

# HOTEL SECURITY MANAGER ( HSM )

*Get trained as a knowledgeable, proficient and competent Security Manager.  
A vital asset to a facility's security service.*

## CERTIFICATION TRAINING FOR SECURITY PERSONNEL

### TRAINING TOPICS :

Orientation for managers  
Hotel as a workplace  
Legal aspects at work I & II  
Risk management  
Managing Security programs and operations  
Managing Training programs  
Managing work schedule and budget  
Interviewing new employees  
Security investigation, inquiry and debriefing  
Hotel Keys and access cards  
Hotel safe and safe deposit boxes  
Security as a service/Quality Assurance  
Routine procedures  
Documentation and reports management  
Stress management  
Emergency procedures  
Code of conduct

(\*) Additional topics and customized content available per client request

**Length: 120 min**

### HSMT Academy Contact information

Phone: 407-490-2220  
Fax: 407-490-2221  
E-mail: [info@HSMTAcademy.com](mailto:info@HSMTAcademy.com)  
[www.HSMTAcademy.com](http://www.HSMTAcademy.com)



Advanced training which covers all topics required to turn the experienced security agent into a Security Manager.

The training is comprised of advanced security professional elements such as learning how to execute security plans, threat analysis, and crisis management.

Additional subjects are leadership development, management, coaching, training, quality assurance, administrative issues, budgeting techniques and other aspects of security management which, upon completion, all combine to make the most proficient and intensive Computer Based Training (CBT) programs.

The CBT ends with an in-depth exam to assess the trainee's aptitude for understanding the role as a Security Manager.

## WHO SHOULD BE TRAINED?

*In-house and contractor hotel security staff and management*

- **New hires**  
with prior knowledge & training as part of the certification process.
- **Existing Managers**  
to improve and refresh knowledge and professional skills and as part of the certification process.
- **Supervisors**  
to advance position to the next level and to enrich knowledge base and professional skills.
- **Instructors**  
to expand knowledge base and add to training capabilities.

## CERTIFICATION TRAINING FOR SECURITY PERSONNEL



## MAIN FEATURES

- ✓ Comprehensive and detailed materials.
- ✓ Structured and methodical progress for effective learning experience.
- ✓ Enhanced visualization provides real-life visual and practical examples.
- ✓ User-friendly interface and easy navigation keeps the focus on the content.
- ✓ Interactivity keeps trainee engaged and progress is at a personal pace.
- ✓ Modular structure enables complete or partial training to fit within a given schedule and accommodate time restrictions and other needs.
- ✓ Exercises and comprehension questions during and after the training provide indication on the trainees' grasp level.
- ✓ Content can be customized to fit client's specific needs and requirements.
- ✓ Trainee information and scores records are kept in a database that can be used by SCORM (Shareable Content Object Reference Model) compatible records-keeping systems, including full reporting to client's LMS (Learning Management System) and other records-keeping systems.
- ✓ Cost-effective, flexible pricing model and affordable price.
- ✓ Installation on client's intranet, or web-based delivery.

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