

# Loss Prevention's 10-Minute Safety Trainer

损失预防的

10分钟安全培训

## Guest Information Privacy 宾客的保密信息

Target Audience

培训对象

All Employee

全体员工

Management

管理层

### Leaders Guide

领导人员指南

*This program is designed to promote the protection of guest identity and personal information.*

本培训课程的目的是加强对客人身份和个人信息保护工作。

In recent years, identity theft and the misuse of other's personal information has been an increasing threat to any business handling customer/guest information. The hospitality industry is certainly no exception. By acknowledging this threat, there are several precautions which can be exercised to limit the vulnerability of guest information and maintain guest privacy.

近些年来，盗用身份和滥用别人个人信息的案件对任何从事与顾客和客人信息相关的商业来说已成为日益增长的威胁。服务业当然毫不例外。了解这种威胁，采取一些预防措施来限制顾客信息的漏洞并保护客人的隐私。

These threats include perpetrators who may target a hotel as a non-guest, a guest, or an employee. In all three cases, it is essential that guests' names, address, credit card information, and other personal information are protected.

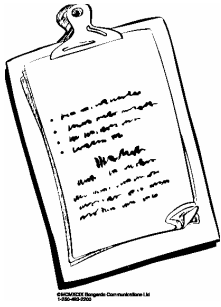
这些威胁包括罪犯以非客人身份，客人身份或员工身份将酒店作为犯罪的目标。在这三种例子中，保护客人的姓名，地址，信用卡信息及其它个人信息是至关重要的。

### Sensitive Document Retention and Storage

#### 机密文件的保留和存放

Items containing sensitive guest information such as *emergency reports*, *audit packs* and *computer back-up tapes* require special handling to minimize the potential of a breach. Daily *emergency reports* should be completely shredded before disposal. *Computer back-up* tapes should be locked in a limited access safe or room. Likewise, *audit packs* should be locked in storage areas with access limited to select members of the accounting staff. In addition, *audit pack* storage should be limited to record retention guidelines to reduce the amount of guest information at-risk should a breach occur. In all cases of document disposal containing guest information it is imperative documents are shredded in-house or handled by a reputable third-party document management company to ensure information can not be recovered.

需要特别处理那些包含客人保密信息的事项，诸如：应急报告，审计指南(文件)和电脑备份带，从而将疏漏缩减到最小。每日应急报告在丢弃前应彻底切碎。电脑备份带应锁在限制使用的保险箱或房间内。同样的，审计指南(文件)应锁在只有有限的财务人员能够接触的存储区



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内。另外，审计指南(文件)的储存应依照保留指南进行限制，从而减少因疏漏而使客人信息处于危险的情况。在处理所有包含客人信息的文件时，文件应在酒店内切碎，或由可靠的第三方文件管理公司进行处理以确保信息不会被泄露。

### Check-In/Out Documents 入住和退房文件

Special care should be taken with *Priority Club Check-In folders*, *Express Check-Out folders*, and *registration information* contained in the bucket (front desk) to ensure information is inaccessible. Documents should be both out-of-reach and out-of sight from non-employees. For *Express Check-Out folders* this means sliding the folio completely under the door so it may not be retrieved from the hallway.

要特别注意优悦会入住文件夹，快速退房文件夹，以及前台所含有的注册信息，以确保无法获取信息。非工作人员应无法够到并无法看到文件。对于快速退房文件夹，这意味著应将文件从门底完全的滑入房间内，从而无法从走廊内够出来。

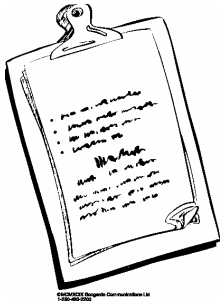
### Room Assignment Sheets 分房单

Whether used for advanced room assignments at the front desk or room status sheets used in Housekeeping or Engineering, these documents should be handled with care. *Advanced Room Assignment sheets* at the Front Desk should be kept out-of-reach and out-of-sight from the lobby side of the desk. *Room Assignment sheets* provided to Housekeeping and other departments should not contain the guest names. *Room Assignment sheets* generated from most property management systems (PMS) can typically be altered to remove this column from the list.

无论是前台的预先分房单，还是客房部或工程部所用的房况单，这些文件应谨慎处理。前台的预先分房单应从大堂一侧的柜台无法够到且无法看到。提供给客房部和其它部门的分房单不应含有客人的姓名。从大多数酒店管理系统(PMS)中生成的分房单通常会被提醒从分房单中删除姓名这一栏。

Though certain departments may have the more contact with guest information contained in audit packs, registration cards or room assignment sheets than others, it is the responsibility of all hotel employees to make sure guest information is secure. If you find an area where information is accessible, immediately tell your supervisor or the MOD so the situation can be corrected.

虽然某些部门可能接触诸如审计文件，登记卡或分房单等含有客人信息的机会多于其它部门，但确保客人信息的安全是全体酒店员工的责任。如果你发现哪里能够获取信息，请立即通知你的上级领导或值班经理，以便予以更正。



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### QUIZ 测试

1. What guest information should be protected?

哪些客人信息应被保护？

- a. Guest Name  
客人姓名
- b. Guest Address  
客人地址
- c. Credit Card Number  
信用卡号
- d. All of the above  
所有上述答案

2. Identity theft has been decreasing in recent years.

身份盗用在近几年已减少。

- a. True  
对
- b. False  
错

3. People who may try to illegally use guest information include:

可能试图非法使用客人的信息包括：

- a. Employees  
员工
- b. Non-Guests  
非客人
- c. Other Guests  
其他客人
- d. All of the above

所有上述答案

4. Emergency reports containing guest information do not need to be shredded if the trash bin is equipped with a lock.

如果垃圾箱配有锁，那么应急报告中包括的客人信息不需要被切碎。

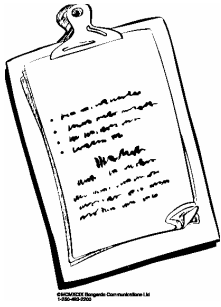
- a. True  
对
- b. False  
错

5. Audit Pack storage should be accessible to:

允许接触存储的审计文件的人有：

- a. All employees  
全体员工
- b. All managers and supervisors  
所有的经理和领班
- c. Select members of the hotel accounting staff or management  
酒店中选出的财务员工或经理
- d. Corporate accounting staff only  
只限公司财务员工

6. Express Check-Out folders only need to be completely slid under guestroom doors if the credit card information is listed on the folio.



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如果信用卡信息被列在文档中，快速退房文件夹只需要完全的滑入客房门下。

- a. True  
对
- b. False  
错

7. Which one of the following typically contains the most sensitive guest information?

下面哪项通常含有最敏感的顾客信息？

- a. Lost & Found Log  
失物招领记录本
- b. Electronic key card  
电子门卡
- c. Registration Card

登记卡

- d. Cash Receipt  
现金收据

8. It is the responsibility of all hotel employees to make sure guest information is handled correctly. 确保正确处理宾客信息是酒店全体员工的责任。

- a. True  
对
- b. False  
错

When you have completed this quiz, turn it in to your supervisor.

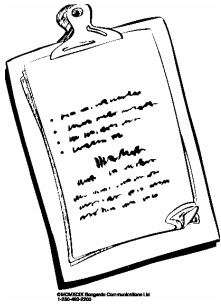
完成本测试后，请交给你的上级领导。

Name:

姓名： \_\_\_\_\_

Date:

日期： \_\_\_\_\_

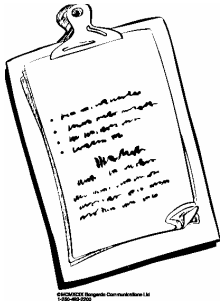


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## QUIZ ANSWERS 测试答案

1. (d) Documents revealing guest names, addresses, and credit card information should all be protected.  
(d) 透露客人姓名，地址和信用卡信息的文件应受到保护。
2. (b) False. Identity theft and the misuse of others' personal information to steal money has increased significantly in the last few years.  
(b) 错。盗用身份和滥用他人的个人信息来盗窃钱财的行为在过去几年中有显著增长。
3. (d) There have been cases where employees, guests, and non-guests have targeted hotels by using or stealing personal information for illegal purposes.  
(d) 员工，客人和非员工利用或盗用个人信息将酒店作为目标来从事非法活动的案例已缕缕出现。
4. (b) False. Documents containing sensitive personal information should always be shredded before depositing in the hotel trash. Reference the poster for example.  
(b) 错。含有保密的个人信息的文件应在丢弃到酒店的垃圾箱前切碎。
5. (c) Only authorized employees should be allowed access to the audit pack storage area. Typically this means limiting access to a couple of accounting department employees or managers depending on the hotel size.  
(c) 只用被授权的员工能够接触审计文件存储区。一般来说这意味著只限两名财务部员工或经理有权进入(根据酒店的规模)。
6. (b) False. Express Check-Out folios should always be slid completely under the door because they typically contain the name and address of the guest. A perpetrator may be able use this information to gain access to the guestroom.  
(b) 错。快速退房文档应完全的滑到房门下，因为它们通常含有客人的姓名和地址。罪犯能够使用这些信息来进入客房。

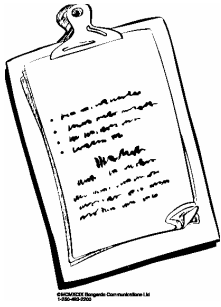


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7. (c) The registration card is typically the most sensitive document since it contains the guest name, address, company, and in some hotels- an imprint of the credit card.  
(c) 登记卡一般来说是最敏感的文件，应为它含有客人姓名，地址，公司，并在一些酒店还附有信用卡复印件。
  
8. (a) True. All employees should understand the importance of keeping guest information secure and how to correct problem situations they encounter throughout the hotel. It is important that any noted problems should be immediately reported to the MOD.  
(a) 对。所有员工应了解保护客人信息安全的重要性，以及如何更正整个酒店所遇到的问题情况。将所有被注意到的问题立即报告给值班经理是非常重要的。





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