

YOUR RESPONSIBILITIES AS A HOSPITALITY OPERATOR TO GUESTS

“ GOOD MORNING, TRISHA, ” said Sheriff Pat Hutting, as he strode into her office. “ It ’ s great to see you again. Let me introduce Detective Andy Letonski. Andy is from the city police force, and he is working a case. He asked me to arrange this meeting with you because, frankly, we think you could really help us out. ” Trisha Sangus smiled at Sheriff Hutting. He was truly one of her best friends in the business community. He was also the chief law enforcement officer of the county where Trisha managed her hotel. He loved to golf, as did Trisha, and her excellent business and personal relationship with him was extremely helpful in getting a prompt response time when dealing with the occasional guest eviction.

“ Good to see you too, Pat, ” Trisha replied, “ and good to meet you Andy. What ’ s going on? ” “ Drugs, ” replied Andy. “ As you know, our area has its share, despite the fact that they go virtually unseen. ” “ Yes, ” said Trisha. “ Pat and I have helped the school district by holding DARE training sessions at our hotel on several occasions. ”

“ That ’ s right, ” said Pat as he turned to Andy. “ No one in the area is a bigger supporter of our efforts than Trisha — and her property. ”

“ Well, ” said Andy, “ that ’ s why I asked Pat to bring me here. You have a guest in room 417. The guest ’ s name is Marty White. ”

“ That could be, ” said Trisha. “ It ’ s a big hotel, but I really don ’ t think that particular guest has come to my attention before today. Would you like me to check with the front desk to confirm that Mr. White is a guest here? ” “ Well, ” replied the detective, “ I was hoping you could assist in another way. ”

“ Andy ’ s men have had Mr. White under surveillance for three days now, ” said the sheriff.

“ We believe Mr. White is involved in drug trafficking in the area, ” added Andy.

“ And what are you asking of me? ” inquired Trisha.

“ Just to allow us to look at Mr. White ’ s phone records, so we can see whom he is calling, ” said Andy. “ They could be a great help in locating his possible source of supply and delivery. Your telephone call accounting system does record the number of all outgoing phone calls, doesn ’ t it? ”

“ Yes, ” replied Trisha, “ it does. ”

“ That ’ s great, ” said Andy. “ Those records would be a big help to us. ”

“ Let me be sure I understand your request, ” said Trisha. “ You are convinced that one of our guests is involved with the local drug trade? ”

“ Absolutely, ” said Andy.

“ Do you have evidence of the involvement? ” asked Trisha.

“ We have a significant amount. There is no doubt Mr. White is involved. That ’ s why I asked Sheriff Pat to set up this meeting with you, ” replied Andy. “ He told me about your previous involvement in antidrug educational activities in the area. ”

“ And you, Andy, would like to look at, but not copy, our records of the telephone calls that our guest has made since he has been here? ” Trisha queried.

“ That ’ s correct, ” said Andy, as the sheriff looked at Trisha somewhat uncomfortably.

“ Well, ” said Trisha, “ let me think about a response. I ’ ll get back to you within the hour. ”

“ Can ’ t we look at them now? ” asked Andy earnestly.

Trisha looked at him carefully. She knew what she was going to say, but because of her friendship with the sheriff, she wanted to turn this request down carefully, and in a way that would not embarrass the sheriff, who was, she suspected, an unwilling partner in the meeting.

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1. To understand your legal responsibility to admit guests and the circumstances when such admission can be denied.
 2. To protect the guest ’ s right to privacy.
 3. To operate and maintain a facility in a way that maximizes the safety of guests and compliance with the law, including Title III of the Americans with Disabilities Act (ADA).
 4. To differentiate among various types of nonguests and understand your obligations toward them.
 5. To generate the procedures required to safely and legally remove guests from a property