Security officer

Safe first, then write it down

One-page sheet | For: Security officers and leads

Safety first

1. 🚑 Make everyone safe.
2. 🚨 Fire, injury or danger? Call 911. Use the radio. Follow the hotel plan.
3. 📝 Then write it in ExpTix.

Incident report

1. ☰ Tap the menu. Tap **Incident reports**.
2. ➕ Tap **+ New**.
3. 🕒 Pick the type. Say when and where.
4. 👥 Write what happened, who was there and what you did.
5. 📷 Add photos.
6. 💾 Save it right away, while you remember.

Key control

1. ☰ Tap **Key control**. Tap **+ New**.
2. 🔑 Write the key, who took it and when.
3. ↩ It came back? Open it. Fill in **Returned**.

Lost and found

1. ☰ Tap **Lost and found**. Tap **+ New**.
2. 🧳 Say what it is, where you found it and the room.
3. 🗄️ Put it in the safe place.

Do a job

👆 Tap the job. Tap **Start**. Then **Resolve** and write one line.

If something is wrong

- 🙈 No **Key control** in your menu? Ask your manager for access.
- 😕 Stuck? Ask your lead.

Why this helps you: a clear report protects you, the guest and the hotel when insurance or police ask.