



Seda Hotels' Training for Crisis is the Best Way to Ensure Hotel Guests' Safety

June 2017.....Most travelers select a hotel because of its location and service. Security preparedness may not be top-of-mind but nevertheless, training for worst case scenarios can make all the difference in a crisis situation for both guests and the hotel, according to Jeffrey Enriquez, general manager of Seda Nuvali.

“Failing to prepare is preparing to fail,” he noted at a recent simulation exercise at Seda Nuvali spearheaded by the Sta. Rosa City Police. The drill was built around the imagined scenario of an active shooter barging into the hotel from the main entrance and proceeding to the upper floors without regard for life and property along the way.

Enriquez explained that the exercise also served as fire and emergency evacuation drills. It tested the overall efficiency of the Seda security team as well as local agencies, Philippine National Police SWAT team, Bureau of Fire Protection and Sta. Rosa Disaster Risk Reduction and Management responders in handling critical incidents.

“Coordination between the hotel’s security team and pertinent government authorities is crucial,” the general manager continued. Hotel security is expected to first respond to the crisis and eventually guide the authorities through the situation throughout its duration.

Security preparedness goes way beyond seminars and trainings, explained Enriquez. “It is not enough that the staff know what to do, it is important that they are familiar and well-versed with procedures.” However, he discouraged staff from making hasty and heroic moves which might put their lives in danger. He emphasized that those who work as a team have the best chances of survival.

To emphasize Seda’s commitment to ensuring guest safety and security, a similar simulation exercise was held at Seda Vertis North with the Quezon City Police District, Station 2 Masambong, Agham Fire Station, Trinoma Mall, Vertis North Estate security, and the barangay.

Insights and recommended procedures from both exercises have been cascaded to other Seda hotels in BGC, Davao City, Cagayan de Oro City, and Iloilo City, which are all scheduled to do their own drills.

Seda’s security managers and officers have been trained by the American Hotel and Lodging Educational Institution, the education arm of the largest hotel industry association in the world with 15,000 member associations worldwide. Individuals who pass the examination at the



end of the training courses, developed by AHLEI and the US Homeland Security, are acknowledged as Certified Lodging Security Officers (CLSO).

Aside from critical incidents, Seda hotel staff also prepare for man-made and natural disasters, such as fire and earthquake. What is the safest place in a Seda hotel in case of fire and other emergencies? It is the fire exit, as it can withstand high-pressure and is infused with fresh air to ensure the safety and well-being of guests and hotel personnel alike. #####

Images



At a recent security preparedness exercise at Seda Nuvali, drills included how to deal with the injured and how to anticipate emergencies like the presence of an active shooter and fire.



A Seda hotel canine unit and its human partner inspect a car compartment in compliance with standard operating procedures. Seda Hotels ensure guests' safety through intensified security preparedness trainings and simulation exercises.



A de-briefing with the Seda Vertis North Security team and participating local authorities and respondent teams was held after the simulation exercise.