintaining Observation
- Having the ability to remain alert whilst observing every part of your Lifeguard Zone

## Providing good Supervision
- Excellent supervision of swimmers and monitoring of activity within your lifeguard zone

## Early Intervention
- Be always in a position to react immediately at the first sign of any action that could lead to potential incidents or emergency situation.

## Accident Prevention
- Educate pool users by preventing dangerous behavior to ensure the pool rules are followed.

## Rescue
- Act immediately and in a professional way to rescue swimmers who may be in difficulty or may require First Aid treatment

# Lifeguard are Provide a safe and enjoyable environment in which the public can swim

- Poolside observation/supervision
- Manning control points
- Be fully conversant with all bather guidelines, ensuring they are adhered to at all times
- Be fully conversant with the Normal Operating Procedures (**NOP**) and Emergency Action Plans (**EAP**) and be in a position to act accordingly in the event of any emergency situation.
- Remain alert, look alert, act alert
- Be fully aware of all emergency equipment
- Use common sense and discretion when dealing with any situation and task
- Equipment maintenance and checklist procedures
- Dealing with customer questions/complaints
- Supervising pool cleaning and maintenance tasks
- All cleaning procedures are to be carried out in line with the current venue cleaning instructions and COSHH (Control of Substances Hazardous to Health) regulations.



## Grooming
- Good personal hygiene
- Clean shaven
- Hair neat and tidy (Ladies wear tied back or short)
- Finger nails clean and clipped short
- No jewelry(allowed non obstructive watch)
- No Makeup

## Uniform
- Uniform should be worn whenever the lifeguard is on duty. It comprises of:
- Shirt: Lifeguard logo on back
- Shorts: comfortable
- Hat or Cap
- Footwear: Non slip.
- Sunglasses: Polarized lens.
- Should be neat and tidy at all times
- Clean (recommend Lifeguards bring spare uniforms to work each day)
- Not altered the shift without prior permission
- Serviceable (follow Hotel procedures regarding exchange and damage policy)
- Comfortable and functional (fit for task)Lifeguards must only wear the uniform they have been issued inclusive of footwear and eye protection

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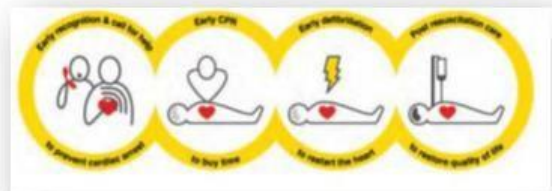- No Makeup

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## Lifeguard Training
**Training is organized two mornings per week for a minimum of one hour.**
**Lifeguards should attend at least one of the two sessions. The sessions will cover the following topics:**

- Lifeguards and the law
- Pool supervision
- Hazards and control measures
- Casualty recognition exercises
- Scanning techniques/ maintenance of concentration
- Aquatic rescue skills
- Spinal Cord Injury Management (SCIM) land/water based
- CPR/ inclusive of AED usage (Adult/Child/Infant)
- First Aid
- Emergency Action Plan/ Simulated Training Exercises
- Fitness (water and Land)
- Basic Health and Safety information
- Employment information
- Staffing arrangements
- Normal Operating Procedures and Practices
- Emergency Action Plan
- Risk Assessment
- Facility specific operations
- Poolside zone orientations (shadowing lifeguards on all zones)
- Equipment Introduction

## Lifeguard Equipment

Each lifeguard team member whilst on duty should have
 as a minimum the following personal equipment.
Polarized sunglasses
Whistle and Lanyard
Personal First Aid Kit (Bum- bag)
Sunscreen Skin protection cream.
Personal Watch (non-Bulky type)



## Summary of the Lifeguard task and Responsibilities

Supervising swimmers
Spotting hazards and preventing accidents
Give advice on water safety
Controlling unruly behavior
Water rescue
First aid including **CPR**

# Communication Skills

## Two-Way Radios

- There are many different mediums for communication, including writing (reports, company policies), in-person, by phone, by e-mail, through two-way radios, and by video recording.
- Security guards must be able to communicate with a wide array of individuals both orally and in writing to obtain information. Information provided by a security guard, presented orally or in writing, should always be clear and concise, and use appropriate language. Information should be conveyed accurately and without personal bias or opinion.
- Communication also uses non-verbal cues, such as body language. A security guard's posture, gestures, facial expression and eye contact can all convey information.
- Security guards should check with their employers about communication protocols for specific situations, such as fire alarms, and the use of special communications equipment **like two-way.**

Some general rules applicable to all communications are:

- Be brief.
- Be explicit.
- Be concise.
- Make sure you are understood.
- Do not Be Panic.
- Do not be antagonistic.
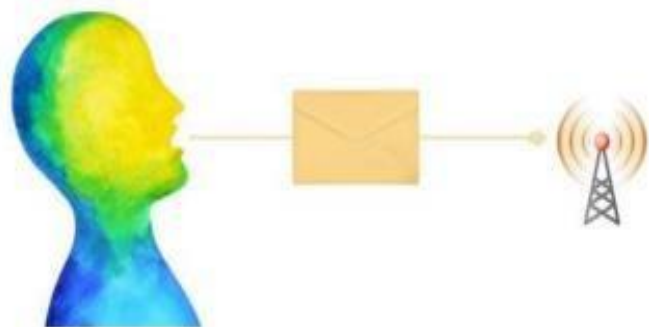
## Reasons for Using Radio Earpiece for Security

- In a covert manner, they ensure other people don't hear the information
- They are sharing, to maintain secrecy.
- Security earpieces come in various models, although there are two major
- Categories: wired and wireless.
- The two categories come in varying versions to match the varying
- Needs of different security personnel. The following is a close look
- At benefits of using radio earpiece for security.
- Covert communications
- Security professionals use radio earpieces to pass confidential information
- Without disclosing it to third parties. The level of discreteness and covertness
- is determined by the kind of operation in hand so as to increase the chances
- Of completing it successfully. Some of the messages that need to be concealed from third parties include information about;
- Chasing criminals: Security agents within the affected geographical area are alerted immediately. This encourages quick action by the security forces and ensures there is no information outflow to third parties.

## Receiving radio when reporting for duty.

Receive Two-Way radio from Control room Operator.

Check for damage to the outer casing, Ariel, PTT, Channel switcher button and volume control button and battery strength.

Switch Two-Way radio on by turning the Volume control button in a clock wise direction.

Select the channel and ensure that it is the same as the base station.

Press the PTT button and test whether a test message can be transmitted to the main Base station and visa versa.

If the Two-Way radio is serviceable, record the serial No in the radio register.

1- Name

2- Date

3- Serial No

4- Time out

5- General condition

6- Signature

7- Signature of issuer.

To ensure that all equipment is kept in a serviceable condition and available for emergency situations that may evolve.

To ensure that Two-Way radio communications are controlled in order to minimize the risk of guests understanding that a situation has occurred in the hotel. This will help to not upset guests.

A. Led Indicator
B. Channel Switch
C. Power Switch/Volume Control
D. PTT (push to talk) Button

E. Monitor Button
F. Function Key
G. Speaker/Microphone Jacks

* Reporting off duty
The same procedure to be followed as in Para 1. The issuer will check the Two-Way radio before signing it back and accepting that it is intact.

* Damage or loss of Equipment
Should the equipment suffer damage during duty, the Security Officer who had initially signed for the radio must give a reasonable explanation to how and why the radio is damaged, Please use the security equipment with responsibility and care same as your personal items, third part insurance should cover the damages as it high chance to be during the duty in risky areas as well in any emergency cases.

* Securing Two-Way Radio's
Radios must not be lent to any unauthorized person and must not be taken out of the hotel under any circumstances.
No obscene language is to be used over the air.

* Reporting incidents over the two-Way radio
If an incident has occurred in the area, it is vital that the person sending the message does this in a discrete manner using cods.

# LPG / LIQUEFIED PETROLEUM GAS



There's a simple way to enjoy the benefits of gas even when normal piped supplies are out of reach, we can convert to LPG (liquefied petroleum gas) super, pressurized gas stored in liquid form in a tank. All the emergency notices and safety warnings should be mentioned on the label of the tank.

LPG- propane tank outside a building conversion to LPG are relatively simple. LPG is a mixture of two flammable but nontoxic gases called Propane and Butane, Propane (Light pressure) & Butane (heavy pressure) If you could see inside an LPG tank, we'd see a liquid not a gas. That's because the propane and butane have been compressed so they take up something like 274 times less space than normal. (By comparison, the air in a typical car tire is pressurized to roughly 2–3 times normal air pressure so the gas in an LPG tank is squeezed about 100 times more!) Like lowering its temperature, compressing a gas (increasing its pressure) eventually turns it into a liquid. Compressed in this way, LPG takes up relatively little space.

## Background Information
LPG Specific Gravity - Density
Unlike water, 1kg of LPG does NOT equal 1L of LPG.
This is because the density or specific gravity of LPG is less than water.
Conversely, 1L of LPG weighs 0.51kg.
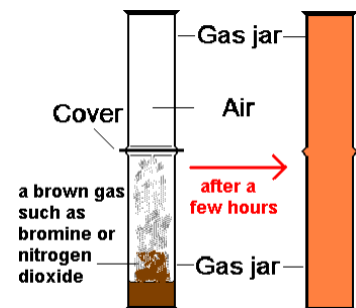


GASES e.g.- the air mixture around us (including the oxygen needed for combustion) and the high-pressure steam in the boiler and cylinders of the steam locomotive. All of these gases are 'invisible', being colorless and transparent, so note that the 'steam' you see outside of the locomotive is actually fine liquid droplets of water, formed from the expelled steam gas condensing when it meets the cold air – the 'state change' of gas to liquid (same effect in mist and fog formation). LIQUIDS e.g. water is the most common example, but so are, milk, hot butter, petrol, oil, mercury or alcohol in a thermometer. SOLIDS e.g. stone, all metals at room temperature (except mercury), rubber of walking boots and the majority of physical objects around you. In fact, most objects are useless unless they have a solid structure!

GAS


LIQUID


SOLID



Petrol Tank
80%

Pipe

Liquid

Viber → Kitchen

**The Marketability Detection Leakage**
Alert first level by: 20% fault
Alert second level by: 40% Alarm
Alert Third level by: 60% PAVA activated
will receive at the Gas & fire panel system

## Benefits of LPG for the Hotel

Clean fuel LPG is a clean-burning and efficient fuel that helps minimize Greenhouse Gas (GHG) emission. Use of LPG reduces carbon emission by 20-25% compared to liquid fuels (HSD, LDO, SKO, FO), 50% less than coal and substantially lower than electricity. Flexibility LPG can be used anywhere and can be accessed without large investments in technology and infrastructure. Heat control and distribution LPG provides better heat control and uniform distribution than electric or other energy medium. Quick and timely refills when you request for a refill, expect delivery within a short time. All our cylinders are meticulously checked for safety and leakage before they are delivered to the Hotel. Continuous and dependable supply one of the key differentiating factors is reliable and responsive delivery, proactively evaluate and upgrade our infrastructure to ensure quick and prompt services

## LPG Specialist using equipment
## Gas company technicians always using a private mobile and Torch light

# What's the gas detector and how it works

It claims to detect gases from the following:
Acetone, Alcohol, Ammonia, Benzene, Butane, Ethylene Oxide, Gasoline, Halon, Hydrogen Sulfide, Industrial Solvents, Jet Fuel, Lacquer, Thinners, Methane, Naphtha Natural Gas, Propane, Toluene and Jet fuel.

When there is a leak in the kitchen or the roof or somewhere else in the area, Asgen It acts on the pressure pipe so that if he found a very small break in the warm pipeline or cold cause vibration or voice and cannot hear the human ear that sound is heard the sound of before electronic device with specialized technical expertise in the detection of leaks that can distinguish between noise and leaks and we walk beside the bathroom wall and all the faucets and the places from which he graduated water. Impulsive and water in the pipe leaks in the area also cause vibration in the pipeline and these vibrations transmitted through the pipe to the surface where manifest themselves from noise electronic device and the innovative function
Method of detecting gas leaks:
Candidate optimization makes it easier to specify high accuracy anywhere water leak where the device is able to keep track of the sound in the pipeline and will select the highest area for the exit of the sound in the pipeline often be the ruin in the pipeline area Bnsphab you locate the leak, which come out of it the water must be from a company that specializes in detect water leaks. And we are closing the main water network and all the faucets in the house and then we warm the pipeline pressure and cold nitrogen gas 99%. Preferably waterproofing in some cases, despite the leak repair, but waterproofing protects the house from water leaks in the future. In the past it was a mistake not to disclose through the electronic device as if something fell to the ground was difficult for you to identify the voice of leaks from the hype. This is a thing of the past but now thanks to God and modern technology are continuously monitoring the audio signal in the pipeline can be identified leakage points easily.

Internal sample draw pump with 50' range

3 bright visual alarm LED's (top and sides)

Combustible display automatically switches
• % LEL / % volume

Peak level bar display

Monitors
• LEL / %volume CH4
• O2
• CO
• H2S

Glove friendly buttons

Pump Pause on demand extends battery life

95 db audible & vibration alarm

Status indicators
• Pump activity
• Blinking heart (microprocessor status)
• Battery level

Time indicator

Datalogging standard
• Snap shot logging
• Bar hole logging
• Calibration and bump test

* Thermal conductivity sensor required for Bar Hole Mode, and % volume measurement

GX-2012

Low flow alarm

Internal hydrophobic filter

Exhaust

Easy access sensor chamber

High impact protective rubber overmolding

Quick release interchangeable battery packs

## Three Operating Modes

| Normal Operating | Leak Check | Bar Hole |
|---|---|---|

Display readings:

**Normal Operating:**
CH4 0 %LEL
O2 20.9
CO 0 ppm
H2S 0.0 ppm
13:00

**Leak Check (LEAK CK MODE):**
CH4 0 ppm
CO 0 ppm
5000 ppm
F.S.

**Bar Hole (BAR HOLE MODE):**
CH4 0 VOL%
O2 20.9 %
30 sec
MEASURE

The display shows all gas readings, battery level, current time, and will automatically backlight in alarm conditions. Standard alarm types include vibration, visual, and audible alarms, which can be set to latching or non-latching. Controlled by a microprocessor, continuously checks itself for sensor connections, low battery, circuit trouble, low flow, and calibration errors.

**CH4** An odorless, colorless, flammable gas, CH4, the major constituent of natural gas that is used as a fuel and is an important source of hydrogen and a wide variety of organic compounds.

**O2 Oxygen**

**Carbon Monoxide (CO)** Definition Colorless, odorless, combustible, and lethal gas produced by incomplete combustion of fossil fuels (coal, natural gas, petroleum), biomass, and carbon containing products (such as wood). CO is a hematopoietic agent because hemoglobin in blood can absorb it 200 times more than oxygen. Therefore, especially in closed spaces, CO works as an asphyxiant by drastically depleting the blood's ability to carry oxygen.

## While Gas truck comes to deliver the Hotel Gas tank need:

- **A Safe parking**
- **No hot work around the area**
- **Earthling provision (Eng. team)**
- **No engine work around the area**
- **No drilling work around the area**
- **Avoid any open electrical connections**
- **Only the authorized persons**
- **Fire extinguisher**

# Known to cause horrific mishaps, LPG cylinders can leak and cause severe damage to both your health and property

This answer for your health and safety related queries about cylinders:

**How does a LPG gas leak occur?**
Gas leaks can occur from defective rubber tubing (ones that connect the cylinder's outlet to our burner), faulty regulator fitting and poor handling of gas appliances. Apart from that leaving the dish, you are cooking unattended can cause the food to spill over, which in turn douses the burner and causes gas leak.

**What you should do in case of a gas leak?**
The smallest spark or flame can ignite gas fumes and cause an explosion, so here are the steps you should take:
•When a gas leak is suspected, extinguish all flames, incense sticks, etc.
•Close the LPG regulator and put the safety cap on the cylinder.
•Don't light matches (or a lighter).
•Do not switch on/off any electrical switches or appliances.
•Open the doors and windows to ventilate your hotel/ area.
•Isolate main electrical supply from the outside.
•Call your gas supplier or the fire department.

## First Aid

If inhaled, move the person to a place where he/she can breathe some fresh air. Let him/her rest in a position that is comfortable, and if necessary, you can administer artificial respiration.
If there has been Skin contact with the gas, immediately remove the contaminated clothing. Rinse the affected skin with plenty of water for more than 20 minutes and seek medical help.
In case of Eye contact rinse, the eye and the eyelid immediately with plenty of water for more than 20 minutes. Remove contact lenses, if any. Continue rinsing and seek medical help.
The fire from a Gas explosion can be extinguished with carbon dioxide ($CO_2$), dry chemical powder or water spray. Using a water jet and aiming water directly at point where gas is escaping from not recommended as the water may freeze. Also, all sources of ignition and flammable objects should be removed from the area. For the safety of people, they should be evacuated from the area as soon as possible.



First Aid for BURNS

**1 Cool** with running water

Cool burned area with cool running water for up to 20 minutes, or until pain is less severe. Take off any jewelries and clothing that could be in the way. Do not attempt to peel any clothing that is stuck to the wound as this could cause the skin to tear. If running water is not available, use a damp cloth, wet towel, sponge or immerse in water. May drink analgesics for pain.

Minor burns with only redness and no blisters, can be treated with topical burn ointment or spray.

⚠ - Do not use ice or ice water, which can cause tissue damage.
- Do not apply butter, oil, toothpaste, lotion, ointment on a burn, because infection may occur and complicate the injury.

**2 Cover** the burn

Cover the burn with sterile material to protect from infection. Use a clean, dry dressing or plastic cling film wrap to cover the burn.

⚠ - Do not use adhesive or fluffy dressings.
- Do not break blisters or remove peeled skin.

**3 Call** emergency assistant

For deep or extensive burns of any size, send the patient immediately to the hospital for further medical treatment.

## PRECAUTIONS

Always store gas cylinders away from sunlight, heat, sparks and flame. Avoid contact with skin and eyes. Protect containers and the valves against physical damage. LP gas cylinders must be stored in an upright position. The pressure relief vapor space of the cylinder, vapor space of the cylinder. Get the tubing checked by agents from the company which supplies you the gas cylinder, they have professional equipment to detect leaks if any.

## Replace tubes regularly.

• Shout and raise alarm / siren
• In case of leakage, stop all operations, close all isolation valves
• In case of valve leakage from cylinder, put the safety cap and take the cylinder to an open space
• Use D.C.P type fire extinguishers in case of fire and /or call Fire Brigade
• Call Fire Brigade, SUPER Gas, if leakage is not controlled

## The Don'ts that you should not

• Always keep the cylinder in upright position
• Don't heat the cylinder directly or indirectly
• Check the cylinder for any leakage from 'O' ring and valve before connecting
• Don't keep unconnected cylinders
• Turn off the valve when cylinder is not in use
• Restrict entry to authorized persons only
• Don't store any extra material in the LPG shed
• Keep the area clean
• Don't allow battery operated instruments inside the LPG shed
• Don't use any non-flame proof electrical items inside the LPG shed
• No smoking in the LPG shed or area
• No naked flame anywhere inside the LPG shed or area
In emergency dial nearest Super Gas Office.

# HAZARD

## Hazard 1:

Those occurring due to inhalation of the gas If inhaled, it can displace air, deprive your lungs of oxygen and cause hypoxia leading to suffocation. The gas can also affect your brain and nervous system and cause euphoria (happy feeling), difficulty walking or speaking, dizziness, hallucinations, lack of coordination, nausea and loss of consciousness. Repeated exposure may cause mood swings, depression, seizures, brain hemorrhage and impaired memory. It may also damage your heart by causing irregular heart beat and high blood pressure. It may also reduce blood cells, damage lungs and cause liver and kidney inflammation.

## Hazard 2:

Those occurring due to explosion of the gas if there is a source of ignition Explosion from LPG can result in serious burns and can cause multiple injuries and even, death. Blast shock waves can affect the ears, lungs and hollow organs of the gastrointestinal tract of a person is close proximity to the blast site. Apart from that, your lungs may be damaged and bleed or swell up due to the impact. The explosion may also cause injury from fragments and other objects propelled in air. It also causes displacement of air that can throw victims, especially young children, against solid objects and cause injury like bone fractures. There may also be hidden brain injury and potential neurological consequences. Even if not injured, some people may experience post-traumatic stress disorder due to the psychological trauma. It is easy to recognize a gas leak due to its powerful, pungent odor. You can also install electronic gas leak sensors in your house.

**LPG maintenance**:

Disconnect LPG regulator and affix safety cap when your gas stove is not in use for prolonged period Always store the LPG cylinder in an upright position and away from other combustible and flammable materials Check for gas leaks regularly by applying soap solution on cylinder joints. The appearance of soap bubbles indicates leak points Do not use open flame to detect leaks Always replace worn-out or defective tubing and regulators. Half of all cooking gas-related accidents occur due to leakages from the rubber tube. Use only regulators and tubes with ISI Mark Make sure all parts of your LPG system is in good condition. If you find anything wrong with any part, contact your franchisee immediately and ask for assistance Never tamper with your LPG cylinder.

**Working Safely While on the Job**
AWPs are designed to provide a safe means of temporary work at height — but they are only a safe option if their use is planned and managed appropriately. Accidents on the job can be minimized by taking extra precautions to ensure workers are aware of what to do and what not to do. Once the equipment and work zone have been inspected to minimize risks right off the bat, use the following measures as a guide during operation.

**DO**
1. Make sure all access gates or openings are closed and use a body harness or restraining belt with a lanyard attached to the boom or bucket. Stand firmly on the floor of the bucket or lift platform.
2. be aware of overhead clearance and overhead objects, including ceilings.
3. Keep a safe distance from power lines (50 feet + fully extended boom from electrical pylons; 30 feet + fully extended boom from cables on wooden poles).

**DON'T**
1. Climb on or lean over guardrails or handrails; use planks, ladders, or other devices as a working position; or belt-off to adjacent structures or poles while in the bucket.
2. Go over load-capacity limits or carry objects larger than the platform. (When calculating, take into consideration the combined weight of workers, tools, and materials.)
3. Drive with the lift platform raised (unless manufacturer instructions allow).
4. Operate lower-level control unless the worker in the lift provides permission (or in an emergency).
5. Exceed vertical or horizontal reach limits.
6. Override hydraulic, mechanical, or electrical safety devices.

**Spot Potential Dangers**
On top of inspecting the actual equipment itself, knowing which items pose a risk in the workplace can help eliminate hazards before and during operation of an aerial device. According to OSHA, items to look for include:
• Drop-offs, holes, or unstable surfaces such as loose dirt
• Inadequate ceiling heights
• Slopes, ditches, or bumps
• Debris and floor obstructions
•Overhead electric power lines and communication cables
•Other overhead obstructions
•Other hazardous locations and atmospheres
•High wind and other severe weather conditions, such as ice
•Presence of others in close proximity to the work

**Inspect equipment before operating:**
Prior to each work shift, conduct a pre-start inspection to verify that the equipment and all its components are in safe operating condition. Follow the manufacturer's recommendations and include a check of:

## Vehicle components

Proper fluid levels (oil, hydraulic, fuel and coolant)
Leaks of fluids
Wheels and tires
Battery and charger
Lower-level controls
Horn, gauges, lights, and backup alarms
Steering and brakes

## Lift components

Operating and emergency controls
Personal protective devices
Hydraulic, air, pneumatic, fuel and electrical systems
Fiberglass and other insulating components
Missing or unreadable placards, warnings, or operational, instructional and control markings
Mechanical fasteners and locking pins
Cable and wiring harnesses
Outriggers, stabilizers and other structures
Loose or missing parts Guardrail systems
Aerial devices should not be operated if any of these components are defective until it is repaired by a qualified person. Defective aerial devices should be removed from service ("tagged out") until repairs are made.

# Elevator Malfunction

### Receiving the Elevators Alarm
Proceed to Elevator Panel Immediately respond
Identify the lift number through the lift control panel
Speak through the intercom to the concerned lift to verify if there are any passengers trapped. (Good morning / afternoon / evening, this is Hotel Security, may I assist you?) Then listen very carefully for response.
If no reply, repeat at least twice. it might be press by mistakes or guest kids.

### If there are passengers trapped
Speak through the intercom, "Sir / Madam, please do not panic, I will call
The rescue team at once and please wait a moment, try to remaining calm
Call Elevator Emergency Centre for assistance immediately.
Speak through the intercom, "Sir / Madam, the lift company
had been informed, the technician is on the way now.  Is everybody alright?"
Inform the Duty Assistant Manager of the incident.
Keep communicate with the trapped passenger(s) every two minutes until
 the arrival of the Assistant Manager.
If Elevator technician is not at the scene within a reasonable amount of time call then again or call the Fire Service Department for assistance.
GSM On receiving the lift alarm through in-house paging system or informed by Security Control Room: -
Check with Security Control Room of the situation and confirm whether there are passenger(s) trapped.

The Assistant Manager is to proceed to Security Control Room and use the intercom to talk to the passenger(s) trapped in the lift.

"Good morning / afternoon / evening, this is the Hotel Assistant Manager; please accept our apologies for the lift interruption.  Is everybody alright?"

Then wait for response.

"We have called the lift technician and he is working on the problem now.  How many people in the lift.  Does anyone need any other assistance?"

Pause and wait for response.

"Please be assured that we have the situation under control and I will be here to maintain communicate with you."

It is important to maintain communication with passengers trapped inside the lift in order to calm and assure them.

On the arrival of lift technician, confirm with the technician of the location that the passenger to be released.

Assistant Manager to proceed to the location to meet the passenger and extend apologies upon release from the lift.

After assessing the individual needs, Assistant Manager to authorize refreshment / amenities.

Assistant Manager to re-confirm with Security that the lift is back in normal operation and log the incident in the Assistant Manager Log book.

On receiving the lift alarm through in-house paging system or inform by Security Control Room

Proceed to Security Control Room to check the situation and wait for the arrival of lift technician.



On the arrival of lift technician: -
Inform Security Control Room the location of the passenger(s) to be released.
Check with the lift technician the reason of malfunction.
Log down all information in the Engineering Department log book

On receiving the lift alarm through in-house paging system or inform by Security Control Room: -
Proceed to Security Control Room and assist to communicate with trapped passenger.
After confirm the location of trapped passenger to be released.  Proceed to the location together with Assistant Manager to meet the passenger.
Log down all information in the Security log book

# Why Weddings are Good Business for the Hotel



Weddings especially can be extremely profitable, as the majority of staff salary may be covered by the event's service fee, it can be very beneficial along with room revenue. Referral relationships with Photographers, Videographers, Entertainment and Destination Management companies, as well as arranging valet parking for local guests can all be additional profit centers also can have a far-reaching effect on future business. Word of mouth is the best form of advertising.



The Benefits of a Hotel Wedding

* The capability to host out of town guests and the wedding party. This is a tremendous advantage and should be stressed to the potential client. The wedding reception is about the guests and creating a great experience for them. Making it easy for guests that a travel a long way to get to the reception is something they will truly appreciate.
* It may be a necessity for you as a hotel to provide transportation to and from an international airport to be competitive, but it is a competitive advantage in the wedding market.
* Adding to the out-of-town guest experience is the variety of on-site dining venues that many hotels offer
* Those dining venues combined with in house catering departments can showcase an extensive choice of entrees and hors d'oeuvres. The menu selection is often a big selling point in the decision making process.
* Many hotels have various outdoors options with unpredictable weather back-up space and options to have the ceremony on the premises. These are selling points that should be touted when available.
* Emphasizing the highly trained and diverse in-house staff is a topic that private venues cannot boast about to the same degree as hotel, their personnel are usually made-up of on-call, non-professionals.
* Hotels are far better prepared with Insurance to cover the unpredictable.
* With more extensive conferences and conventions, hotels are more likely to provide immediate access to audio and video equipment that increases the entertainment value during the reception.
* **Hotels having a professional security team is another advantage as a deterrent to theft and a safety valve in the unlikely situation of unruly guests**.

## Wedding Setup

• Ensure the setup will not block the emergency exit doors or covering the camera
• placed the fire extinguisher at the charcoal, hot section shawarma & Arabic Coffee using gas cylinders
• Arrange the workers pass cards
• Truck allowed timing, for whole day setup Lobby officer to control the traffic
• Ensure all the workers wearing safety shoes, helmet and belt for Work at heights
• Frequently patrolling /check the area for any damage in the property while workers building the kosha and stage (furniture, sound system, light workers and camera video crew).

## wedding guest in house rooms & Dining





• Collect the last update list for the guest room list from Front Office team with the organizer details if required
• Collect the dining reservation from F&B for the Breakfast, lunch & dinner with Outlet name and how many guest
• If there is disability guest moving during the ceremony by wheelchair
• Collect the wedding details from Event team, Entrance, how many Pax, if Alcohol provided and which level (Limited- Cash Bar or open) any relating to safety & Security
• Bride & Groom room expecting many of family member, visitors, salon staff and camera crew.

## wedding guest arrival

- Guest entrance- Area/ Lobby officer to control the traffic
- Transportation (Buses, individual cars- extra Valet drivers or taxis)
- Signage board from Event team (placed with direction if required)
- Additional Officer to assist at the area if big wedding.

## wedding ceremony







wedding ceremony details vary with the different cultures for example:

**Indian wedding:** high ceremony Pooja morning (close family member) & Bharat, welcome reception, Dinner, wedding party.

**Arabic wedding:** only Men's wedding or Ladies wedding (area privacy), welcome reception Arabic coffee, Groom will enter with family on the ladies wedding for few minutes, dinner, party music band.

**European wedding:** early arrival ceremony starts after guest come from the church, welcome reception with champagne family words, dinner then the party.

## Lost and Found

The form creating for to the guest inquiry of lost items during the wedding ceremony due to:

* Area will high activity with many guests
* Private areas if no camera covering, sub rooms, bridal makeup room & Outlets.
* Checked the area during and after the event time for any lost items, Ladies officer preferred.
* Casual staff all identification scan and properly check after the event.

# Challenges



* Handle drunk guest
* Be prepared with sufficient hotel staff to act for any case of physical altercation - report to authority
* Fire alarm from the wedding group rooms
* Wedding group rooms main doors left open due guest movement
* Gift table- if guest request to place under CCTV monitor to avoid any confusion
* Noisy disturbing to other room guest
* After the wedding some guest remaining long drinking at the outlets closing time
* Guest asks to use the Hotel main big safe for keeping some items against policy.

## Music sound level for outdoor wedding:

الحدود المسموح بها لمستوى الضوضاء في المناطق المختلفة

**Allowable Limits for Noise Level in Different Areas**

| Area | Allowable Limits for Noise Level (dBA)* | |
|---|---|---|
| | Day (7 a.m. – 8 p.m.) | Night (8 p.m. – 7 a.m.) |
| Residential Areas With Light Traffic | 40 - 50 | 30 – 40 |
| Residential Areas in Downtown | 45 - 55 | 35 – 45 |
| Residential Areas which include some Workshops & Commercial Business or Residential Areas near the Highways | 50 - 60 | 40 – 50 |
| Commercial Areas & Downtown | 55 - 65 | 45 – 55 |
| Industrial Areas (Heavy Industry) | 60 - 70 | 50 – 60 |

*dBA means decibels adjusted. dBA is used for determining the sound exposure to humans.

During the wedding specially the outdoor event, noise concerns could be received so that you have to call the respective /Event Hotel Associate and ask for assistance to notify the Event Organizer. Upon confirmation we

can approach the DJ/Event Organizer/Event Guest Contact and politely ask them to reduce the volume to acceptable levels.

Step 1: At start of the Event, make a survey of the area to check the DBA levels while coordinating with assigned to understand and record the noise levels

Step 2: conduct other surveys during the wedding time to verify the DBA levels.

## Using equipment

- Radio with earphone good condition
- Torch light and traffic baton
- steel stand with rope
- First Aid kits at the activates area

## People with Disabilities



Dubai cares about people with disabilities irrespective of whether they are citizens, residents or visitors. The UAE Guardian''s Association provides social and psychological support for parents and guardians of people with disabilities. In November 2006, the UAE Federal Government passed the UAE Disability Act (Federal Law No. 29/2006) to protect the rights of people with disabilities. This law stipulates that UAE nationals with disabilities have the same rights to work and occupy public positions. The UAE ratified the United Nations Convention on the Rights of Persons with Disabilities on the March 19, 2010.

In March 2014, HH Sheikh Mohammed Bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE, in his capacity as the Ruler of Dubai, issued Law No. (2) of 2014 "to protect the rights of people with disabilities in the emirate of Dubai". The law supports Federal Law No. (29) for 2006 concerning the rights of people with disabilities, and confirms the attention given by Dubai to people with disabilities and their leading role in the process of building and development of human capital. The Law aims to provide high-quality medical care and social services, boost public awareness and contribute to integrating people with disabilities into society and reaffirm their participation in social development.

**Benefit how / Why we do training:**
Key points Course objective upon successful completion of this course the attendee will be able to:
1- Leave you with a better Understanding of the various types of disabilities.
2- Help us appreciate the similarities we all have able bodied and disabled.
3- Demonstrate that everyone has a role in valuing diversity

4- Present effective ways of assisting people with disabilities
5- Demonstrate that it's a win-win situation when we affectively assist and interact with our customers and staff with disabilities.

**Statistics on Disability:**
Approximately 1.8 million people are with disabilities. Over the next 20 years as people age the number of disabilities will rise.

**Key points:**
Special facilities for disabilities guest Define Disability- Invisible Disabilities Basic of Dealing with person with Disability Assisted Living for persons with Disability Disability Terminology and Etiquette General Greeting Manner for a person with Disability Assisting a person with Impairments.

# Special facilities at airport & Hotels



Dubai Civil Aviation Authority has dedicated personalized services at Dubai Airport for passengers with disabilities, while an increasing number of public areas and hotels now have access and facilities with specially adapted rooms and facilities for people with disabilities.

Many major hotels in the city have adapted rooms and facilities especially for people with disabilities.

People with disabilities vehicles and parking RTA-affiliated Dubai Taxi Corporation has allocated a number of specially designed vans for people with disabilities.

The vans are equipped with lifts to carry passengers inside the van along with wheelchairs for comfortable and secure ride of people with disabilities inside the vehicles.

The RTA has also exempted people with disabilities from Salik charges and has ensured that the design of the Dubai Metro project meet the requirements of people with disabilities.

People with disabilities residing in Dubai as well as tourists and visitors can submit an online application to the RTA together with a medical certificate showing the disability and whether it is permanent or temporary so as to get a special free car-parking permit for people with disabilities.

## Free parking cards for UAE elderly and people with disabilities:

RTA provides free parking facilities for UAE elderly people (above 60 years) and those with disabilities (any nationality). Special parking cards need to be renewed every five years and can only be issued in the name of the elderly applicant or those with disabilities. Applications need to be submitted at any RTA-affiliated customer service centers: Deira, Umm Al Ramoul, or Al Barsha. Services are also available for lost cards and for amendments to such cards. The RTA also exempts people with disabilities from the vehicle registration fees of AED 360. They will have to pay only AED 50 for the technical inspection of the vehicle at the RTA approved companies. More information. Special sign-language call center from DEWA The Dubai Electricity and Water Authority (DEWA) has the Ash"ir (Arabic for „to signal") live video chat service on its smartphone app (Apple and Android). Specially trained employees at the DEWA call center can use sign language to communicate with DEWA customers who have disabilities, such as speech disorders or hearing impairments. The Ash"ir service adheres to the directives of HH Sheikh Mohammed Bin Rashid Al Maktoum, Vice President & Prime Minister of UAE and Rule r of Dubai to transform Dubai and the UAE into a hub for humanitarian work and to promote community services for the welfare of citizens and residents. It also complements the „My community...a city for everyone" initiative, launched by Sheikh Hamdan Bin Mohammed Rashid Al Maktoum, Crown Prince of Dubai & Chairman of the Dubai Executive Council to make Dubai a disabled-friendly city by 2020.

## Why Disability awareness is critical?
In an instant we could be a person with a disability if we have a son or daughter with a disability.

## How would we want them to be treated?
•We have so much to gain by being an institution that values our visitors with disabilities and values of diversity in general.
•Have you ever made an assumption about a person with a disability that you realized was incorrect?
•Attitudinal barriers are far and away the worst kind.
•They create the most pain and hardship for our visitor staff with disabilities.
•It's partly about changing policies and structures but it's mostly about changing hearts.

## Define Disability?
According to the Ontario Human rights code: a disability includes:
•Any degree of physical disability, infirmity, abnormality or disfigurement.
•A condition of developmental disability
•A metal disorders
•An injury for which benefits were claimed under the workplace safety and insurance Act
•A learning disability

## Invisible Disabilities:
Invisible Disability or hidden disability is defined as disabilities that are not immediately apparent. Some people with Visual or auditory disabilities who do not wear Glasses or hearings aids, or discreet hearing aids may not be obviously disabled. Some people who have vision loss may wear contacts. A sitting disability is

another category of invisible impairment; sitting problems are usually caused by chronic back pain.
•Brain injuries
•Mental Health
•Medical conditions
•Learning Disabilities
•Vision •Hearing

## Interpretation of common Behaviors Impacted by Disability

• Rude
• Difficult
• Obnoxious
• (Hateful)
• Laziness Basic of Dealing with person with Disability
• Ask before you help
• Be sensitive about physical contact.
• Avoid personal questions.
• Be considerate about the extra time it might take for a person with a disability to say or do something
• Don't make assumptions
• Respond graciously to requests.
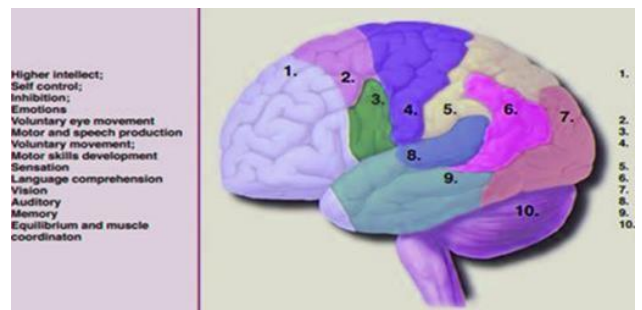


## Assisted Living for persons with Disability:
We all value our independence, which we often take for granted. For persons with disabilities, it is often a luxury. It is right of persons with disability to be provided arrangements to live independently and participate in life activities.
Following important facilities should be made available at public places for with disability:



• Note Takers
• ASL Interpreters
• Alternate Format print Material
• Assistive Technology Training
• Elevators
• Ramps

## Disability Terminology and Etiquette:
•Put the person first person with a disability.
•Avoid out dated terms such as handicapped and crippled.
•Be liberating not confining-wheelchair users vs confined to a wheelchair.
•Avoid negative like victims or sufferer- person with aids vs. aids sufferer.

## General Greeting Manner for a person with Disability:
•A handshake is not a standard greeting everyone. A smile and spoken greeting is always appropriate. •Speak to the person not their attendant.
•Treat adults as adults.
•Be patient and listen. Don't pretend to understand.
•It's ok to use common expressions.
•Relax and have a sense of humor.

## Learning Disability:
•Neurologically based information processing difficulties.
•Occur in individuals with average to above average to above average intelligence.
•Typically cause a discrepancy between the individual's potential and achievement.
•Lifelong conditions manageable with appropriate support and directions.
•Diagnosed by a registered psychologist.

## Assisting person with learning Disability:
• Discuss openly the preferred way to communicate
• Remember that some information processing problem may impact social skills.
Assisting a person with Hearing impairment:
• Let the Peron established communication –lips reading, sign language, writing notes.
• Talk directly the person even when an Interpreter is being used.
• If the person lip reads, speak clearly with a moderate pace.
Assisting a person with Speech Impairment:
• Be Patient listen closely. Do not finish a sentence for the person
• Ask the person to repeat what they said if you don't understand it.
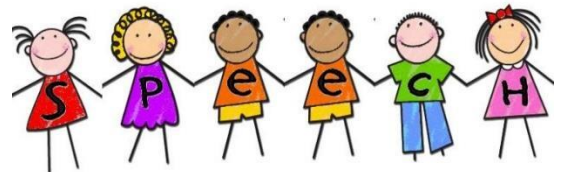
## Assisting a person with visual impairment:
• When greeting identify yourself and the others who may be present
• Don't leave without excusing yourself first.
• When asked to guide someone never push or pull them.
• Let them take your arm and then walk slightly ahead.
• Describe the room and space layouts clearly.

## Assisting a person with Mobility Impairment:
• Do not push, lean or hold on to the wheelchair.
• The wheelchair is part of their personal space.
• Try to put yourself at eye level.
• Be prepared to offer assistance with reaching for, grasping lifting opening doors etc.
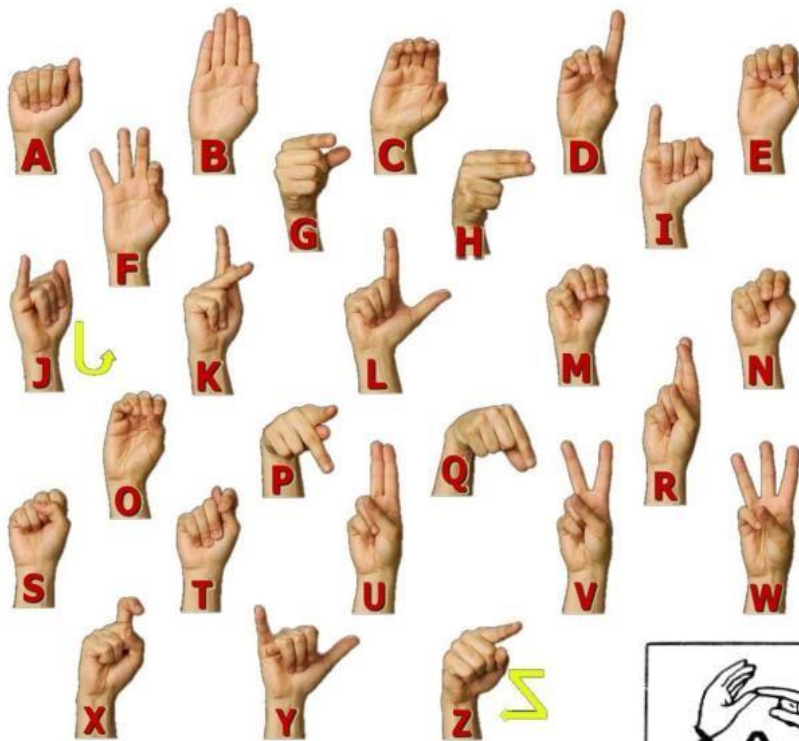
## Assisting a person with Intellectual Disability:
Intellectual disability is a disability characterized by significe limitations in both intellectuals functioning and in adaptive behavior, which covers many everyday social and practical skills. This disability originates before the age of 18. Interact with the person first

- Interact with the person
-  Break down information into small easy understand chunks.
- If necessary, involve an Interpreter.
- Provide information in writing

**Universal sign language**
American sign language (ASL)
British Sign Language (BSL)

# Meditation classes
Creating Atmosphere for Meditation Exercises



- Choose a suitable Location
- Meditations are suited to an emptier room where the energy circulates better. Meditating in a small area allows one to build a more powerful and concentrated energy. In a large room, the energy is more inclined to dissipate. If there is a group of people meditating, the size of the room is less of a factor
- Keep It Clean Bring In Nature Lights
- Music Nice smell
- Comfortable Seating

# Healthy Habits



- Doing a regular medical check up
- Drink lots of water
- Measure and Watch Your Weight
- Exercise Regularly and Be Physically Active
- Getting Regular Exposure To Fresh Air and Nature
- Practicing Good Sleep Hygiene
- Sleep well 7-9 hours
- Remain consistent
- Eat real nourishing foods/ Don't miss breakfast
- Expose your body to sunlight to obtain the vitamin D
- Don't take your work with you home
- Don't ever afraid of doing mistakes
- Exercising to get rid of body stress by stretching exercises and practicing personal massage
- Do not take a bath after a long day work, which affects the muscles of the body-cramps
- Your body essentially shuts down while you're sleeping, so you should be easy when your body starts responding for waking up
- Set a deadline for your goals (near Goals, the Outcome can be the same time or day& the Long- distance goals need a plan with follow-up

# Healthy Mind



- Control your anger Learn not to hate
- Always assume good faith
- Do not hate, hurt, harm & plot revenge
- Always be with people who have positive energy
- Don't always blame others as its given you a sense of injustice all the time
- Satisfied with yourself, from time to time give yourself time to rest outside the stress of work as well as a gift/something you love to do that makes you feel better
- working always in your knowledge / benefit of learn It opens new and renewed horizons of ideas that help you in both personal and professional life
- Don't lose confidence, remember you're healthy, you're smart, you're active and you learn from your mistakes.

# The Unconscious Mind
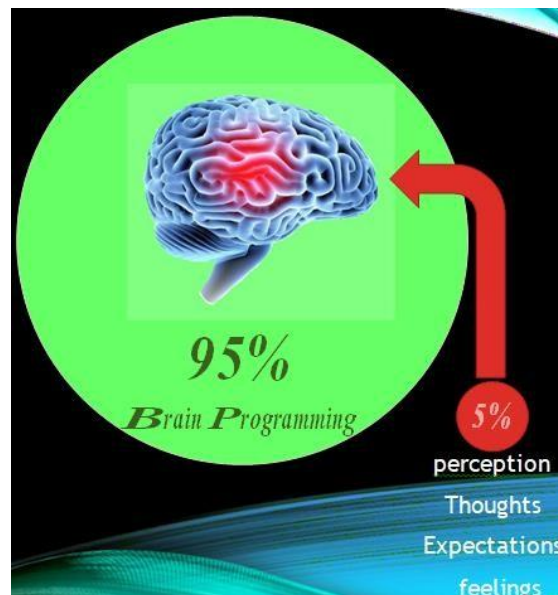


Thoughts, perception, Expectations and emotions outside of our awareness continue to exert an influence on our behaviors, even though we are unaware (unconscious) of these underlying influences. The unconscious can include repressed feelings, hidden memories, habits, desires, and reactions,
Evidence from human neuroimaging has shown that the same brain structures are implicated in both emotional processing and the regulation of level of consciousness.
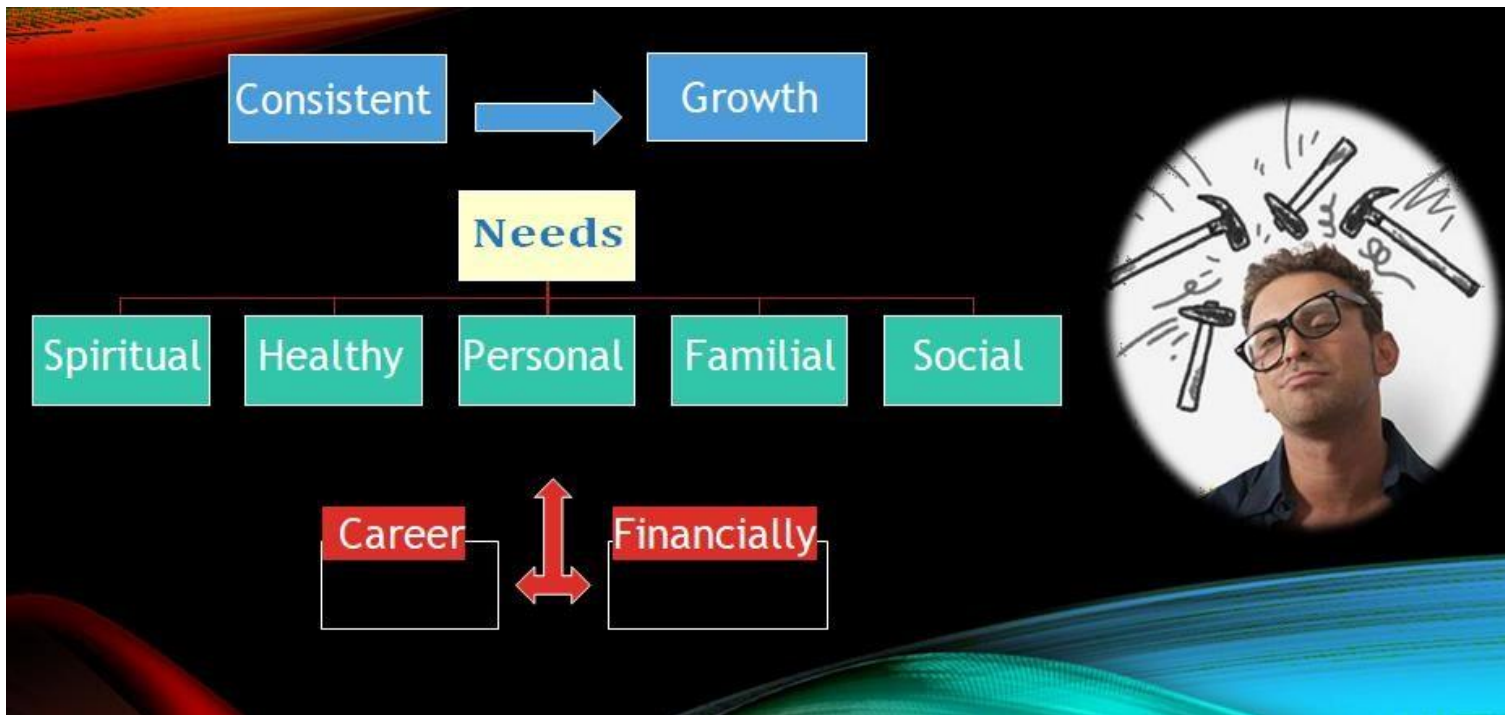
**Brain Waves**

Beta — 14-28 waves in one second

Alpha — 07-14 waves in one second

Delta — sleeping

Theta

The benefits of alpha brain waves
Eases anxiety.
Lowers depression.
Boosts creativity.
Increases pain tolerance.
Boosts resilience to stress.



Consistent → Growth

Needs

Spiritual | Healthy | Personal | Familial | Social

Career ↕ Financially

## Learn to manage your stress

Effective stress management helps you break the hold stress has on your life so you can be happier healthier and more productive.
The ultimate goal is a balanced life, with time for work,
Relationships
Relaxation
Fun and the resilience to hold up under pressure
Meet challenges head on.



STRESS **MANAGEMENT** IN YOUR LIFE

MEDITATION DEEP BREATHS | EXERCISE GET MOVING | TIME IN NATURE RELAXATION | SLEEP WELL RECHARGE

CONNECT SOCIALLY JOIN A CLUB | EAT WELL REDUCE CAFFEINE | MAKE LISTS PRIORITIZE TASKS

*The purpose of the training is to identify self-knowledge and how to develop it, substantial self- knowledge includes knowledge of your own character, values, abilities and emotions, knowing your strengths and weaknesses and it give us the power to influence outcomes. It helps us to become better decision-makers It gives us more self-confidence — so, as a result, we communicate with clarity and intention. It allows us to understand things from multiple perspectives. It frees us from our assumptions and biases, God gives us the valuable gift of the body and the brain, so it should be preserved and secured from any harm*

*The End*