	<b>RESOURCE LIBRARY – SECURITY</b> <b>Undesirable Element</b>	<i>CODE:</i> 03.19.014
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 3

**POLICY STATEMENT/政策声明**


To handled undesirable element in professional manner.  
 用专业的方法处理酒店内不受欢迎的人士。

**PURPOSE/目的**

To ensure the safety of the hotel guests and employees are protected.  
 确保酒店客人和员工的安全得以保护。

**PROCEDURES/程序**

1. This procedure is aimed at undesirable elements who are known to prey on foreign tourists and who operate frequently in hotels patronized by such tourists.  
 本程序针对那些经常欺诈外国旅行者的骗子及在酒店餐厅内故意闹事的就餐客人。
2. Undesirable elements include:-  
 不受欢迎人士包括：
  - a) Sex workers, transvestites or pimps.  
 性工作者、异性装扮癖者、男妓。
  - b) Known petty criminals, pickpockets, snatch thieves and former staff who previously committed offences against hotels.  
 众所周知的犯人、扒手、小偷和以前的在酒店有违法行为的员工。
  - c) People of doubtful sanity.  
 疑似精神病人
3. From the safety point of view, these elements are recognized as a constant security threat to the hotel. They do not have the slightest hesitation to resort to crimes in hotels as they are encouraged by the thought that they run the minimum risk of the police prosecution since their chosen victims are mainly foreigners who are usually reluctant to testify against them in our court of law.  
 从安全观点来看，这些人士被认为是酒店安全的威胁。他们的犯罪目标主要是不愿出庭指正他们的外国人，受这种思想的影响，他们就会在酒店内对外国客人作案。
4. These elements operate either singly or in organized syndicates. Their usual modus operandi is to slip into the guest floor and commit thefts by posing as hotel service staff or befriending unsuspecting guest and then drugging and robbing them. Such criminal activities if unchecked will cause grave damage to the reputation of the hotel.  
 这些不受欢迎人士有的是单个人，有的是有组织的联盟。他们经常装作酒店的员工或闲逛的客人溜进客房楼层实施偷窃或帮助信任他们的客人然后让他们吸毒然后抢劫客人。如果不制止这样的犯罪活动，酒店的名誉将受到严重的损害。
5. The hotel must be our top priority, Only by constant harassment of them can we hope to deny these undesirable elements of opportunity to operate in or in close proximity of success and to do so, we

	<b>RESOURCE LIBRARY – SECURITY</b> <b>Undesirable Element</b>	<i>CODE:</i> 03.19.014
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 3

need to build up and up-to-date “gallery” of undesirable elements. The department will therefore compile and maintain a register of such characters.

我们必须时刻注意这些不受欢迎人士的行踪，不给他们任何作案的机会。对不同的人，用不同的方法来对待。部门汇总并保存此类事件的记录。

6. Once the undesirable element has been spotted attempting to enter the hotel or surrounding area, entering the hotel, loitering in lobby or other public areas, the security shall immediately go up to that person and begin to question him regarding the purpose of his presence. The main objective is to get the person to leave quietly and peacefully without attracting undue attention from other people in the area.

一旦发现不受欢迎人士试图进入酒店或酒店周围区域，进入酒店，在大堂内或其他公共区域闲逛，保安员应立即询问他来酒店的目的。目的在于让他安静地离开，不要引起其他人的注意。

7. If undesirable elements are found patronizing the outlets or if, in answer to the Security Personnel probing, he indicates that he is patronizing the outlets, he should be allowed to do so but make a point to keep him under constant surveillance until he leaves the hotel.

如果不受欢迎人士在出口处闲逛，保安员询问时他承认自己在闲逛，保安员应对他保持持续的监视，直到他离开。

8. If an undesirable character cannot give a satisfactory explanation for his presence in the hotel, the Security Personnel shall give him the firm order to leave. If he refuse, the Security Personnel can take action as follow:-


如果一个不受欢迎者不能给出他来酒店的合理的解释，保安人员可以命令他离开酒店。如果他拒绝，保安人员可以实施以下行动：

- a) Inform him that he is trespassing and if he refuses to leave, he would be detained and police will be called.  
告诉他那样是侵犯行为，如果他拒绝离开，我们将控制他并报警。
- b) Detain him and records his particulars  
控制他并记录他的详细情况。
- c) Hand him over to the police after necessary clearance given by the Management.  
向管理层做必要的报告后将其交给警察。
- d) Log in the incident report form/记入事件报告表。

9. Apart from known undesirable characters, other suspicious person and local youth should be kept under surveillance if seen loitering in the lobby and other public areas. This is a preventive measure against petty crimes.

除了不受欢迎者之外，也要监督防止其他可疑的人员和当地的青年在大堂或其他公共区域闲逛。以此来预防小的犯罪的发生。

10. Special attention must be observed to guest lifts and guest floors to prevent undesirable elements from having access to guest rooms. They should not be allowed onto any guest lift and ejected if found on guest floors. Suspicious characters found on guest floors should be stopped and

	<b>RESOURCE LIBRARY – SECURITY</b> <b>Undesirable Element</b>	<i>CODE:</i> 03.19.014
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 3

questioned particularly unaccompanied females found after midnight. Care should be taken not to offend them and the approach should be on the pretext of offering assistance.

特别注意观察客用电梯和客人楼层，防止不受欢迎人士从他们熟悉的通道进入客房。不允许他们使用任何客用电梯，将他们撵出客人楼层。午夜之后发现可疑的特殊的独自一人的女性在客房楼层应询问并制止。注意不要冒犯她们，以帮助为接口接近她们。

**CASE RELATED TO PRESS PERSONNEL AND PUBLIC STATEMENT**

**媒体采访和公开声明**

1. It is the Hotel’s policy that only the General Manager of the Hotel is allowed to grant an interview to the press or answer press enquiries on matters relating to the Hotel operations. In his absence, the Public Relations Manager will attend to the press with prior consent from the General Manager for all statement and news release.

涉及与酒店有关的事情，只有酒店的总经理可以会见新闻记者或回答记者的问题。如果总经理不在，公关部经理出席，并发布总经理同意的信息。

2. In case of emergency, such as an outbreak of fire, robbery, etc. which may occur during the time you are on duty, the press will always be on hand to get any information to make headline. It is important that you do not make any statement nor speak to the General Manager immediately. If the General Manager or the MCOM Manager cannot be contacted, avoid giving any information to the press and DO NOT SAY “No Comments” as this sort of statement may infuriate the press. You may advise them that the Management will revert with information.

在紧急情况下，例如火灾、抢劫等一些在上班期间可能发生的事情，不要做任何声明，也不要立即向总经理汇报。如果联系不上总经理，不要给媒体任何信息，也不要说“没有解释”。这样的声明会激怒他们。你可以告诉他们管理层会给他们相关的信息。

3. Some entertainment press reporters would just call on the Hotel impromptu to take pictures or write on the scenes. Should they identify themselves for need or assistance, in particular to Food and Beverage promotion, business hours, etc. please get the name of the reporter for the MCOM Manager to contact him/ her they next day.

一些娱乐记者经常即兴来访酒店拍照片或写现场报道，确定他们的需求后，给他们提供餐饮促销、客房促销等。并将他的姓名报告给MCOM经理，日后与他联系。

4. The press is quick to quote and pick up whatever you say. Be careful in whatever you comment. 媒体会快速的引用并增加你说的话。小心你说的任何话。

5. The press is also sensitive to attitudes and reactions. So, be tactful in handling the press over the telephone or in person.

同时，媒体对事件的处理态度和反应非常敏感，所以要圆滑的处理新闻记者的电话和采访。

6. Any staff are allowed to be interviewed by the press or any personal matter unless with prior consent from the Public Relations Department for which they will seek approval from the General Manager.

没有得到总经理授权的公关部的事先允许，任何员工不允许接受新闻记者的采访。