

Staff checklist for the hotel trade

Warning signs:

- Adult refusing to leave credit card imprint and paying in cash.
- Teenage girls loitering in public areas/external areas of premises.
- Guests requesting a room that is isolated or who don't want their room cleaned or visited.
- Guests with local address renting a room / Guests who do not have any luggage or ID.
- Guests who appear secretive about their visit or who are trying to conceal their activities in the room or who they are with.
- High traffic to guest room / frequent visitors to the hotel who do not appear to have a reason for being there.
- Guests who move in and out of the premises regularly at unusual hours.
- Guest rooms with a lot of condoms/condom wrappers; and / or drugs/drug paraphernalia (e.g. syringes, wraps, pipes, bongs, broken light bulbs, spoons, plastic bags).
- Guests arriving and asking for a specific room number but they don't know the name in which the room is booked.
- Guests who access an excessive or unusual amount of pornography (TV or computer).
- Young people with significantly older boyfriends / girlfriends.
- A hospitality suite with business men and young girls/boys (adults may be there for an event, conference or meeting).
- Guests who appear to be under the age of 25 for ID; both in the licensed area and when delivering alcohol to rooms.
- Two or more adult males heading for a room may indicate it is being used for a party.
- Number of men visiting a room at regular intervals – a pimp may have arranged for men to visit the room where a child is being sexually exploited.
- A young girl/boy, who appears withdrawn or tries to hide their face or appears afraid, disorientated or restricted from moving or communicating.
- Young girls who appear overly made up.
- Individuals who appear to be monitoring public areas.

What to do: If you think a criminal offence has taken place/or maybe taking place

- Speak to your Supervisor or Manager.
- Call the police 101 or in an emergency 999 or Call Crimestoppers on 0800 555 111.
- Record all relevant information, for example:
 - Download and secure any CCTV;
 - Note detailed descriptions of any potential offenders / vehicles - record any relevant registration number plates;
 - Identify methods of payments i.e. cash/credit/debit cards;
 - Secure any information regarding key card usage for the rooms or items left behind;
 - Seal off the hotel room, do not allow anyone to enter until the police arrive.
- Have a member of staff meet officers on their arrival.

