Hotel Incident and Emergency Response: Guest Safety, Staff Roles and Recovery Course

4 – 8 January 2027
Milan

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Programme Summary

Hotel incident and emergency response is the subject of this one-week training course for general managers, duty managers and security and operations heads at managerial level, ending in an incident response and recovery plan for one property. A hotel holds sleeping guests, staff and visitors under one roof, and a fire, security threat, health event or long outage tests every role at once. The programme moves from command roles to guest safety, communication, recovery and a finished plan. Mars Training Centre UK delivers this programme on hotel incident and emergency response to mixed-organisation cohorts.

The Business Case

Hotel incidents unfold in public, at night and with guests who do not know the building. Teams that have agreed who commands, who speaks to guests and who restores service act in minutes rather than hours. Weak coordination harms people first, and then shows in complaints, lost bookings and owner and brand confidence.

- Time to Safe Control: Shortens as command roles, alarms and evacuation routes are rehearsed.
- Guest Complaints After Incidents: Fall as updates and care are planned in advance.
- Service Restoration Time: Improves as recovery priorities are set before the event.

Principles and Evidence Base

- ISO 22320 Emergency Management: Supplies the principles of incident command, control and coordination, applied to the hotel command structure in Sessions 1 and 2.
- ISO 22301 Business Continuity Management Systems: Frames continuity priorities and recovery planning, used in Session 4.
- Incident Command Practice: Structures roles, span of control and handover, rehearsed in the simulation in Sessions 2 and 3.

Intended Participants

- General managers who carry final accountability for guests, staff and the property.
- Duty managers who take the first decisions when an incident starts.
- Security and safety leads who run alarms, access control and evacuation.
- Operations and front office heads who manage guests, rooms and communication.

Typical settings include city hotels, resorts, serviced apartments, conference venues and hospital hotels.

Learning Outcomes

1. Participants will be able to diagnose the incident risks that apply to a hotel property and its guests.
2. Participants will be able to construct a command structure with named roles and handover points.
3. Participants will be able to prioritise guest and staff safety actions in evacuation, shelter and lockdown situations.
4. Participants will be able to evaluate guest, family and media communication during a live incident.
5. Participants will be able to design a service recovery sequence for rooms, food and facilities.
6. Participants will be able to justify the response plan to an owner, brand or board.

Programme Structure

Day 1: Hotel Incident Risk and Command Roles

Which incidents can reach this property, and who commands each one?

- Incident Risk Register
- ISO 22320 Command Principles
- Role Card Set
- Alert and Escalation Ladder
- Property Vulnerability Walkthrough

Day 2: Guest Safety and Emergency Procedures

How are guests and staff moved to safety when seconds count?

- Evacuation Route Plan
- Shelter and Lockdown Decision Guide
- Vulnerable Guest Register
- Staff Muster and Headcount Sheet
- Emergency Services Handover Brief

Day 3: Communication During an Incident

What is said to guests, families, staff and the media, and by whom?

- Guest Announcement Script Set
- Family Enquiry Log
- Staff Briefing Card
- Holding Statement Template
- Spokesperson Rotation Plan

Day 4: Recovery and Service Continuity

How is the property returned to service, and how are guests cared for meanwhile?

- ISO 22301 Continuity Priority Table
- Guest Relocation and Care Plan
- Room and Facility Restoration Sequence
- Supplier and Contractor Call List
- Post-Incident Review Template

Day 5: Incident Response and Recovery Plan

Do the earlier tools form one plan that an owner or brand can approve?

- Applying the Session 1 Role Card Set
- Testing the Session 2 Evacuation Route Plan
- Rehearsing the Session 3 Holding Statement
- Checking the Session 4 Restoration Sequence
- Completing the Response and Recovery Plan

Methodology

The programme uses a simulation built on a prepared file for a fictional hotel, with floor plans, guest lists, staffing rosters and incident messages released in stages. Participants work in small teams, rotate through command roles, take decisions under time pressure and defend them in a short review. The programme develops management of an incident, not technical firefighting or medical skills.

- Suggested activity: Opening a night-time incident room and logging the first decisions.
- Suggested activity: Drafting a guest announcement and a holding statement within ten minutes.
- Suggested activity: Sequencing the return of rooms and food service after a partial closure.

Capstone Output

Each participant completes an incident response and recovery plan for one property. It holds a risk register, a command structure with role cards, guest safety procedures, a communication pack and a recovery sequence. The plan is used at work to brief an owner or brand, train duty managers and agree roles with emergency services and suppliers.

Frequently Asked Questions

Is a hotel incident and emergency response course suitable for managers without a security background?

Yes. Hotel incident and emergency response is taught through a simulation, role cards and templates. It assumes experience in hotel or venue management, but no earlier security or emergency command training.

Which standards does hotel incident and emergency response rest on?

Hotel incident and emergency response rests on ISO 22320 for incident command, control and coordination, ISO 22301 for business continuity management systems, and established incident command practice.

How is the plan from hotel incident and emergency response training used at work?

You use the response and recovery plan to brief your owner or brand, train duty managers on their roles and agree responsibilities with emergency services and suppliers.

How does hotel incident and emergency response training differ from a general hospitality management course?

Hotel incident and emergency response concentrates on command, guest safety, communication and recovery during serious events, while a general hospitality management course concentrates on daily service, revenue and guest experience.