

Travelodge Security Training Part 1

1. Menu

1.1 Untitled Slide



1.2 Untitled Slide



1.3 Sections



1.4 Keys



Intro (Slide Layer)



1.5 Keys

All keys must be:


- Clearly labelled.
- Held in a locked key safe or drawer until needed.

All keys must be signed out by the person who will be responsible for them.

This includes electronic master keys

Both the Staff Key Log and the Contractor Key Log must clearly show which key has been issued.

Contractors must be asked to leave their mobile telephone number just in case they leave the hotel with your key in their pocket!



Back Next

1.6 Keys



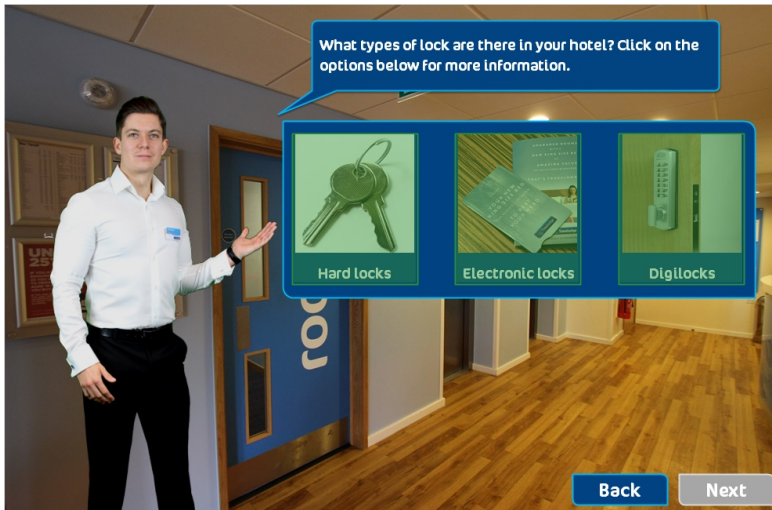
Contractors must only be issued a key to the individual room they are to work in once it has been verified that the room is vacant.

The only exception to this is where the contractor, such as WCS, has permission in place to be issued a master key. The contractor must also be given a list of all occupied rooms and told not to enter these rooms without a Travelodge Team Member present.

The Contractor Key Log must be checked as Contractors leave to ensure all keys issued have been returned.

Back Next

1.7 Keys

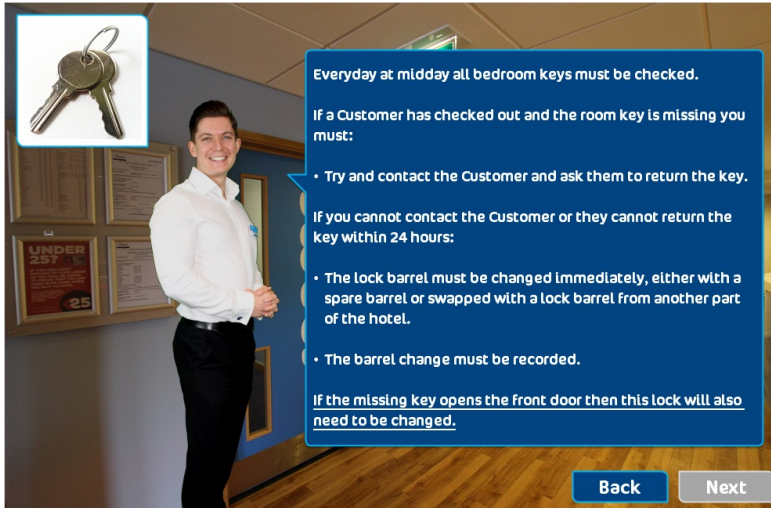


What types of lock are there in your hotel? Click on the options below for more information.

Hard locks Electronic locks Diglocks

Back Next

1.8 Hard Keys



Everyday at midday all bedroom keys must be checked.

If a Customer has checked out and the room key is missing you must:

- Try and contact the Customer and ask them to return the key.

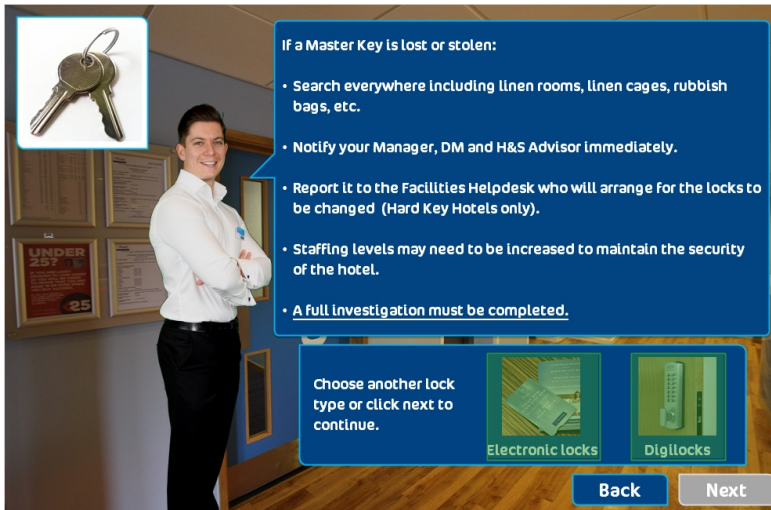
If you cannot contact the Customer or they cannot return the key within 24 hours:

- The lock barrel must be changed immediately, either with a spare barrel or swapped with a lock barrel from another part of the hotel.
- The barrel change must be recorded.

If the missing key opens the front door then this lock will also need to be changed.

Back Next

1.9 Hard Keys



If a Master Key is lost or stolen:

- Search everywhere including linen rooms, linen cages, rubbish bags, etc.
- Notify your Manager, DM and H&S Advisor immediately.
- Report it to the Facilities Helpdesk who will arrange for the locks to be changed (Hard Key Hotels only).
- Staffing levels may need to be increased to maintain the security of the hotel.
- A full investigation must be completed.

Choose another lock type or click next to continue.

Electronic locks Diglocks

Back Next

1.10 Electronic Keys



If an electronic key goes missing you must remember that Locks are not connected to the key encoder so the lock will not know that a key has been cancelled.

A new key must be cut and used in the bedroom door lock, entrance door lock and all corridor door locks to deny access to a missing key.

If you need to move a Customer for any reason e.g. a maintenance issue with the original room, always check Opera before giving the Customer the key to the new room. Explain to the customer what you are doing and why. Update Opera before you encode the key. Take your time, do not rush.

Back Next

1.11 Electronic Keys



Look at these images of power sockets below. Can you spot which image is correct? Choose your answer.

Back Next

Untitled Layer 1 (Slide Layer)

Look at these images of power sockets below. Can you spot which image is correct? Choose your answer.

Only blank key cards are to be used to operate power sockets – do not use master keys.

Back Next

This slide features a man in a white shirt standing in a hallway. Two inset images show power sockets: the left one has a red 'X' and the right one has a green checkmark. A small inset in the top left shows a key card.

1.12 Electronic Keys

In the event of a power outage, emergency keys must be available.

How many keys are needed depends on the type of lock system in the hotel.

Choose another lock type or click next to continue.

Hard locks Dlglocks

Back Next

This slide features the same man in a white shirt in a hallway. Two inset images show lock types: 'Hard locks' (a key) and 'Dlglocks' (a keypad). A small inset in the top left shows a key card.

1.13 Digilocks



Back of house areas in many hotels have digilocks in place of barrel locks or key card access.

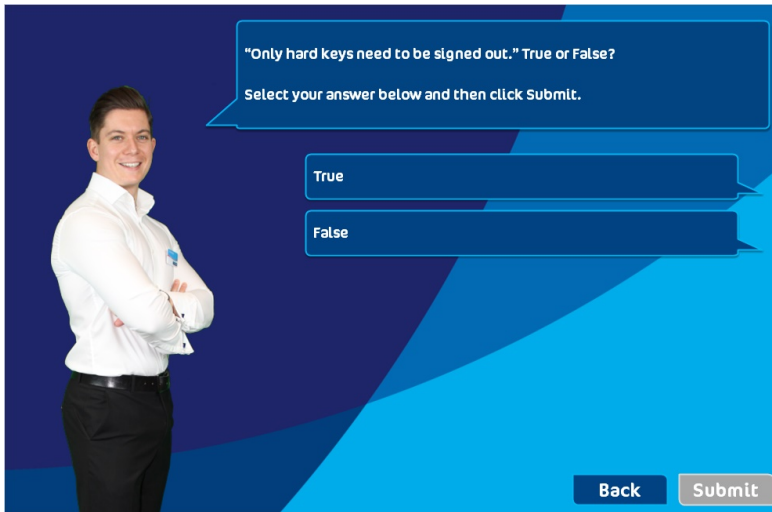
The code for the digilocks must be changed at least every 3 months and whenever a Team Member terminates their employment.

Choose another lock type or click next to continue.

Hard Locks Electronic Locks

Back Next

1.14 Key Security



"Only hard keys need to be signed out." True or False?

Select your answer below and then click Submit.

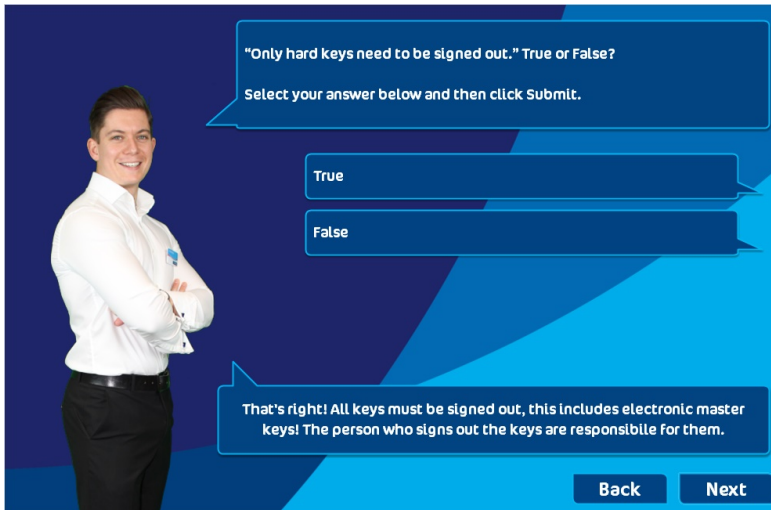
True

False

Back Submit

Notes:

Correct (Slide Layer)



"Only hard keys need to be signed out." True or False?
Select your answer below and then click Submit.

True

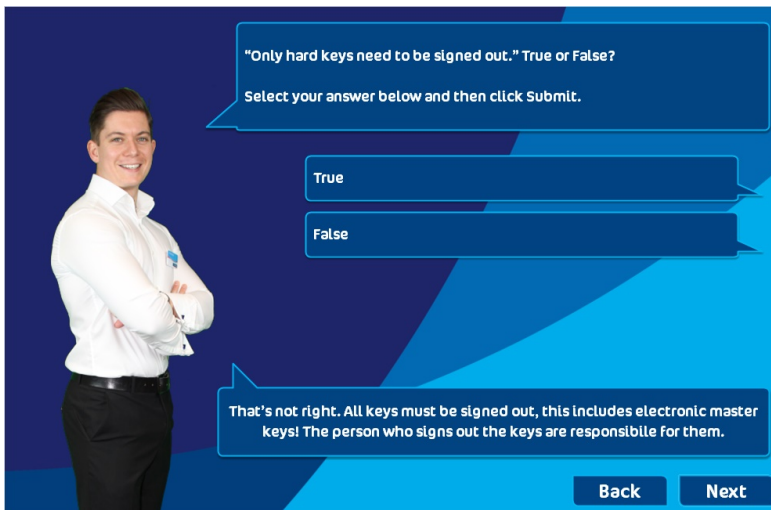
False

That's right! All keys must be signed out, this includes electronic master keys! The person who signs out the keys are responsible for them.

Back Next

This slide features a man in a white shirt and dark trousers on the left. The background is a dark blue gradient with light blue geometric shapes. The text is white on a dark blue background. The 'True' button is highlighted with a white border.

Incorrect (Slide Layer)



"Only hard keys need to be signed out." True or False?
Select your answer below and then click Submit.

True

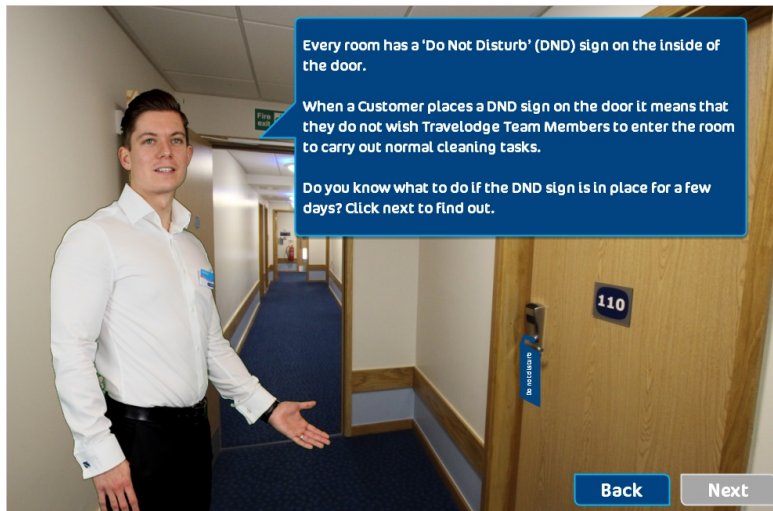
False

That's not right. All keys must be signed out, this includes electronic master keys! The person who signs out the keys are responsible for them.

Back Next

This slide is identical in layout to the correct slide, but the 'False' button is highlighted with a white border, indicating an incorrect selection. The feedback text is also different, stating 'That's not right'.

1.15 DND



Intro (Slide Layer)



1.16 DND

Day 1

After 1 day:

- Do not enter the room
- Place a DND letter under the door
- The letter tells the Customer/s to ask a Team Member if they would like fresh towels, beverage items, toilet rolls etc. after 1pm
- We no longer leave these items outside of the rooms

Back Next

The image shows a man in a white shirt standing in a hallway. A blue callout box contains a list of instructions. An inset image shows a door with a white towel and a red 'X' over it, indicating that items should not be left outside the room.

1.17 DND

Day 2

If the DND sign is still on the door on the second day a supervisor or manager will enter the room to establish the wellbeing of the Customer.

If it is believed the occupant of the room has attempted suicide or is deceased, the manager / supervisor will contact the emergency services immediately (999).

The room must remain undisturbed until the police have concluded any investigation.

Advise your Duty Manager of the situation, inform the H&S Team and report the incident on Tic Tac.

Refer to the bodily fluids and sharps guidance on the Operating Manual if necessary.

If any Team Members, including managers and supervisors, are distressed or affected in any way, counselling support is available. Contact HR to arrange counselling as required.

Back Next

The image shows a man in a white shirt standing in a hallway, touching a door. A blue callout box contains several paragraphs of text providing instructions for Day 2 of the DND procedure.

1.18 DND



A DND sign does NOT mean you can't enter a room.

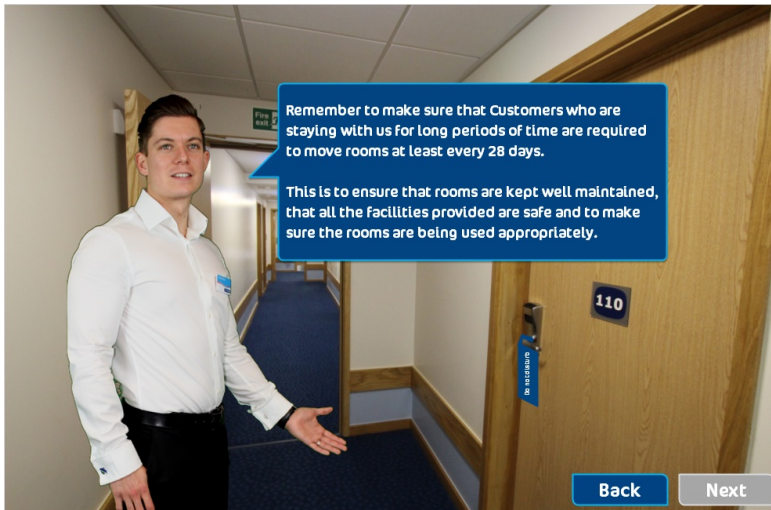
It should be remembered that at all times the hotel is our property and we can enter rooms for legitimate reasons.

Examples of legitimate reasons are:

- Concerns for the welfare of the Customer
- Linen changeover needed due to the length of the stay
- Cooking equipment suspected to be in use
- Suspected smoking in the room

Back Next

1.19 DND



Remember to make sure that Customers who are staying with us for long periods of time are required to move rooms at least every 28 days.

This is to ensure that rooms are kept well maintained, that all the facilities provided are safe and to make sure the rooms are being used appropriately.

Back Next

1.20 CCTV



Intro (Slide Layer)



Untitled Layer 2 (Slide Layer)

Hotels with bars are required to have CCTV as a condition of their premises licence. Do you think we need to inform members of the public that this is in place? Select one of the two options below.

"Yes, we must inform the public that they are being recorded."

"No, hotels are private property so we don't have to tell them."

The Data Protection Act requires us to inform others that CCTV is operational in the hotel. Check that you have the correct signage displayed at the front of your hotel.

24 hour CCTV recording in operation

This CCTV system is operated for your safety and to prevent & detect crime.

The system is operated by Travelodge Hotels Limited please contact the controller on 01844 356 500

Back Next

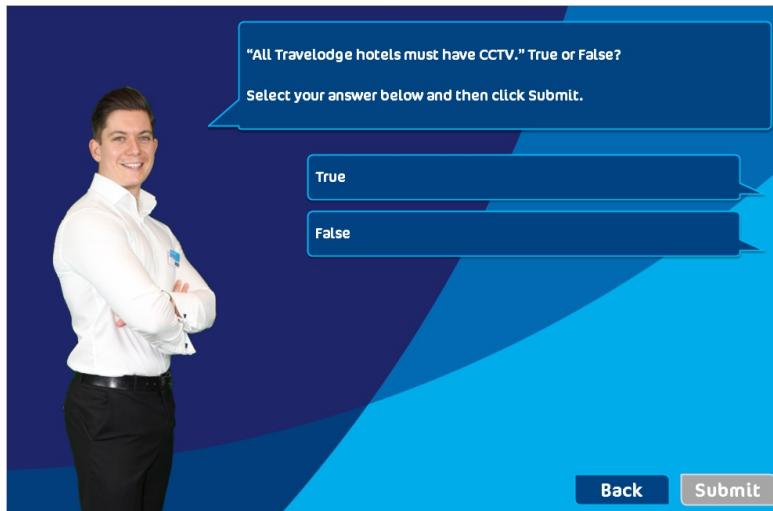
1.21 CCTV

Where do you think are the most common locations for CCTV at our hotels? Click on the images below to find out.

Entrances Reception Bar areas

Back Next

1.22 CCTV



"All Travelodge hotels must have CCTV." True or False?
Select your answer below and then click Submit.

True

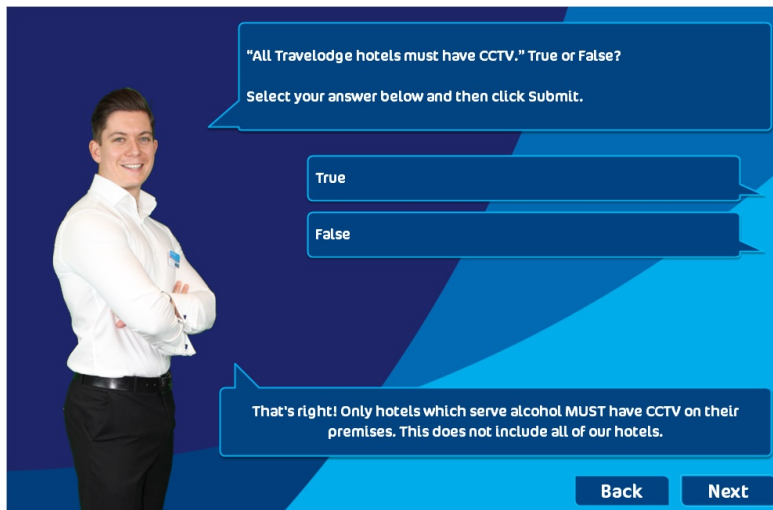
False

Back Submit

A man in a white shirt and black trousers stands on the left side of the screen. The background is a blue gradient with geometric shapes.

Notes:

Correct (Slide Layer)



"All Travelodge hotels must have CCTV." True or False?
Select your answer below and then click Submit.

True

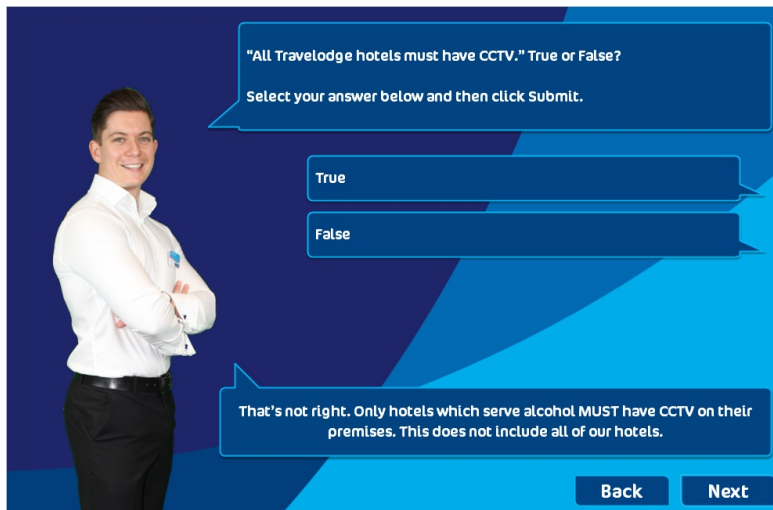
False

That's right! Only hotels which serve alcohol MUST have CCTV on their premises. This does not include all of our hotels.

Back Next

A man in a white shirt and black trousers stands on the left side of the screen. The background is a blue gradient with geometric shapes.

Incorrect (Slide Layer)



"All Travelodge hotels must have CCTV." True or False?
Select your answer below and then click Submit.

True

False

That's not right. Only hotels which serve alcohol MUST have CCTV on their premises. This does not include all of our hotels.

Back Next

1.23 CCTV



If CCTV footage needs to be viewed then you must follow these rules:

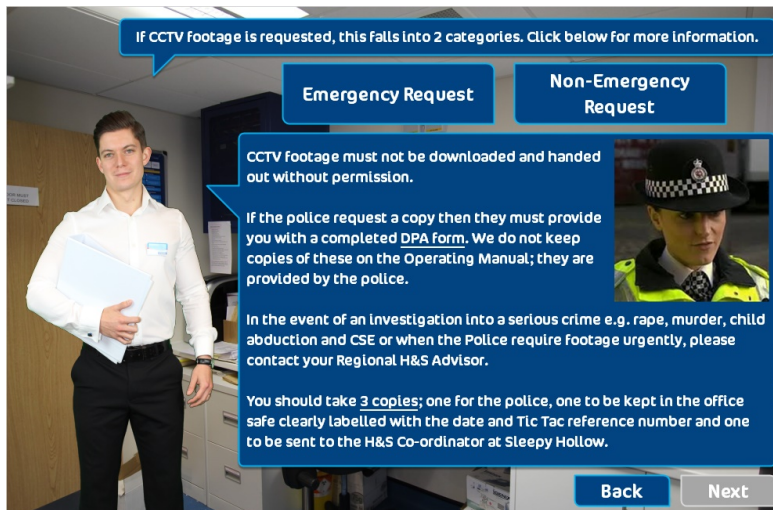
- The CCTV monitor must be kept out of the view of Customers to comply with the Data Protection Act.
- Only Travelodge Team Members, people acting on behalf of Travelodge and Police / Enforcement Officers are allowed to view CCTV footage.
- Team Members should seek permission from their H&S Advisor if they are not sure. DPA Forms are not required to view footage but it must be logged on Tic Tac as an Incident – 'Visit by Authorities'.

Back Next

1.24 CCTV



DT1 (Slide Layer)



DT2 (Slide Layer)

If CCTV footage is requested, this falls into 2 categories. Click below for more information.

Emergency Request **Non-Emergency Request**

If a Customer requests CCTV footage e.g. due to their vehicle being damaged in the car park, a request needs to be made in writing to Customer Services via the website.

Following this request, the Customer will be required to complete a form that will be provided via Customer Services from the H&S Co-ordinator at Sleepy Hollow. There may be a £10 fee charged depending on the nature of the request.

A CCTV Witness Statement must be completed with every download.

User guides for how to download the CCTV footage can be found in the operating manual.

Back Next

1.25 CCTV

What form do the Police need to complete in order to have a copy of the CCTV footage?

Select your answer below and then click Submit.

A) DPA

B) P45


C) DAIT

D) EPA

Back Submit

Notes:

Correct (Slide Layer)



What form do the Police need to complete in order to have a copy of the CCTV footage?


Select your answer below and then click Submit.

- A) DPA
- B) P45
- C) DAIT
- D) EPA

That's right! The police must provide you with a DPA Form. You must then make 3 copies of the footage.

Back Next

Incorrect (Slide Layer)



What form do the Police need to complete in order to have a copy of the CCTV footage?

Select your answer below and then click Submit.

- A) DPA
- B) P45
- C) DAIT
- D) EPA

That's not right. The police must provide you with a DPA Form. You must then make 3 copies of the footage.

Back Next

1.26 Lost & Found

At Travelodge, we are constantly finding things left behind by our customers. We must decide if things are worth storing in case customers try to find them. Look at the chart below to see how we sort the items we find.

	Food, drink, used or opened toiletries, rubbish should be thrown away.
	Non-value items such as toys, books, clothes, makeup, perfume, umbrellas, cables must be kept for 3 months.
	Valuable items such as electronics, cameras, money, watches, jewellery, keys must be kept for 6 months.

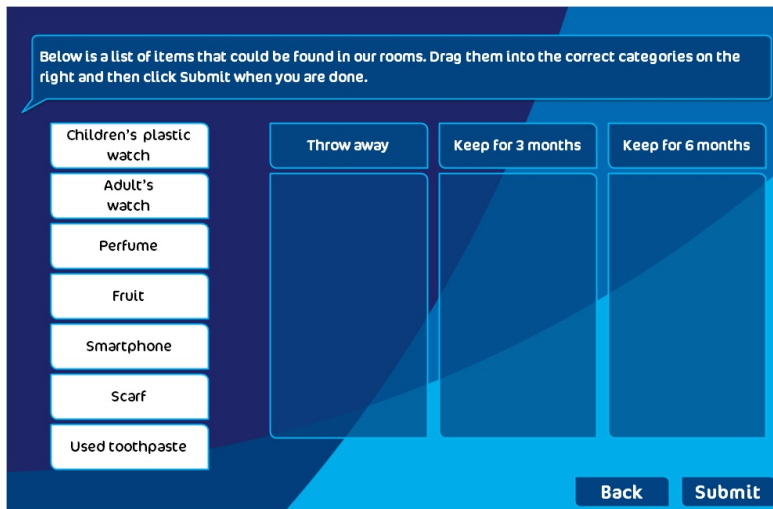
Back Next

Intro (Slide Layer)



1.27 Lost & Found

(Drag and Drop, 10 points, 3 attempts permitted)



Drag Item	Drop Target
Children's plastic watch	Round Diagonal Corner 8
Adult's watch	Round Diagonal Corner 9
Perfume	Round Diagonal Corner 8
Fruit	Round Diagonal Corner 7
Smartphone	Round Diagonal Corner 9
Scarf	Round Diagonal Corner 8
Used toothpaste	Round Diagonal Corner 7

Drag and drop properties
Return item to start point if dropped outside the correct drop target
Snap dropped items to drop target (Tile)
Delay item drop states until interaction is submitted

Feedback when correct:

That's right! Click Next to continue.

Feedback when incorrect:

That's not right. Go back to the previous slide and then try again.

Notes:

Correct (Slide Layer)

Below is a list of items that could be found in our rooms. Drag them into the correct categories on the right and then click Submit when you are done.

Children's plastic watch	Throw away	Keep for 3 months	Keep for 6 months
Adult's watch			
Perfume			
Fruit			
Smartphone			
Scarf			
Used toothpaste			

Back Next

Incorrect (Slide Layer)

Below is a list of items that could be found in our rooms. Drag them into the correct categories on the right and then click Submit when you are done.

Children's plastic watch	Throw away	Keep for 3 months	Keep for 6 months
Adult's watch			
Perfume			
Fruit			
Smartphone			
Scarf			
Used toothpaste			

That's not right. PCI stands for Payment Card Industry. We need to make sure that we keep our Customer's payment information safe.

Back Next

Correct (Slide Layer)

Below is a list of items that could be found in our rooms. Drag them into the correct categories on the right and then click Submit when you are done.

Children's plastic watch	Throw away	Keep for 3 months	Keep for 6 months
Adult's watch			
Perfume			
Fruit			
Smartphone			
Scarf			
Used toothpaste			

Correct
That's right! Click Next to continue.

Next

Back Submit

Incorrect (Slide Layer)

Below is a list of items that could be found in our rooms. Drag them into the correct categories on the right and then click Submit when you are done.

Children's plastic watch Throw away Keep for 3 months Keep for 6 months

Adult's watch

Perfume

Fruit

Smartphone

Scarf

Used toothpaste

Incorrect

That's not right. Go back to the previous slide and then try again.

Back

Back Submit

Try Again (Slide Layer)

Below is a list of items that could be found in our rooms. Drag them into the correct categories on the right and then click Submit when you are done.

Children's plastic watch Throw away Keep for 3 months Keep for 6 months

Adult's watch

Perfume

Fruit

Smartphone

Scarf

Used toothpaste

Incorrect

That is incorrect. Please try again.

Try Again

Back Submit

1.28 Lost & Found

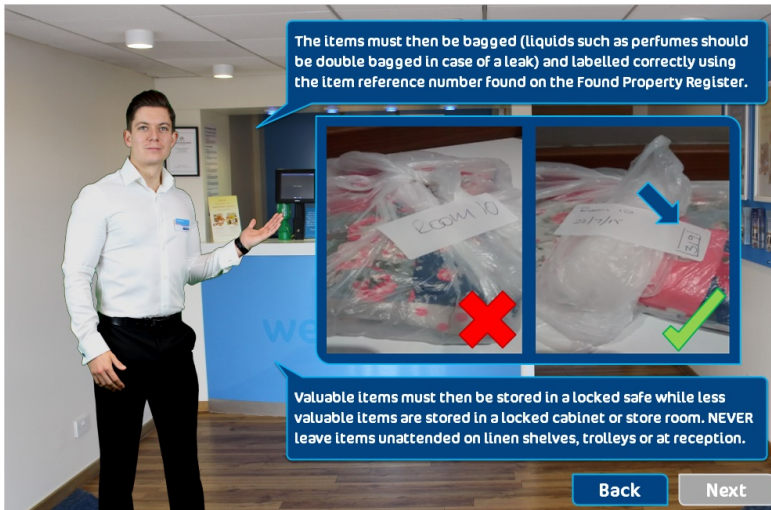


When an Item has been found it must be recorded on the Found Property Form. These 5 things must be recorded:


- Full Description – It is important that you describe exactly what the item looks like including the brand, colour and any distinguishing features.
- Location – Where was the item found? Which corridor, which room?
- Finder's Name – Who found the item? A Team Member or another Customer?
- Date Found – When was the item found including the time. The item will be kept until 3 or 6 months from this date.
- Where is it being stored – We must know where to find it if it is claimed.

Back Next

1.29 Lost & Found



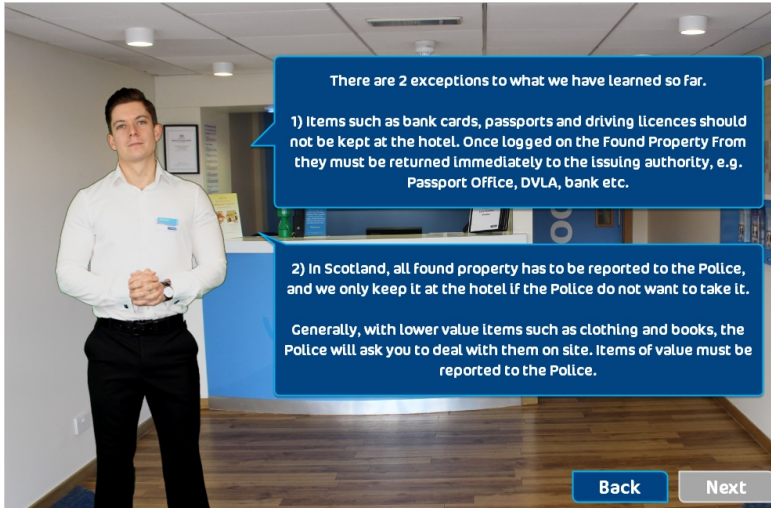
The items must then be bagged (liquids such as perfumes should be double bagged in case of a leak) and labelled correctly using the item reference number found on the Found Property Register.



Valuable items must then be stored in a locked safe while less valuable items are stored in a locked cabinet or store room. NEVER leave items unattended on linen shelves, trolleys or at reception.

Back Next

1.30 Lost & Found



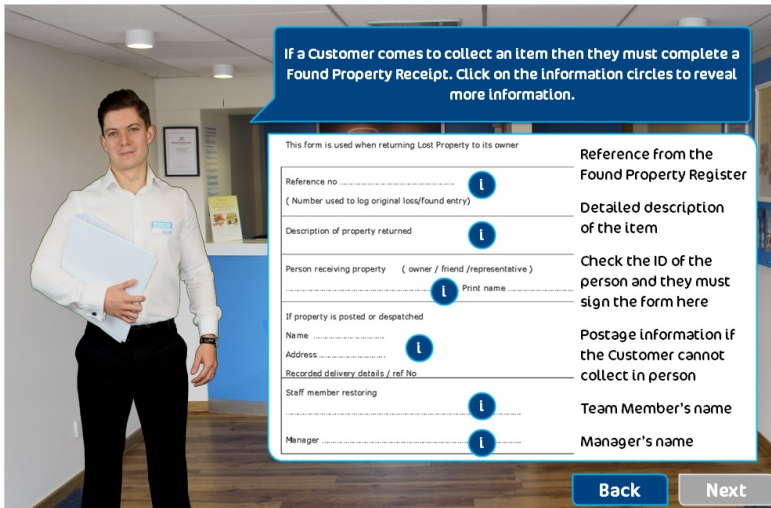
There are 2 exceptions to what we have learned so far.

- 1) Items such as bank cards, passports and driving licences should not be kept at the hotel. Once logged on the Found Property Form they must be returned immediately to the issuing authority, e.g. Passport Office, DVLA, bank etc.
- 2) In Scotland, all found property has to be reported to the Police, and we only keep it at the hotel if the Police do not want to take it.

Generally, with lower value items such as clothing and books, the Police will ask you to deal with them on site. Items of value must be reported to the Police.

Back Next

1.31 Lost & Found



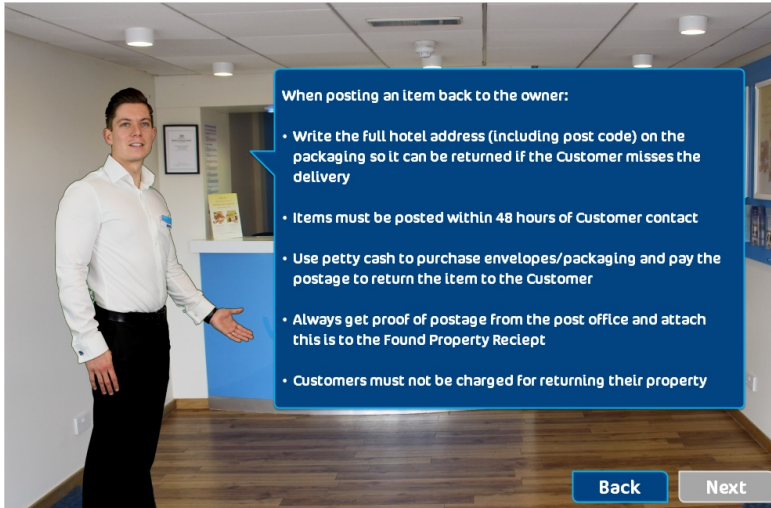
If a Customer comes to collect an item then they must complete a Found Property Receipt. Click on the information circles to reveal more information.

This form is used when returning Lost Property to its owner

Reference no (Number used to log original loss/found entry)	Reference from the Found Property Register
Description of property returned	Detailed description of the item
Person receiving property (owner / friend / representative) Print name	Check the ID of the person and they must sign the form here
If property is posted or despatched	Postage information if the Customer cannot collect in person
Name	Team Member's name
Address	Manager's name
Recorded delivery details / ref No	
Staff member restoring	
Manager	

Back Next

1.32 Lost & Found



When posting an Item back to the owner:

- Write the full hotel address (including post code) on the packaging so it can be returned if the Customer misses the delivery
- Items must be posted within 48 hours of Customer contact
- Use petty cash to purchase envelopes/packaging and pay the postage to return the Item to the Customer
- Always get proof of postage from the post office and attach this to the Found Property Receipt
- Customers must not be charged for returning their property

Back Next

1.33 Lost & Found



If a Customer reports an Item lost but it has not been recorded as found:

- Ask all Team Members on duty whether they have any knowledge of the Item
- If the Item has not been found, contact the Customer and tell them we have checked but their Item has not been located
- If the Customer is adamant they left the Item at the hotel and it is valuable, advise the Customer to contact the Police
- Record the details on the Lost Property Form

Back Next

1.34 Lost & Found



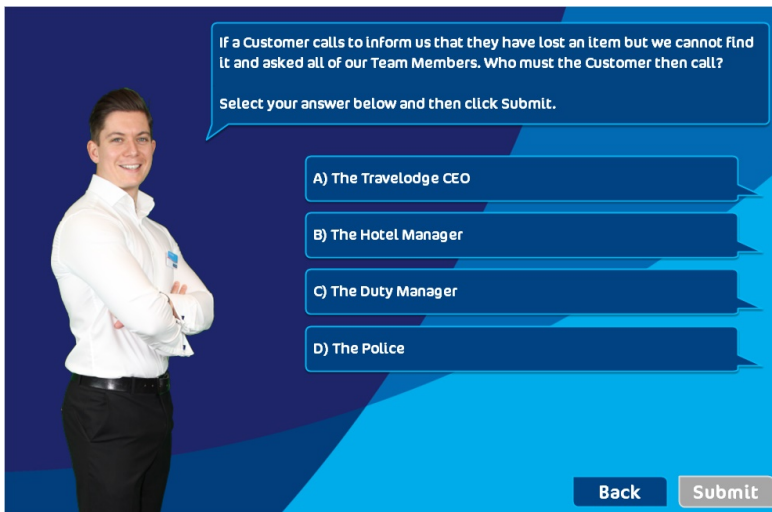
Finally, each month, any property past its retention date should be disposed of.

The method of disposal must be entered on the found property register to complete the log for each item.

Items can be donated to charity shops or destroyed. If the Team Member who found the item would like to keep it, they must sign the disposal section of the found property register and, in doing so, agree to return the item to the person who left it should they claim it back at a later date.

Back Next

1.35 Lost



If a Customer calls to inform us that they have lost an item but we cannot find it and asked all of our Team Members. Who must the Customer then call?


Select your answer below and then click Submit.

- A) The Travelodge CEO
- B) The Hotel Manager
- C) The Duty Manager
- D) The Police

Back Submit

Notes:

Correct (Slide Layer)



If a Customer calls to inform us that they have lost an item but we cannot find it and asked all of our Team Members. Who must the Customer then call?


Select your answer below and then click Submit.

- A) The Travelodge CEO
- B) The Hotel Manager
- C) The Duty Manager
- D) The Police

That's right! They must call the Police if they feel that their property was taken by another Customer.

Back Next

Incorrect (Slide Layer)



If a Customer calls to inform us that they have lost an item but we cannot find it and asked all of our Team Members. Who must the Customer then call?

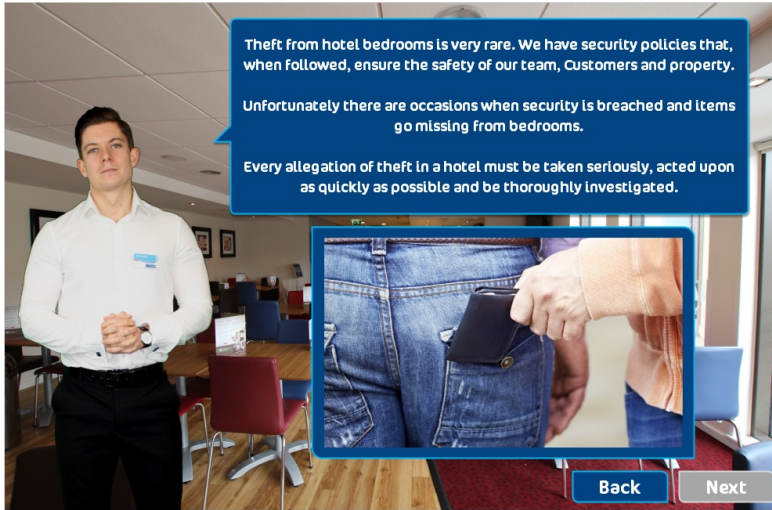
Select your answer below and then click Submit.

- A) The Travelodge CEO
- B) The Hotel Manager
- C) The Duty Manager
- D) The Police

That's not right. They must call the Police if they feel that their property was taken by another Customer.

Back Next

1.36 Theft



Theft from hotel bedrooms is very rare. We have security policies that, when followed, ensure the safety of our team, Customers and property.

Unfortunately there are occasions when security is breached and items go missing from bedrooms.

Every allegation of theft in a hotel must be taken seriously, acted upon as quickly as possible and be thoroughly investigated.

Back Next

Intro (Slide Layer)



1.37 Theft



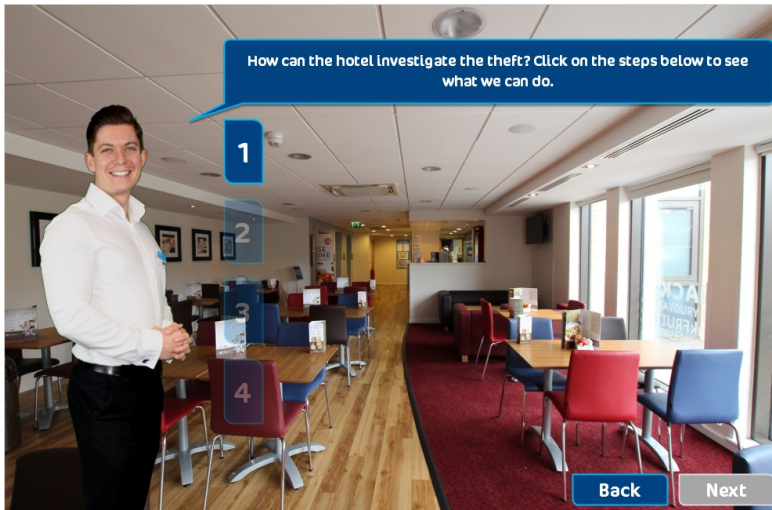
When an alleged theft has been reported by a Customer, the Customer must be advised to contact the police. The Customer must always report the crime. We can assist the Customer by letting them use the hotel phone.

The Hotel Manager and Team Members should fully cooperate with any investigation. The police should be shown any documents relevant to the investigation and be given access to wherever they need to go in the hotel.

Back Next

This screenshot shows a man in a white shirt standing in a hotel dining area. A blue callout box contains two paragraphs of text. To the right, there is a smaller inset image of a Metropolitan Police officer in a high-visibility jacket. At the bottom right, there are 'Back' and 'Next' navigation buttons.

1.38 Theft



How can the hotel investigate the theft? Click on the steps below to see what we can do.

- 1
- 2
- 3
- 4

Back Next

This screenshot shows the same man in a white shirt in the hotel dining area. A blue callout box at the top contains a question. Below it, a vertical list of four numbered steps (1, 2, 3, 4) is visible. At the bottom right, there are 'Back' and 'Next' navigation buttons.

DT1 (Slide Layer)

How can the hotel investigate the theft? Click on the steps below to see what we can do.

- 1 The incident must be logged on Tic Tac under the category 'Theft (Alleged)' within 24 hours.
- 2
- 3
- 4

Back Next

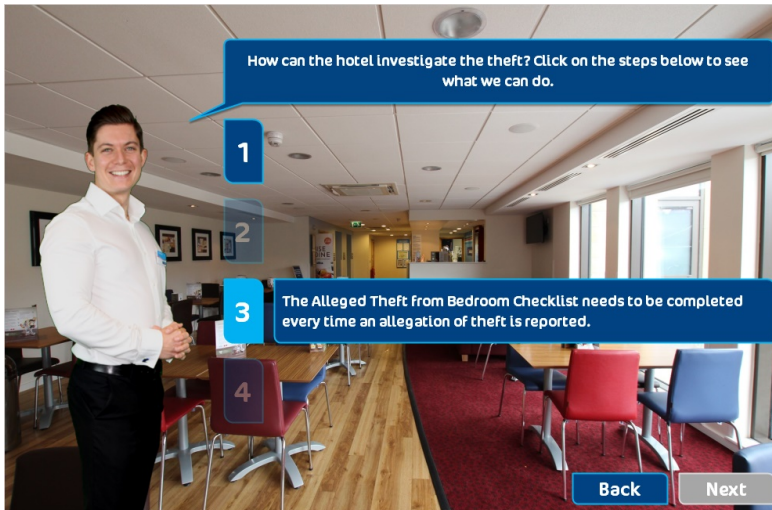
DT2 (Slide Layer)

How can the hotel investigate the theft? Click on the steps below to see what we can do.

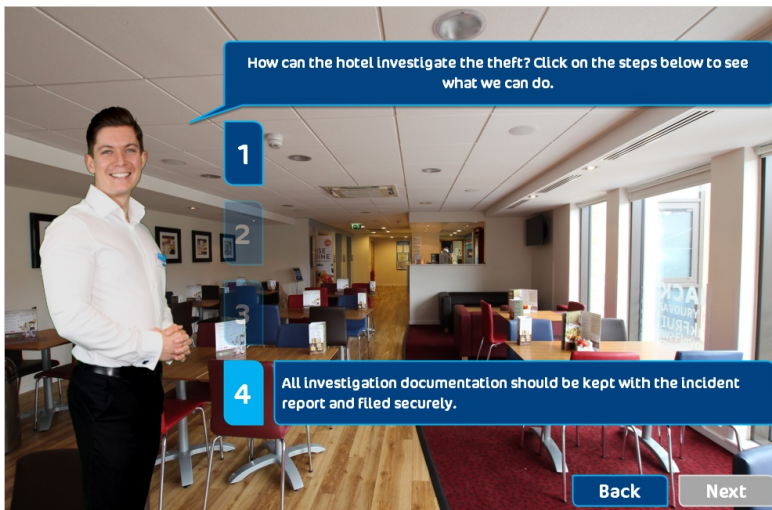
- 1
- 2 Loss prevention and audit manager needs to be advised if relating to company property or large amount of money, etc.
- 3
- 4

Back Next

DT3 (Slide Layer)



DT4 (Slide Layer)



1.39 Theft



DT1 (Slide Layer)



DT2 (Slide Layer)

What we can do to prevent thefts?
Click on the buttons on the right to see.

Hotel Security **Security Checks** **Suspicious Individuals**

- Ensure all keys are accounted for and no key is ever left unattended
- Ensure key audits are carried out in line with key policy
- Check all windows have restrictors in place and restrictors are locked
- Check all fire exit doors are kept shut and cannot be opened from outside
- Check that all bedroom doors self close
- Report any faulty locks for repair
- Change the diglock codes every 3 months or whenever a Team Member leaves the hotel

Back Next

DT3 (Slide Layer)

What we can do to prevent thefts?
Click on the buttons on the right to see.

Hotel Security **Security Checks** **Suspicious Individuals**

What should you do if you see someone acting suspiciously?

- Activate an amber alert on the Skyguard device
- Ask the person if they need any help and if they are staying at the hotel
- If they are not a Customer, ask them to leave
- If you feel uncomfortable, go to a place of safety and call the police for help
- If the person is outside, make sure the entrance is locked and report your suspicions to the police

Back Next

1.40 Theft

A Customer approaches you saying that they have mislaid their key and cannot get into their room. What must you do?

Select your answer below and then click Submit.

- A) Let them into the room
- B) Send them to reception so we can confirm their identity
- C) Call the Police
- D) Give them your master key

Back Submit

Notes:

Correct (Slide Layer)

A Customer approaches you saying that they have mislaid their key and cannot get into their room. What must you do?


Select your answer below and then click Submit.

- A) Let them into the room
- B) Send them to reception so we can confirm their identity
- C) Call the Police
- D) Give them your master key

That's right! Once we have confirm their identity we can then provide them with another copy of their key.

Back Next

Incorrect (Slide Layer)



A Customer approaches you saying that they have mislaid their key and cannot get into their room. What must you do?

Select your answer below and then click Submit.

- A) Let them into the room
- B) Send them to reception so we can confirm their identity
- C) Call the Police
- D) Give them your master key

That's not right. We need to send them to reception so that they can prove that they are the room occupier.

Back Next

1.41 Cash



It may seem obvious but cash must be kept out of sight of Customers and visitors at all times. Most thefts are opportunistic so we are safer if we do not show off the money in our tills.

Cash for the Float must be kept in a locked till drawer or cash box, secured in a locked drawer or safe behind the reception desk.



Only managers have keys to the safe. If the managers safe keys need to be handed over to someone else a full safe check should be completed and recorded by both parties and both parties must sign for it.

A list of keys handed over must also be signed for.

Back Next

Intro (Slide Layer)



1.42 Cash

An interactive slide featuring a photograph of a smiling male staff member in a white shirt standing behind a bar counter. On the left, a vertical blue scale ranges from £0 at the bottom to £500 at the top, with intermediate markers at £125, £250, and £375. Two blue callout boxes provide instructions: the top one states "Floats must be counted out of sight of Customers/visitors at the start and end of each shift." and the bottom one asks the user to guess a cash podding limit. At the bottom right, there are "Back" and "Submit" buttons.

£500

£375

£250

£125

£0

Floats must be counted out of sight of Customers/visitors at the start and end of each shift.

Cash taken must be podded once it reaches a certain limit above the float and put in the safe. Can you guess what this limit is? Click and drag the sliding scale on the left to choose an amount and then click Submit.

Back Submit

Correct (Slide Layer)

£500

£375

£250

£125

£0

Floats must be counted out of sight of Customers/visitors at the start and end of each shift.

Cash taken must be podded once it reaches a certain limit above the float and put in the safe. Can you guess what this limit is? Click and drag the sliding scale on the left to choose an amount and then click Submit.

Yes, that's right! You must pod the cash once it reaches £250 excluding the float (£100 in bars/cafes and £50 in non-bars/cafes).

Managers must complete cash banking and complete a safe check a minimum of 5 days per week.

Banking must be available for collection on the agreed date. Hotel Managers must notify accounts via email if the cash collection company do not attend site for collection within 48 hours.

Back Next

Incorrect (Slide Layer)

£500

£375

£250

£125

£0

Floats must be counted out of sight of Customers/visitors at the start and end of each shift.

Cash taken must be podded once it reaches a certain limit above the float and put in the safe. Can you guess what this limit is? Click and drag the sliding scale on the left to choose an amount and then click Submit.

That's not right. You must pod your float once it reaches £250.

Managers must complete cash banking and complete a safe check a minimum of 5 days per week.

Banking must be available for collection on the agreed date. Hotel Managers must notify accounts via email if the cash collection company do not attend site for collection within 48 hours.

Back Next

1.43 Cash



When the safes need emptying, there will be a security operative who will come to collect the money.

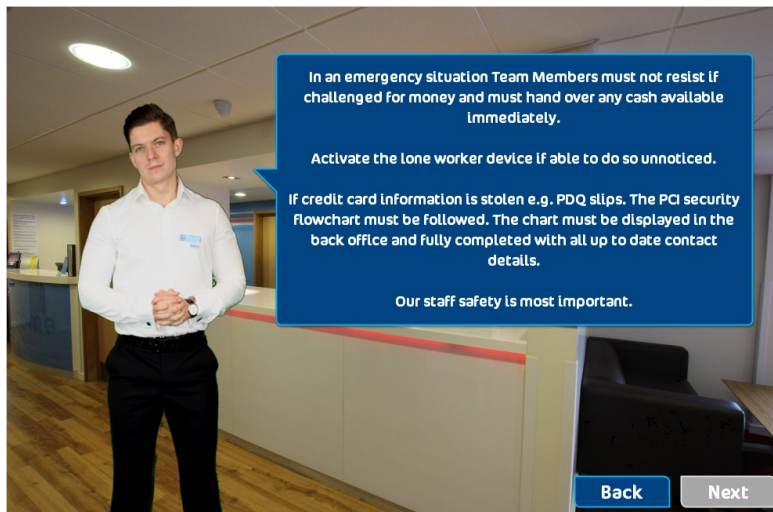
Check the operatives photo id. They should carry this with them at all times.

ID must be requested from all visitors prior to giving access to back of house areas.



Back Next

1.44 Cash



In an emergency situation Team Members must not resist if challenged for money and must hand over any cash available immediately.

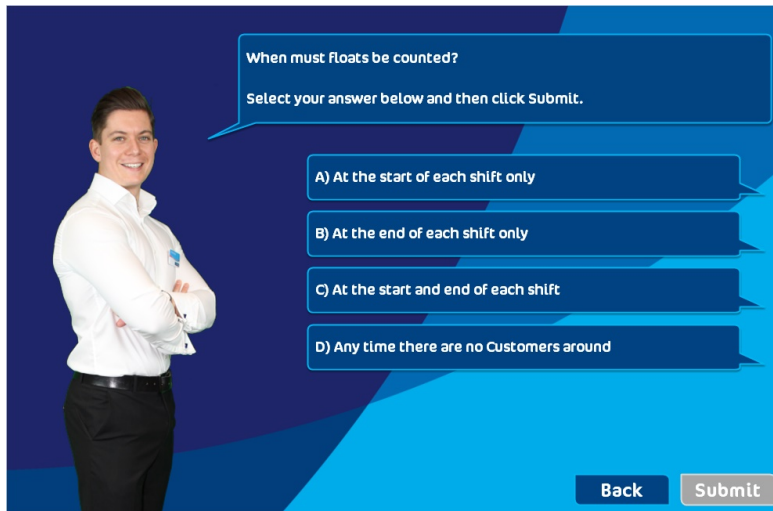
Activate the lone worker device if able to do so unnoticed.

If credit card information is stolen e.g. PDQ slips. The PCI security Flowchart must be followed. The chart must be displayed in the back office and fully completed with all up to date contact details.

Our staff safety is most important.

Back Next

1.45 Cash



When must floats be counted?
Select your answer below and then click Submit.

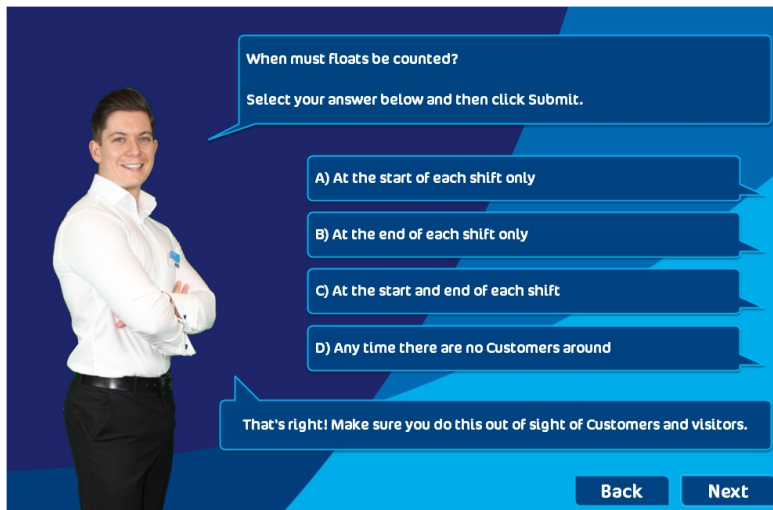
- A) At the start of each shift only
- B) At the end of each shift only
- C) At the start and end of each shift
- D) Any time there are no Customers around

Back Submit

The slide features a man in a white shirt and black pants on the left. The background is blue with white and light blue geometric shapes. The question and instructions are in a white speech bubble. The answer options are in blue speech bubbles. The 'Back' and 'Submit' buttons are at the bottom right.

Notes:

Correct (Slide Layer)



When must floats be counted?
Select your answer below and then click Submit.

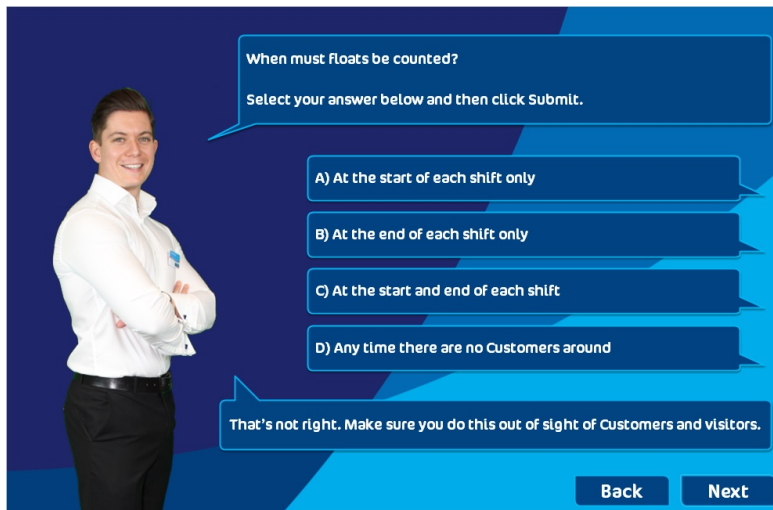
- A) At the start of each shift only
- B) At the end of each shift only
- C) At the start and end of each shift
- D) Any time there are no Customers around

That's right! Make sure you do this out of sight of Customers and visitors.

Back Next

The slide is identical to the previous one but includes a feedback message in a white speech bubble at the bottom: "That's right! Make sure you do this out of sight of Customers and visitors." The 'Submit' button is now disabled and greyed out, and a 'Next' button is added next to it.

Incorrect (Slide Layer)



When must floats be counted?

Select your answer below and then click Submit.

- A) At the start of each shift only
- B) At the end of each shift only
- C) At the start and end of each shift
- D) Any time there are no Customers around

That's not right. Make sure you do this out of sight of Customers and visitors.

Back Next

1.46 PCI



But what about credit cards? How do we keep our Customer's card details safe? Have you heard of PCI?

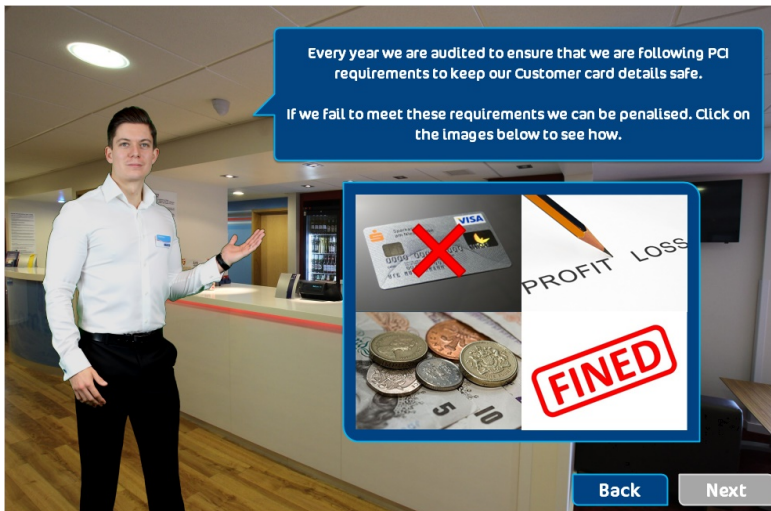
PCI stands for The Payment Card Industry.

PCI Data Security Standard (PCI DSS) is a set of requirements designed to ensure that ALL companies that process, store or transmit credit card information maintain a secure environment. This applies to any merchant, including Travelodge, that has a Merchant ID (MID).

PCI applies to ALL organisations or merchants, regardless of size or number of transactions, that accepts, transmits or stores any cardholder data. Said another way, if any Customer of that organisation ever pays the merchant directly using a credit card or debit card, then the PCI Data Security Standard requirements apply.

Back Next

1.47 PCI



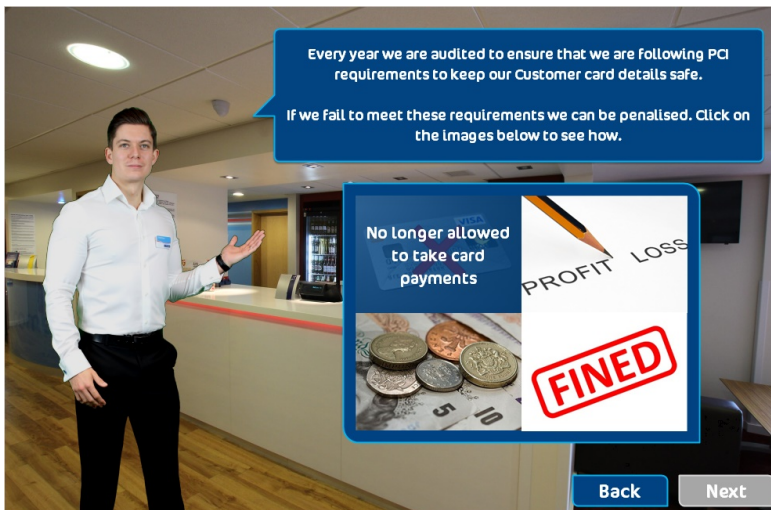
Every year we are audited to ensure that we are following PCI requirements to keep our Customer card details safe.

If we fail to meet these requirements we can be penalised. Click on the Images below to see how.

Back Next

This slide features a man in a white shirt standing in a modern office setting. A blue callout box contains text about PCI requirements. Below the text is a grid of four images: a Visa card with a red 'X' over it, a pencil pointing to a 'PROFIT LOSS' document, several coins, and a red 'FINED' stamp. Navigation buttons for 'Back' and 'Next' are located at the bottom right.

DT1 (Slide Layer)



Every year we are audited to ensure that we are following PCI requirements to keep our Customer card details safe.

If we fail to meet these requirements we can be penalised. Click on the Images below to see how.

No Longer allowed to take card payments

Back Next

This slide is identical to the one above but includes an additional text box. The text box is blue with white text that reads 'No Longer allowed to take card payments'. It is positioned over the top-left image of the grid (the Visa card with a red 'X'). Navigation buttons for 'Back' and 'Next' are located at the bottom right.

DT2 (Slide Layer)

Every year we are audited to ensure that we are following PCI requirements to keep our Customer card details safe.

If we fail to meet these requirements we can be penalised. Click on the Images below to see how.

Damaged reputation

FINED

Back Next

DT3 (Slide Layer)

Every year we are audited to ensure that we are following PCI requirements to keep our Customer card details safe.

If we fail to meet these requirements we can be penalised. Click on the Images below to see how.

Cost of Investigation into compliance failure

PROFIT LOSS

FINED

Back Next

DT4 (Slide Layer)

Every year we are audited to ensure that we are following PCI requirements to keep our Customer card details safe.

If we fail to meet these requirements we can be penalised. Click on the Images below to see how.

Back Next

1.48 PCI

Click on the 4 Images to see how we can keep our Customer data secure.

Credit Card Data Storage

Storing PDQ data

Storing 3rd Party Faxes

Disposing of Credit Card Data

Back Next

DT1 (Slide Layer)

Click on the white cross to close this bubble and select a new image.

Credit Card Data Storage

Some examples of where credit card data is held at Travelodge:

- Opera/reservation systems store credit card numbers on each booking.
- Finance – Customer Refund request forms.
- PDQ machines and charge back letters (Chargeback applies to all debit card transactions and can be an option for getting your money back on transactions costing less than £100)

Storing 3rd Party Faxes Disposing of Credit Card Data

Back Next

The slide layer features a background image of a man in a white shirt and dark trousers standing in a hotel lobby. A blue bubble with a white cross in the top right corner contains the text 'Click on the white cross to close this bubble and select a new image.' The main title 'Credit Card Data Storage' is in white on a blue background. Below the title, there is a list of three bullet points. At the bottom, there are two semi-transparent buttons labeled 'Storing 3rd Party Faxes' and 'Disposing of Credit Card Data', and two solid buttons labeled 'Back' and 'Next'.

DT2 (Slide Layer)

Click on the white cross to close this bubble and select a new image.

Storing PDQ Data

During the shift when a card payment is taken, the PDQ slip must be locked away in a till drawer or a locked float tin.

The Customer's name, room number and what the payment is for should be written on the back of the PDQ slip.

At the end of the shift they must be podded with any cash and placed in the drop safe.

When banking is reconciled PDQ slips should be put in an envelope dated for that day and locked away securely.

Storing 3rd Party Faxes Disposing of Credit Card Data

Back Next

The slide layer features a background image of a man in a white shirt and dark trousers standing in a hotel lobby. A blue bubble with a white cross in the top right corner contains the text 'Click on the white cross to close this bubble and select a new image.' The main title 'Storing PDQ Data' is in white on a blue background. Below the title, there are four paragraphs of text. At the bottom, there are two semi-transparent buttons labeled 'Storing 3rd Party Faxes' and 'Disposing of Credit Card Data', and two solid buttons labeled 'Back' and 'Next'.

DT3 (Slide Layer)

Click on the white cross to close this bubble and select a new image.

Storing 3rd Party Faxes

Third party faxes are received via Interfax.

Faxes only need to be printed if the customer has a dinner allowance.

Any printed faxes must be stored securely in the safe or a locked filing cabinet.

Third party faxes must also be checked as soon as received for the three digit (four digits for Amex) CVV number (sometimes called a SEC number). This must be completely obscured either with a ball point pen or punching it out of the paper. Under no circumstances should this number be visible.

Storing 3rd Party Faxes Disposing of Credit Card Data

Back Next

DT4 (Slide Layer)

Click on the white cross to close this bubble and select a new image.

Disposing of Credit Card Data

Paperwork containing credit card data must be shredded.

Any details recorded on emails or faxes must be blacked out.

Storing 3rd Party Faxes Disposing of Credit Card Data

Back Next

1.49 Cash



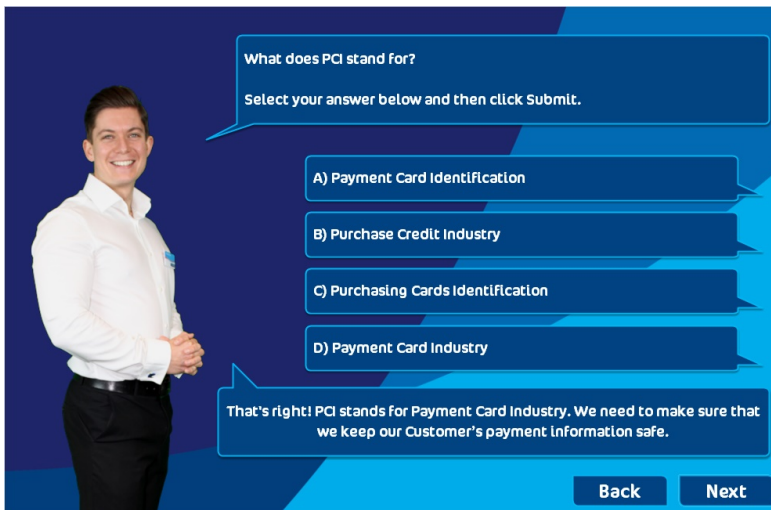
What does PCI stand for?
Select your answer below and then click Submit.

- A) Payment Card Identification
- B) Purchase Credit Industry
- C) Purchasing Cards Identification
- D) Payment Card Industry

Back Submit

Notes:

Correct (Slide Layer)




What does PCI stand for?
Select your answer below and then click Submit.

- A) Payment Card Identification
- B) Purchase Credit Industry
- C) Purchasing Cards Identification
- D) Payment Card Industry

That's right! PCI stands for Payment Card Industry. We need to make sure that we keep our Customer's payment information safe.

Back Next

Incorrect (Slide Layer)



What does PCI stand for?
Select your answer below and then click Submit.

- A) Payment Card Identification
- B) Purchase Credit Industry
- C) Purchasing Cards Identification
- D) Payment Card Industry

That's not right. PCI stands for Payment Card Industry. We need to make sure that we keep our Customer's payment information safe.

Back Next

1.50 Untitled Slide



Thank You
for completing part 1 of the
Security Training module

Exit
course