

HOTEL SECURITY SUPERVISOR (HSS)

*Trained to be a knowledgeable, proficient and competent trained Security Supervisor.
A vital asset to a facility's security service level.*

TRAINING TOPICS* :

Orientation

Legal aspects of Security

Security department as a service provider

Security and Safety routine protocols and procedures

Medical procedures and measures

Preventive measures and conduct - Hostile activity

Emergency measures and protocols

Shift management

Scheduling

Reports

Training new employees

Incidents

Events and VIP

Code of conduct

Final Exam

(*) Additional topics and customized content available per client request

Length: 90 min

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CERTIFICATION TRAINING FOR SECURITY PERSONNEL



This comprehensive interactive Computer Based Training (CBT) program aims at training security staff in the hotel industry on the principles and practical aspects of their work.

Within the Learning Modules, the trainee will gain understanding of extended security professional topics related to a variety of threats to the hotel such as crime, terrorism, and safety, and which are essential for his work as a security Supervisor at the hotel.

The program includes interactive questions throughout modules and an exam that may be used as part of the company's internal certification criteria and process.

The content combines general professional materials and can be customized to the specific client organization and facility.

WHO SHOULD BE TRAINED?

In-house and contractor hotel security staff

- **New hires**
with existing and previous training as part of the certification process.
- **Current Security Supervisors**
to improve and refresh knowledge and professional skills and as part of the certification process.
- **Instructors**
to expand knowledge base and add to training capabilities.

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MAIN FEATURES

- ✓ Comprehensive and detailed materials.
- ✓ Structured and methodical progress for effective learning experience.
- ✓ Enhanced visualization provides real-life visual and practical examples.
- ✓ User-friendly interface and easy navigation keeps the focus on the content.
- ✓ Interactivity keeps trainee engaged and progress is at a personal pace.
- ✓ Modular structure enables complete or partial training to fit within a given schedule and accommodate time restrictions and other needs.
- ✓ Exercises and comprehension questions during and after the training provide indication on the trainees' grasp level.
- ✓ Content can be customized to fit client's specific needs and requirements.
- ✓ Trainee information and scores records are kept in a database that can be used by SCORM (Shareable Content Object Reference Model) compatible records-keeping systems, including full reporting to client's LMS (Learning Management System) and other records-keeping systems.
- ✓ Cost-effective, flexible pricing model and affordable price.
- ✓ Installation on client's intranet, or web-based delivery.

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