

Security

Choose the best answer to each question by circling the appropriate letter.

1. _____ is the act of recruiting, transporting, transferring, harboring or receiving a person through a use of force or other means, for the purpose of exploiting them.
 - a. Human trafficking
 - b. Human exploitation
 - c. Human transporting
 - d. Human harboring
2. Hotels have the added responsibility of exercising:
 - a. Extreme care
 - b. Heightened security
 - c. Reasonable care
 - d. Normal care
3. What is the purpose of innkeeper laws?
 - a. Establish what type of security program a hotel must have in place
 - b. Require emergency procedure to be posted in every room
 - c. Establish a method of informing guests of emergencies
 - d. Establish the required procedure for evacuating a hotel
4. What is a security officer's role in a hotel?
 - a. Impersonate local authority
 - b. Punish anyone who is engaging in an illegal activity
 - c. Replace local authority
 - d. Detain anyone who is engaging in an illegal activity
5. During emergency situations, the front office:
 - a. Should be evacuated
 - b. Is a danger zone
 - c. Is typically not affected
 - d. Can act as a central command post
6. Hotels must have an emergency response plan in place for:
 - a. Fire, and natural disasters
 - b. Anti-terrorism, fire, and natural disasters
 - c. Natural disasters only
 - d. Fire only
7. The emergency response plan must:

- a. Clearly state how the property will respond to each type of emergency
 - b. Clearly state duties to be carried out by employees during that particular situation
 - c. Both a and b
 - d. None of the above
8. What special responsibility in guestroom security do housekeepers have?
- a. Housekeepers are considered members of the security team as well as the housekeeping department
 - b. Housekeepers have direct access to guest's personal information
 - c. Housekeepers have direct access to both guestrooms and guest's personal property
 - d. Housekeepers have direct access to guestrooms
9. What are the laws that began as a way to provide travelers with a safe haven at night?
- a. Inkeeper laws and common law
 - b. Inkeeper laws and hotel protection laws
 - c. Inkeeper laws and hotel night protection laws
 - d. Common laws and hotel night protection laws
10. If a guest reports a loss of property, what must the security team do?
- a. Investigate the claim
 - b. Assure the guest that the property is likely to be misplaced
 - c. Contact local authorities immediately
 - d. Ignore the report
11. It is the role of hotel security to replace law enforcement
- a. True
 - b. False
12. Reasonable care mandates vigilance in protecting guests from foreseeable risks.
- a. True
 - b. False
13. Housekeeping has a special responsibility for guestroom security.
- a. True
 - b. False
14. The front office plays an active role in protecting both its guests and the property as a whole.
- a. True
 - b. False
15. Most major emergencies will fall under the direction of an outside agency.
- a. True
 - b. False