Any guests calling the desk are to be told: WE HAVE AN UNCONFIRMED REPORT OF A FIRE AND WE ASK THAT YOU EVACUATE THE BUILDING IMMEDIATELY.

DUTIES OF MAINTENANCE PERSONNEL:

1) Upon activation of the fire alarm, determine where the alarm is at by using the fire alarm panel and the laminated card with the zone numbers, go to that area with the card and assess the situation.

2) Report to the front desk your findings and take appropriate actions to control the situation if possible.

3) If nothing can be found, return to the front desk and await arrival of the fire dept. DO NOT silence the alarm or reset it, this is the responsibility of the fire dept.

DUTIES OF THE HOUSEKEEPING DEPARTMENT

1) Carts are to be put into the closest room and the door shut. Assist in evacuating anyone in your immediate area and report to the front desk for further instructions.

DUTIES OF THE POOL, BAR, AND BANQUET PERSONNEL (if on duty):

1) Evacuate all persons from the area you are in charge of and then report to the front desk for further instructions.

Once the Fire Department has arrived they should be in complete control, please fully co-operate with them and they will advise us with an all clear and let us know when persons can return to the building.

Revised 03-07 R. Huber, Chief Engineer
WHAT TO DO IN CASE OF AN EMERGENCY James Hotel Group Properties

It is the responsibility of every employee to report any fire, smell of smoke or natural gas to the front desk immediately.

The reporting employee should do the following:

1) ALERT – Pull the nearest fire alarm, and call the front desk at Extension 0 to report the location.

2) RESCUE – anyone from the danger area. Take persons to the closest exit or stairwell. DO NOT USE THE ELEVATOR!

3) CONFINE – the fire or smoke by closing a door if possible.

4) FIGHT – the fire if it is still small with a portable extinguisher. But only after notifying the desk and activating the fire alarm.

NEVER ALLOW THE FIRE TO GET BETWEEN YOU AND THE WAY OUT!

DUTIES OF THE FRONT DESK PERSONNEL:

1) Upon activation of the fire alarm, go to the fire alarm panel and determine the location of the alarm.

2) Return to the telephone and dial 911. Be sure to give all the necessary information to the calltaker, this needs to include the name and address of the hotel, the location of the fire alarm and any other information you may have. Do Not Hang Up until instructed to do so by the calltaker.

3) Notify the person working maintenance (if on duty) of the location of the problem so that they may go to investigate.

4) Notify the General Manager and/or Roy Huber, Chief Engineer by telephone.

All the proper notifications need to be made before doing any thing else so as to make sure that you have help on the way!
FIRE EMERGENCY PLAN – FRONT DESK ACTION CARD

- Remain calm but act quickly
- Secure all cash, valuables, confidential information and keys
- Answer guest phone calls using pre-determined verbiage – Document
- Print the following Emergency Reports:
  - Occupancy Report/Rooming List (4 copies)—distribute to MOD, Engineering and Housekeeping staff on duty
  - Reservations Report (Next 3 days)
  - Audit Reports
- Account for employees by using the employee roster - Document
- Greet Fire Department and provide occupancy reports
- Account for guests by using the Occupancy Report/Rooming List
- Call occupied rooms – Document all rooms communicated with.
- Assist guests by pointing out exits; assist disabled guests
- Contact facility where guest will be located (if necessary)
- Contact transportation company for guest relocation (if necessary)
- Assist in guest relocation
- Assist Fire Department as needed
- Continue to operate the hotel PBX until relieved or otherwise instructed
- NOTE: Reset fire alarm ONLY at Fire Department’s direction to do so.
FIRE EMERGENCY PLAN – NIGHT AUDIT ACTION CARD

• Remain calm but act quickly
• Secure all cash, valuables, confidential information and keys
• Answer guest phone calls using appropriate verbiage - Document
• Print (4) Occupancy Reports, Reservations Reports, Audit Reports
• Distribute Occupancy reports to MOD, Engineering and Housekeeping staff on duty.
• Greet Fire Department and provide occupancy reports
• Account for guests by using Occupancy Report/Rooming List – Document
• Call occupied rooms; Answer guest phone calls and inquiries; record/log rooms communicated with
• Account for employees by using the employee roster
• Assist guests by pointing out exists; Assist disabled guests
• Ensure speedy access for emergency vehicles and personnel
• Ensure that all doorways heading in and out of the building are clear and free from obstruction
• Assign staff to control access of guests, media, etc.
• Assist in guest relocation
• Assist Fire Department as needed
• NOTE: Reset fire alarm ONLY at Fire Department’s direction to do so.