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Hospitality industry gets advice on preparedness

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by: [Amy Canfield](#) - 10/05/2012

Panelists at this week's 2012 Global Congress on Travel Risk Management in Houston advised attendees to hold mock emergency drills for employees.

Participating in the session, "Special Considerations for Securing Critical Mass Events and Attractions," were Michael Amaro of the law firm Prindle, Amaro, Goetz, Hillyard, Barnes and Reinholt; Thomas R. McElroy, principal and managing member of The Hospitality Security Consulting Group; and James Eiler, partner at the law firm Kaiser Swindells Eiler. All agreed that simulating an emergency situation is a good way to prepare hospitality industry employees for actual incidents and point out where security vulnerabilities lie, according to a report from HotelNewsNow.com.

"It goes beyond the emergency manual that you pull off the shelf and have to blow the dust off of it," McElroy said.

Engaging in mock drills can reduce liability as well, said Eiler said.

"I like to see the training because it shows me there was training, and it was reasonable," he said.

The panelists also debated the pros and cons of hiring an in-house vs. third-party security staff. One benefit of having in-house guards is that they are loyal to their employers, who can also determine the amount of training they receive, they said. On the other hand, in-house staff might become too friendly with other hotel staff members, causing them to be negligent in overseeing potential problems with employees, they said.

TAGS:

2012 GLOBAL CONGRESS ON TRAVEL RISK MANAGEMENT, MICHAEL AMARO, THOMAS R. MCELROY, JAMES EILER

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