Tio Sea Resort Security Team – Job Descriptions

1. Purpose of the Security Team

The primary responsibility of the security team is to protect the hotel property, guests, staff, visitors, contractors, and company assets while maintaining a safe and secure environment.

---

2. Main Duties and Responsibilities

A. Access Control

Security personnel are responsible for controlling and monitoring access to the hotel premises and restricted areas.

Duties:

- Manage the hotel main entrance and restricted areas.
- Verify authorized personnel, guests, visitors, staff, and contractors.
- Record vehicle plate numbers and destinations.
- Record contractors' details including:
  - Full name
  - ID number
  - Company name
  - Phone number
- Monitor and control the fire alarm panel.
- Apply entrance and exit procedures according to hotel policy.

B. Surveillance and Monitoring (CCTV)

Security officers must monitor hotel activities to ensure safety and prevent incidents.

Duties:

- Monitor guest activities for unusual, illegal, or dangerous behavior.
- Observe CCTV cameras and report suspicious activities immediately.
- Communicate the movements and location of suspicious persons when necessary.

C. Lobby Area Security / Customer Assistance

Security officers should maintain a visible and professional presence in guest areas.

Duties:

- Act as a visible point of contact for guests.
- Provide directions and assistance to guests and visitors.
- Maintain a welcoming but secure environment.
- Handle guest concerns professionally and respectfully.

D. Patrolling and Inspection

Security personnel must conduct regular patrols and inspections around the hotel premises.

Patrol Areas:

- Interior hallways
- Exterior areas
- Parking lots
- Stairways and emergency exits
- Fire pump rooms
- Restricted and service areas

Purpose:

- Detect signs of intrusion, hazards, fire risks, or suspicious activities.
- Ensure all areas remain secure and safe.

---

3. Emergency Response Responsibilities

Security personnel must:

- Provide first-response support to injured persons until medical assistance arrives.
- Report emergency situations such as:
  - Fighting
  - Fire outbreaks
  - Blood incidents
  - Strikes or disturbances
  - Suspicious activities
- Respond immediately to fire alarms and emergency risks.

- In case of fire, contact emergency services by calling **999**.
- Assist in evacuation procedures and direct people to the nearest assembly point.
- Apply traffic and crowd control instructions during emergencies.
- Maintain confidentiality of emergency plans, operations, and hotel information.

---

4. Loss Prevention Duties

Responsibilities:

- Investigate lost and found cases.
- Investigate reports of missing property.
- Enforce hotel safety and security policies.
- Prevent theft, damage, and unauthorized access.

---

5. Security Supervisor Responsibilities

The Security Supervisor is responsible for leading and coordinating the security team to ensure smooth security operations within the hotel.

Duties:

- Supervise and monitor security team members.
- Develop teamwork and cooperation among security staff.
- Coordinate patrol schedules and shift changes.
- Assign duties and responsibilities to security officers.
- Ensure all security procedures are properly followed.
- Maintain discipline and operational efficiency within the team.

---

6. Experience Requirements

- Proven experience as a Security Guard, preferably in the hospitality industry.
- Knowledge of hotel security procedures and emergency response.

---

7. Required Skills and Qualities

Communication Skills

- Ability to communicate effectively with guests, staff, visitors, and contractors.
- Professional customer service skills.

Calm Under Pressure

- Ability to manage high-stress situations effectively, including:
  - Emergencies
  - Unruly guests
  - Conflicts
  - Fire incidents

---

8. Important Professional Values of a Security Officer

Security personnel should demonstrate the following professional values:

- Keeping secrets
- Applying law
- Hard work and dedication
- Bravery and confidence
- Patience

Supervisor Alii Mohamed_____	HR Mr. Rinaz_____	GM Mr. Rammy_____

I hereby confirm that I have carefully read and understood the duties, responsibilities.

Name	Date	Sign
Bob Bukenya		
Samuel		
Emmanuel		
Abdul Hakim Buyondo		
Derick		
Erick		
Mohamed Atwa		
Mudhat Hassan		