

EMERGENCY & HURRICANE PROCEDURES HANDBOOK

TABLE OF CONTENTS

Preface

Emergency Phone Numbers (Hotel Staff)

Best Western & Days Inn Property Maps

Additional Emergency Phone Numbers

Public Shelter List

Procedures

1. Fire Alarm System
2. Fire Fighting
3. Evacuation Plan & Firefighting Procedures
4. Accident Reporting
5. Drunk and/or Disorderly Persons & Trespassers
6. Tornado Watches & Warnings
7. Bomb Threat
8. Hurricanes & Tropical Storms
9. Hurricane Procedures & Evacuation Plan
10. Voluntary Evacuation
11. Mandatory Evacuation
12. Guest Room Thefts
13. Power Surges & Blackouts
14. Front Desk Procedures for Robbery

PREFACE

Our business operates twenty-four hours a day, seven days a week. This *"Emergency & Hurricane Procedures Handbook"* includes the basic information necessary in the event of most emergencies here at Ocean Partners Hospitality. It is important that this handbook be thoroughly understood by all department managers and your staff regardless of the nature of the emergency.

Best Western Oceanfront Hotel & Suites

Cocoa Beach, FL
 5600 North Atlantic Ave. (A1A)
 Cocoa Beach, FL
 (321)799-8640



Legend

Symbol	Description
	Hotel information
	Cash machine
	Restaurant
	Stairs
	Parking
	Breakfast Room
	Bar

DAILY HOT BREAKFAST
 First Floor Suites Bldg.
 7 Days a Week - 6AM-10AM

MANAGER'S SOCIAL
 Free Beer, Wine and Snacks
 Every Thursday
 Breakfast Room: 5-6PM

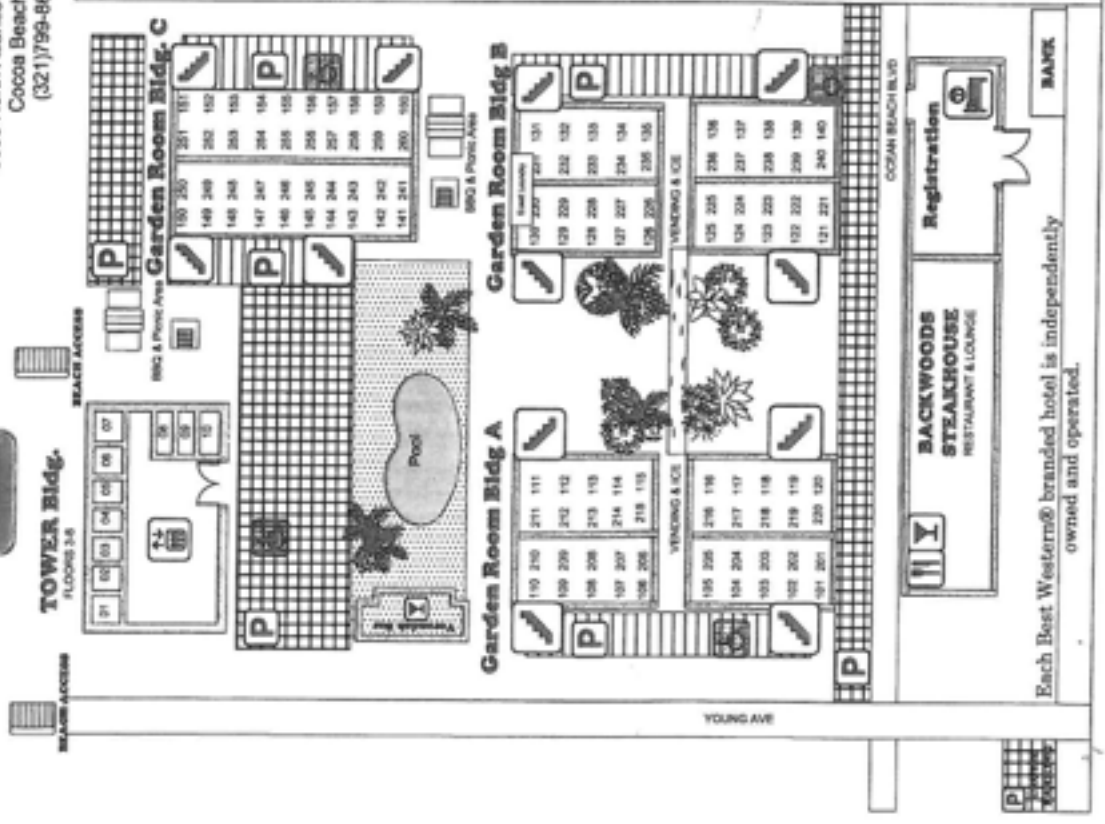
VERANDAH BAR
 Open seasonally and weather permitting
 Full liquor bar and tropical drinks

FITNESS ROOM
 Suites Bldg. First Floor

GUEST LAUNDRY
 Tower 3rd Floor
 Garden Room Building B-East End
 Suites Bldg. 3rd Floor



Enjoyed Your Stay? Let the world know!
www.tripadvisor.com



DAYS INN

NORTH ATLANTIC AVE. A1A

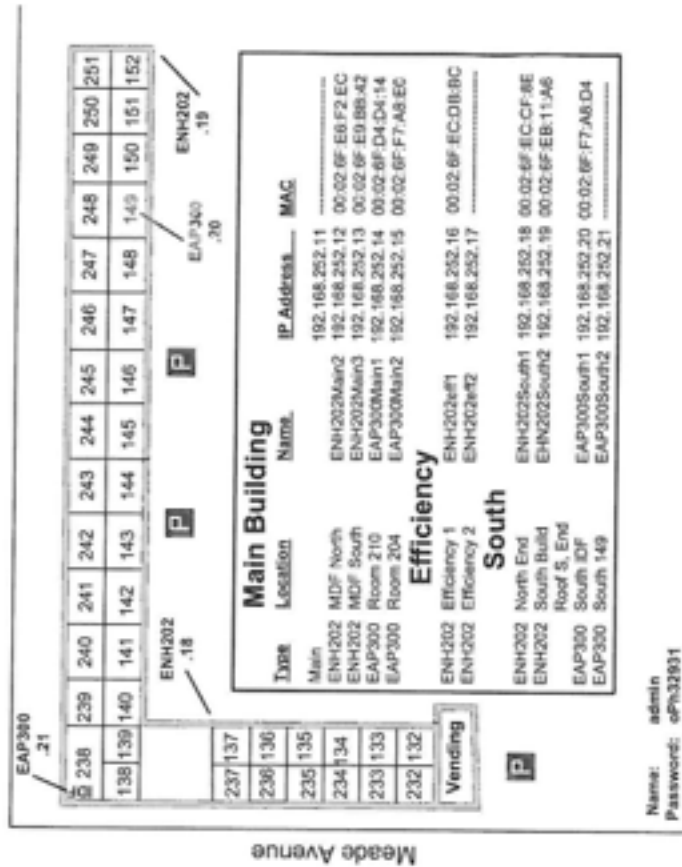
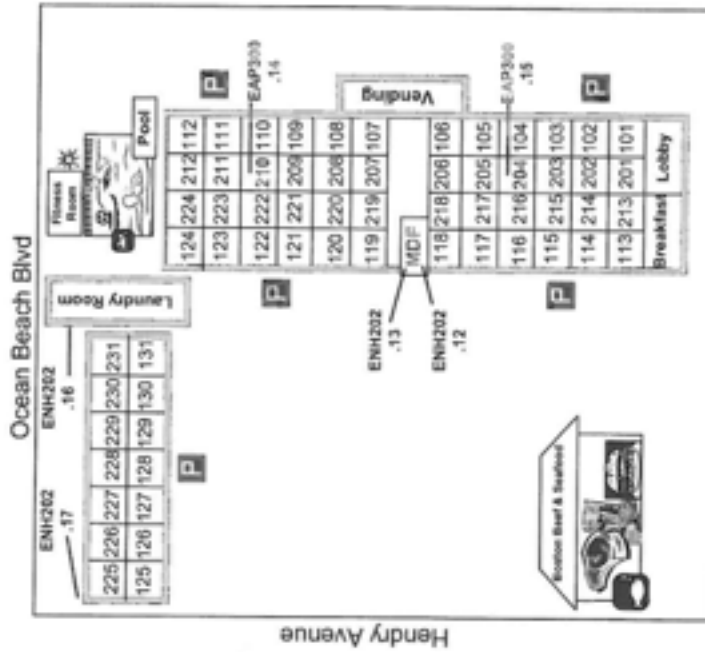
Each Best Western® branded hotel is independently owned and operated.



Days Inn Cocoa Beach Pier

5500 North Atlantic Ave (A1A) Cocoa Beach, FL 32931

Atlantic Ocean



Name: admin
Password: ePh32831

North Atlantic Avenue - A1A

Ocean Partners Hospitality
Phone/E-mail Listings
 Revised 1/2/2014

Days Inn Offices 321-784-2550	Ext:	Unit#	Emer. Phone:	E-mail:
*Tom Hermansen, Owner	497			tomh@oceanpartnerscb.com
*Wendy Knippel, Controller	493		321-480-3618	wknippel@oceanpartnerscb.com
Acct/Payable	494		321-637-9145	
*Wendy Darlow, HR	100		321-652-7736	hr@oceanpartnerscb.com
Tie Line between BW&DI	69			
Joe Ash, Asst. Chief ENG		15	321-794-0383	
Housekeeping office	460	102		
Laundry	485	20		
Front Desk Extension	491	101		
Days Inn FAX			321-868-7124	
Accounting Office FAX			321-868-6714	
HR FAX			321-868-1997	
Toll FREE			800-245-5225 or 888-799-1631	

Best Western Offices 321-783-7621	Ext:	Unit#	Phone:	E-mail:
*Matt Kent, GM	2390/390	1	561-371-4324	mkent@oceanpartnerscb.com
*Penny Layman, Exec. Admin	2392/392		361-386-0430	playman@oceanpartnerscb.com
Cindy Albright McCoy, Sales Mgr	2490/490		321-482-8485	cmccoy@oceanpartnerscb.com
Cheryl Gromlich, Sale Mgr	2492/492		321-501-9508	cgromlich@oceanpartnerscb.com
*Kevin Finnigan, Chief Engineer	367	10	321-806-9383	oph-maint@oceanpartnerscb.com
Jaime Teijeiro, FOM	377		321-536-4872	oph-fd@oceanpartnerscb.com
Kim McMillon Exec HK	263	202	321-208-4291	oph-hk@oceanpartnerscb.com
Reina Verduzco	366			oph-res@oceanpartnerscb.com
Veranda Pool Bar	196			
Front Desk Extension	200	201		
Sales and GM FAX			321-799-8640	
Bar in Breakfast Room	2702			
Sunrise Room Suite Bldg	5706			
Surfside Room (Tower)	184			
Kitchen	5704			breakfast@oceanpartnerscb.com
Fitness Center	5705			
Best Western FAX			321-799-4576	
Toll FREE			800-962-0028	
Houseman (radio)		40		
NIGHT SECURITY (radio)		70		
Boston Beef & Seafood			321-784-4000	

Backwoods Steak House 321-613-3828

Cocoa Beach Police Department: 911
Non-Emergency: 321-868-3251
Cocoa Beach Fire Department: 911
Non-Emergency 321-868-3330
Paramedics: 911
American Red Cross: 321-723-7141
Electrical Emergency (FPL): 1-800-468-8243
Emergency Management: 321-637-6670
Federal Bureau of Investigations: 321-752-6021
Florida Highway Patrol: 321-690-3902
Florida Marine Patrol: 321-383-2740
Natural Gas Emergency (City Gas Co.): 321-636-4644
Missing Children Information: 1-888-356-4774
Poison Information Center: 1-800-222-1222
Stray Animals:
Animal Control: 321-255-4346
Humane Society: 321-636-6643
Wounded Wildlife: 321-633-2024
US Coast Guard-Search & Rescue: 321-853-7601
US Secret Service: 407-648-6333
Water Emergency: 321-639-7500

BREVARD COUNTY EMERGENCY MANAGEMENT PUBLIC SHELTER LIST

Brevard Community College, Cocoa Campus
1519 Clearlake Road
633-1111

Walter Butler Community Center
4201 US Hwy 1, Cocoa
433-4449

Manatee Elementary School
3425 Solerno Blvd, Viera
433-0050

Viera Regional Community Center (PET FRIENDLY)
2300 Judge Fran Jamieson Way, Viera
433-4897

Port St. John Community Center (PET FRIENDLY)
6650 Corto Rd, Port St John
264-5105

Imperial Estates Elementary School
5525 Kathy Dr, Titusville
267-1773

Apollo Elementary School
3085 Knox McRae Dr, Titusville
267-7890

Eau Gallie High School
1400 Commodore Blvd, Melbourne
242-6424

Melbourne High School
74 Bulldog Blvd, Melbourne
952-5880

Heritage High School (PET FRIENDLY)
2351 Malabar Rd, Palm Bay
722-4178

PROCEDURES

All employees working for Ocean Partners Hospitality must completely understand the following procedures:

A.

B. Fire Alarm System-Towers System-Radionics Omagalarm D8112 Control/Communicator

Fire Fighting Responsibility

1. The emergency fire procedure.
2. The various types of fire extinguishers.
3. Evacuation of the hotel.

C. Accident Reporting-(Guest and Employees).

D. Drunk and/or Disorderly Person(s) and Trespassers.

E. Tornado Watches and Warnings.

F. Bomb Threats.

G. Hurricanes and Tropical Storms.

H. Guest Room Thefts.

I. Power Surges and Blackouts.

J. Front Desk Procedures for Robbery.

Each procedure will be listed in the order that they appear in this outline. With this information and common sense, 90 percent of the problems that may occur can result in a satisfactory conclusion. If there is doubt as to the action you are planning to take, do not hesitate to ask for assistance or call for assistance from one of six persons on the hotel personnel telephone numbers with an asterisk next to their name.

FIRE ALARM SYSTEM

Currently, all of our rooms have smoke detectors hard-wired to the room. (Works on electric current and has battery backup). Our fire security system is Radionics Omagalarm 08112. The reset code is 123456 Command. Please see Security System User Guide for detailed information. Only a qualified staff member may perform this function!!!

FIRE FIGHTING

1. As stated we have smoke detectors in every guest room. If a person calls in a report of a fire alarm or actual fire, go to the area indicated. Make sure that the next in command on property is aware of the situation and your location.
2. Call the Fire Department immediately (911) and give the exact location of the fire. Have an employee at the front of the hotel (i.e. entrance, driveway) to give exact directions to the fire fighters as they arrive on the property.
3. If no problem is found, but the smoke detector is sounding, reset the smoke detector and call in a work order to have it immediately repaired or replaced.
4. If no problem is found, but the fire alarm system is sounding, reset the alarm system and call the Maintenance Supervisor immediately. The reset code is 123456 Command. Only a qualified staff member may perform this function!!!
5. See attached procedures for Fire Fighting and Evacuation.

EVACUATION PLAN AND FIRE FIGHTING PROCEDURES

All buildings, regardless of the type of construction, are susceptible to fire. Even though a building is termed "non-combustible", this refers to its structure, without consideration given to the furnishings, stored materials, and products used in the normal daily operation of the project.

Fire and smoke damage are very costly not only from a replacement and repair expense, but more pronounced are the costs incurred from loss of income when an area cannot be occupied until damages have been repaired. It is the duty and responsibility of every employee of the property to be ever knowledgeable of evacuation and firefighting procedures in order to react quickly and effectively in every situation. Each employee should acquaint themselves with the location of each fire alarm pull station, fire extinguishers, and routes to and locations of exits.

I. Discovery of Fire

1. Someone calls the front desk and asks them to notify the Fire Department.
2. Contact the Manager or Director on property and inform them of the situation and location of fire.
3. Clear the area or room of all guests and employees out to the parking lot a safe distance from the building.
4. Close off area. If the fire is in a guest room, close door to contain fire remembering that fire must have oxygen to sustain itself.
5. If the fire has not reached extensive proportions and based upon the individual's judgment, an attempt should be made to extinguish the fire by using a portable extinguisher. Fire hoses should be restricted to use by the Fire Department or by building personnel experienced in their use and then only on fires, which have progressed to extreme conditions. Generally, more damage is created by water than that of a small fire, not to mention bodily injury that could result from the nozzle of a hose under pressure that is not securely held.
6. A person is stationed at the front of the hotel waiting for the Fire Department. This person will direct the Firefighters to the location of the fire.
7. As soon as assistance has arrived at the scene, an employee should contact the front desk verifying the location and existence of the fire and give his/her name, type of fire and the extent of the fire.
8. If a Manager or Director of the hotel orders an evacuation, conduct the evacuation in an orderly fashion. Keep calm and attempt not to excite occupants nor create a panic and possible injury. Direct occupants to the nearest and safest exits to the parking lot at a safe distance from the building. The highest-ranking Manager or Director must stay on duty until situation is resolved.

II. Reporting Incident and Notifying Staff Members

When the operator receives a telephone call from a guest or employee reporting a fire, the operator will record the room or area in which the fire is located.

1. Upon receiving either a call or alarm, the operator will immediately call the Fire Department (911). Report: "A fire at the Days Inn-Cocoa Beach at 5500 North Atlantic Avenue, or at the Best Western-Cocoa Beach at 5600 North Atlantic Avenue, in our () building, room number (), or area." The operator will answer no other incoming calls until this report is completed
2. Notify the Maintenance Supervisor and all other maintenance personnel to direct them to report the fire location. DO NOT mention the word "fire" over the radio, beeper or paging systems. Use code "Red", i.e. "WE HAVE A CODE RED AT (location)".
3. Notify another employee to advise location of fire and direct them to wait at the entrance of the hotel to direct the Fire Department personnel to exact location of fire.
4. Contact the General Manager, Maintenance Supervisor, and Front Desk Manager to advise the condition and location of fire. Only these staff members will be authorized to order an evacuation prior to the arrival of the Fire Department.

III. General

1. Fires are classified as follows:
 - (a) "A"= Wood, cloth, plastics, paper, and similar combustibles,
 - (b) "B"= Flammable Liquids
 - (c) "C"= Electrical.
2. We have only one type of extinguishers on property. These extinguishers are filled with chemical solutions and can be used on any of the three classes of fires mentioned above.
3. Water should never be used on Class "B" or "C" fires except by experienced personnel.
4. The MOD must inspect all fire extinguishers and fire pull stations daily making sure they are current and in good order.
5. On an annual basis, we will ask the Cocoa Beach Fire Department to assist us in the use and proper handling of a fire extinguisher.

Best Western Oceanfront Resort

Front Desk

A building-outside room #105

A building-outside room #116

A building-outside room #205

A building-outside room #206

B building-outside room #125

B building-outside room #136

B building-outside room #225

B building-outside room #236

B building-guest laundry

C building-outside room #145

C building-outside room #156

C building-outside room #245

C building-outside room #256

Inside Electrical Room

Inside Pool Room

Inside Break Room

3rd Floor-outside Guest Laundry

4th Floor-outside Fitness Center

5th Floor-outside Housekeeping

6th Floor-outside Housekeeping

7th Floor-outside Housekeeping

8th Floor-outside Housekeeping

Tower Conference Room

Suites Kitchen

Suites Storage

Suites Lobby

Suites Floors 2 thru 5

Maintenance Shop

Days Inn

Front Desk

Main building-outside room #106

Main building-outside room #119

Main building-outside room #219

Main building-outside room #206

Efficiency building-outside room #127

Efficiency building-outside room #130

Efficiency building-outside room #225

Efficiency building-outside room #231

South building-outside room #132

South building-outside room #143

South building-outside room #151

South building-outside room #232

South building-outside room #242

South building-outside room #251

Inside Phone Room

Executive Offices

Inside Break Room

3-inside Maintenance Shop

2-inside Hotel Laundry
2-Breakfast
Guest Laundry

ACCIDENT REPORTING

The following steps should be taken in the event of a guest or employee accident that you are reporting.

1. Immediate attention to the individual to determine the extent of their injuries.
2. Be courteous and businesslike.
3. Make the injured person comfortable. Arrange for first aid. In the event of serious injury, do not move the person that is injured!!! Cover them with a blanket. Do not attempt to render First Aid.
4. For emergency medical treatment call 911.
5. Secure witness information as part of the incident report.
6. Inspect the scene closely, take pictures, and gather all essential information.
7. Complete an incident report away from the scene of the accident.
8. The additional points below will outline the DO NOT'S of accident reporting.

- a. DO NOT fill out the accident report in front of a guest.
- b. DO NOT offer to pay for any medical bills.
- c. DO NOT apologize for an accident.
- d. DO NOT admit responsibility.
- e. DO NOT mention insurance.
- f. DO NOT discuss an accident with other guests or strangers.

9. Complete incident report including police reports, pictures, and witness statements.

1. Make a copy of the incident report.

0.

- a. Give the original incident report to the General Manager.
- b. Give a copy of the incident report to your Department Head.
- c. Employee injuries must be reported to H. R. within twenty-four hours of injury. This procedure must be followed even if the employee refuses medical attention.

Employee and Guest accident reporting forms attached.

DRUNK and/or DISORDERLY PERSON(s) and TRESPASSERS

There are three major factors to consider when confronted with drunk and/or disorderly persons and trespassers:

1. The well-being of guests and employees

2. The reputation of the hotels
3. Protection of the hotel facilities

It must be determined what course of action is to be taken in each case as it develops. It must be understood that our hotels are private property and the police can be called to evict any undesirable person upon the request of management if there is justifiable cause. In the past, the Cocoa Beach Police Department has been exceptionally quick in responding to our calls and has been most helpful on our requests for both evictions and trespassers.

Steps to Follow:

1. when called to an area regarding a drunk and disorderly person or trespasser, get as much information on what has occurred before approaching the person
2. Remember that you should always be courteous and tactful
3. Never approach a person alone; always have another employee with you
4. Make a determination as to the course of action to be taken using the facts available and common sense. Once a course of action is determined, follow it to conclusion.

Do NOT'S:

1. DO NOT approach a person or guest room alone; always have a witness present
2. DO NOT touch a guest or trespasser
3. DO NOT argue or verbally insult or threaten a guest or trespasser

TORNADO WATCHES and WARNINGS

During the late spring, summer, and early fall, there are possibilities of tornados developing in this area. The National Weather Service, if consulted, will give adequate time to employ safety measures. The warning system is broken down into three basic elements:

1. **Original Alert:**

A time span is generally given to be aware tornados could develop within existing weather patterns.

2. **Tornado Watch:**

The National Weather Service issues this when conditions are favorable for the development of tornadoes in and close to the watch area. Their size can vary depending on the weather situation. Tornado Watches are usually issued for duration of 4 to 8 hours. They normally are issued well in advance of the actual occurrence of severe weather. During the watch, people should review tornado safety rules and be prepared to move to a place of safety if threatening weather approaches

The Storm Prediction Center (SPC) in Norman, Oklahoma, issues a Tornado Watch. Prior to the issuance of a Tornado Watch, SPC will usually contact the affected local National Weather Forecast Office (NWFO) and they will discuss what their current thinking is on the weather situation. Afterwards, SPC will issue a preliminary Tornado Watch and then the affected NWFO will then adjust the watch (adding or eliminating counties/parishes) and then issue it to the public. After adjusting the watch, the NWFO will let the public know which counties are included by way of a Watch Redefining Statement. During the watch, the NWFO will keep the public informed on what is happening in the watch area and also let the public know when the watch has expired or been cancelled.

3. **Tornado Warning:**

This is issued when the WSR-88D radar indicates a tornado or spotters sight a tornado; therefore, people in the affected area should seek safe shelter immediately. They can be issued without a Tornado Watch being already in effect. They are usually issued for duration of around 30 minutes.

A Tornado Warning is issued by your local National Weather Service office (NWFO). It will include where the tornado was located and what towns will be in its path. If the tornado will affect the near shore or coastal waters, it will be issued as the combined product--Tornado Warning and Special Marine Warning. If the thunderstorm, which is causing the tornado, is also producing torrential rains, this warning may also be combined with a Flash Flood Warning. If there is an ampersand (&) symbol at the bottom of the warning, it indicates that the warning was issued as a result of a severe weather report. After it has been issued, the affected NWFO will follow it up periodically with Severe Weather Statements.

These statements will contain updated information on the tornado and they will also let the public know when warning is no longer in effect. Monitor a radio station to keep up to date. Should a warning be announced that a tornado is in the vicinity of the hotels, the following steps should be taken immediately: (Note that our two-way radios have the National Weather Service on channel 4)

1. The hotel operator (front desk) will notify all Department Heads via telephone and radios. Department Heads are responsible for their employee's safety and should make them aware of the situation in a calm and distinct manner, requesting that persons stay where they are, move away

BOMB THREATS

If a bomb threat is received, the following course of action should be taken:

1. Keep the caller on the line for as long as possible.
2. Try to get the exact location of the bomb;
3. The time set for detonation;
4. A description of the bomb or container;
5. The reason for the call/threat.

Take note of:

1. The EXACT date and time of the call;
2. The EXACT language used;
3. The sex of the caller;
4. Estimated age of the caller;
5. Accent of the caller;
6. Any identifiable background noises: i.e. music, traffic, other.

Upon hanging up call:

1. Call the Police Department. (911)
2. Call the Fire Department. (911)
3. Call the General Manager, Front Office Manager and Maintenance Manager.
4. Only the Fire Department, Police Department, or General Manager can order an evacuation.

Avoid panic at all costs!!! When the police arrive, they will take over with the General Manager or one of the Department Heads acting as hotel liaison.

HURRICANES and TROPICAL STORMS

Below are some terms to know covering "Tropical Disturbances" to "Hurricane Warnings":

1. **Tropical Disturbance:** No strong winds. Area of showers and thunderstorms. Common throughout the tropics.
2. **Tropical Depression:** A counterclockwise rotation of air at speeds of 38 mph or less. A clearly defined low-pressure area is emerging.
3. **Tropical Storm:** An organized cyclone in the tropics with wind speeds of 39-73 mph. The storm receives a name.
4. **Hurricane:** An intense low pressure with winds rotating about the center in a counterclockwise direction at speeds of 74 mph or higher.
5. **Tropical Storm Watch:** An announcement for specific areas that tropical storm winds pose a possible threat to coastal areas.
6. **Tropical Storm Warning:** A warning that tropical storm conditions, including possible sustained winds of 39-73 mph are expected in a specific coastal region within 24 hours.
 - a. If a tropical storm is forecasted to affect this area and no evacuation recommendation or order is given, warn guests not to go outside, on to balconies, and advise them to stay away from windows.
7. **Hurricane Watch:** An announcement for specific areas that hurricane conditions pose a threat to a coastal area. When a hurricane watch is issued, all precautions should be taken immediately.
8. **Hurricane Warning:** A warning that sustained winds of 74 mph or higher is expected in a specified coastal area within 24 hours. If the hurricane's path is erratic, the warning may be issued only a few hours before the beginning of hurricane conditions.

HURRICANE PROCEDURES AND EVACUATION PLAN FOR THE BEST WESTERN OCEAN BEACH HOTEL & SUITES & THE DAYS INN

Hurricane season begins on June 1st and ends on November 30th

Category	Wind	Storm Surge
Category I	74-95 mph	4-5 Feet
Category II	96-110 mph	6-8 Feet
Category III	111-130 mph	9-12 Feet
Category IV	131-155 mph	13-18 Feet
Category V	155+ mph	18+ Feet

WHEN VOLUNTARY EVACUATION ORDERS ARE GIVEN BY LOCAL OFFICIALS:

Stay Calm! It is usually 18-24 hours before the storm will reach landfall.

1. A voluntary evacuation does not mean that we should or must evacuate our guests. This notice is for those persons living in manufactured homes, trailer parks, or for those persons who require assistance in leaving the area to shelters.
2. The executive office will be in contact with Emergency Management on the nearest shelter locations as well as the latest information on the hurricane. For our area the designated shelter is usually the BCC campus in Cocoa on Clearlake Road or the BCC campus in North Melbourne on Wickham Road.
3. This information should be typed up with a map of the area for distribution to guests and employees that may need this information.
4. Be sure that ample copies of the Evacuation Routes are available for guests and employees.
5. The General Manager or Assigned Person will take a detailed series of photographs of all exterior buildings, (every elevation), rooflines, and signage.
6. Employee roll call to determine who is available to stay and work.

This will include:

- * Days Inn: Main Building, South Building, Efficiency Building, Laundry Building, Maintenance Building, Swimming Pool and deck areas, Lobby Building, Building Signs and free-standing signs.
- * Boston Beef & Seafood Building, Fenced Area, Building Sign, Awnings, and free-standing signs.
- * Best Western: A, B, & C Buildings, Towers, Suites Building, Lobby Building, photographs of Roof Tops taken from the Towers, Swimming Pool and deck areas, photograph of dune line taken from the Towers. Building signs and free-standing signs.
- * Backwoods Steakhouse Building, Fenced Area, Building Signs and free-standing signs, and awnings.
- * Sunrise Bank Building, Fenced Area, Building Signs and free-standing signs, and Awnings.

Photographing all the areas takes approximately one hour. Use a camera that dates pictures, (month, day, and year). Be sure the camera date is correct.

Front Office:

Maintenance:

1. Will work in teams to complete preliminary work:
2. Secure all pool furniture on the ground level. Drain pool 12 inches to avoid flooding.
3. Check out the portable generator and fill fuel tanks of generators and fire pumps.
4. Cover both Telephone Switches with plastic. Be sure to drape the plastic over the equipment and not wrap equipment.
5. All personal computers are turned off and covered with plastic and moved to a higher location. Be careful not to pull on wires or connection at the back of printers and computers.
6. Clean drains and catch basins.
7. Anchor or relocate anything on the property which could potentially blow away or blow into and damage the facility.
8. Bring in trash cans and planters.
9. Make sure outside signs are property braced.
10. Ensure all roof-mounted equipment is properly secured or taken down.
11. Attach PTAC covers to air conditioners.
12. Relocate any chemicals which may react with each other or water.
13. Close water valves to ice machines. DO NOT unplug ice machines
14. Remove and secure master key box.
15. Turn off gas and electricity to all buildings after everyone has been evacuated.

Housekeeping:

1. Strip linens from rooms as soon as possible to be sent to laundry as early as possible.
2. Make up every room as a check out.
3. Keep track of early checkouts by room number.
4. Alert Front Desk and Front Office Manager of rooms that are still occupied.
- 5.

Refer any guest questions on the storm to the Guest Services Agents in the lobby.

Laundry:

1. Clean as much of the guest room linens as possible.
2. Runner will load every linen storeroom as quickly as possible.

WHEN MANDATORY EVACUATION IS ORDERED BY LOCAL ELECTED OFFICIALS

The General Manager will be in constant contact with Emergency Services and the Owners of the Hotels. The Owners of Hotels and/or Local Fire Department will give the General Manager direction on Mandatory Evacuation. Each Department Head will be kept informed by the General Manager on the conditions of the approaching storm, location, direction, and anticipated time the storm will make landfall.

Guest Evacuation:

When the order for Mandatory Evacuation is given through the Executive Office, the following procedures will be followed:

Front Desk:

1. Remain Calm! At this time as stated above, the storm is 16-24 hours away.
2. Call all occupied guest rooms and alert the guest of the Mandatory Evacuation issued by the local elected officials. Provide them with information for possible relocation.
 - a. All personal effects should be taken with them and not left behind in the room.
 - b. Inform the guest to check out at the front desk and collect their keys.
 - c. If no one answers the telephone, make note of the room number on a list and then turn on his or her message light. The list, when all calls are made, is to be given to the Front Office Manager for follow-up.
3. The General Manager will make the decision on whether refunds are to be issued in the event of Mandatory Evacuation. This has much to do with the actual time evacuation is given.
4. As the guests come down to check out, the guest should be given current information on the storm. Also give the guest a copy of the Evacuation Routes, as well a hotel business card or brochure with our 1-800 number. Instruct the guest to call the hotel the next morning to confirm their continued reservations with us.
5. The Front Office Manager will assign an employee to check all rooms that have not answered their telephones. When checking, they will mark on the list whether the room is vacant or has luggage in it. Of course, if the guest is in the room, inform that there is a Mandatory Evacuation and they should check out of their room as soon as possible. Make a note on your list if you spoke with the guest.
6. Upon departure of all guests, the Front Office Manager will notify the housekeeping department to verify all rooms are indeed vacant. Again, if luggage is found in the room, make a note of on the list. Upon completion of the list, give copy to the Front Office Manager and executive office.
7. Once all guests have departed, run a Rack, balance the shift, complete the credit cards and drop the cash in the drop safe, and run the Audit.
8. Run a final backup of the Property Management System and give it to the General Manager who will take the tapes of both hotels off property.

9. Determine when to send employees home and be sure all employees have the hotel telephone number, their Department Heads personal telephone numbers, HR managers personal phone number (in the event of power loss), with instruction to call the hotel once the hurricane has passed to find out status of the hotel and when they are to report back to work. Employees should also

In the event of a category III or more hurricane:

1. Move furniture away from window and balcony rooms in the Towers and Suites; do not stack chairs or tables on beds.
2. Use duct tape around door and doorframe to reduce chance of interior flooding in Towers and Suites.
3. Raise telephone switches at both hotels at least 8" off floor.
4. Raise portable generator at least 8" off floor.
5. Turn all refrigerator and freezer units to maximum cold.
6. Controller will take responsibility for the removal of accounting files.

Return To Hotel After Hurricane Or Tropical Storm Passes

1. All Department Managers are to report to hotel as soon as allowed. It is a good idea to have a cell phone car charger in case there is no power at the hotel.
2. Each Department Manager to contact select staff to report for clean-up.
3. General Manager to contact Corporate Offices to report the status of both hotels.

IF THERE WAS DAMAGE TO THE HOTEL:

1. All Department Managers will keep a detailed daily diary (until notified to stop) which is to include:
 - a. Observation of damage to property; be specific.
 - b. Keep accurate records of labor to clean up debris.
 - c. Keep accurate labor records of rooms that had to be stripped.
 - d. Keep accurate records of contract labor used to clean up, etc.
 - e. Keep accurate records of labor materials to protect FF&E in damaged areas.
2. The General Manager will keep a master diary of all related costs, damage, supplies, etc., on a daily basis.
3. The General Manager or assigned person will again take photographs of all buildings, signs, and roof lines of every building. See list earlier in procedures manual.
4. Designated managers or employees will inspect all guest rooms and public areas for interior damage and determine soundness of each building. Every room must be inspected as soon as possible.
5. The Switchboard/Front Desk must be covered as soon as possible to handle incoming calls and guest arrivals.
6. The General Manager and Front Office Manager must be kept informed of the status of rooms and condition of the hotel so that decisions can be made as to re-occupying guest rooms.

IF THERE IS NO DAMAGE FOUND. ALL ROOMS SHOULD BE MADE AVAILABLE AS SOON AS POSSIBLE FOR ALL GUESTS RETURNING AND FOR OTHER GUESTS OR CORPORATIONS NEEDING EMERGENCY HOUSING!!!

Sales will call all area hotels on the beach to see if they have damage and/or if they require rooms for their guests coming back to the beach. Calls will be made to FPL, Bell South, and Insurance Companies for possible long-term room business. Call the Chamber of Commerce to see if they or other businesses require room accommodations.

Under no circumstances is anyone to make statements to the News Media or Strangers. All inquiries will be forwarded to the General Manager.

GUEST ROOM THEFTS

Reasonable security of the properties is maintained through our staff and management coverage. Reports must be made on all thefts. The police may be called, but only on the guest's request. Do not offer to call the police department – it is their decision. Do not discuss or accept liability. Notify the General Manager if action is taken.

POWER SURGE AND BLACKOUTS

A power surge is when the lights go off and on again quickly. In the event of a blackout, public areas and stairways have emergency battery flood lights that should remain on for a least one hour. Notify your Supervisor and Maintenance Supervisor when a power failure occurs. The Front Desk should have a flashlight with fresh batteries available, in the event of an emergency. Routinely check that the batteries are fresh. Maintenance will check all flashlights monthly.

FRONT DESK PROCEDURES FOR ROBBERY

If a robber approaches you, stay calm and give them what they want. As soon as it is safe to do so, call the Police Emergency number (911) and report a robbery has just occurred at the hotel. Give the police your name, the hotel's name and location. They may at that time ask for a description of the robber and his/her vehicle. Then notify the general manager and front office manager immediately. Try if possible to determine the height, weight, sex, and age of robber. Color of clothes, shoes, jewelry, tattoos, and vehicle used to leave the scene, etc.