



SCOTTISH REGION NEWSLETTER DECEMBER 2011

NOVEMBER MEETING



Thank you to May Mclellan from Jurys Inn for stepping in and hosting this meeting and to Sharon Laing and Sandy Campbell for sponsoring it.

Our speaker was PC Ross Ferguson Divisional Counter Terrorism Liaison Officer, which may not seem to tie in with Hotels but his talk certainly left us with plenty to think about!

Counter Terrorism Awareness is made up of 4 P's

Prevent - Stop persons from being radicalised

Protect- Strengthen security and reduce an areas potential to being a target



Prepare - To deal with the worst when an attack can not be stopped

Pursue - To disrupt terrorist activity and arrest those responsible those who perpetrate acts of Terrorism

At present the terrorism threat is considered to be substantial and hotels have been targets in the past, with both the Brighton Grand hotel and the Islamabad Marriot examples of those that have been attacked.

Where the treat comes from - Al-qa'ida, which operates as individual Franchises. There have been examples of one franchise planning an attack in the same area as another as they do not know the other one exists.

Irish related domestic threat which is still relevant today.

With the Olympics and Commonwealth Games coming to the UK in the next couple of years there are steps that we can all take to minimise the threat:

If someone starts asking too many questions about your business think about their motives, Hostile Reconnaissance is used to select targets and decide the best mode of attack. Information you give out could be valuable in the wrong hands.

Insider Threats — staff vetting is vital and vigilance about suspicious staff activity should be reported. The Dhiren Barot bomb plot is an example of staff being put into a large London hotel to gain information and maximise the damage that could be done. Staff were not fully vetted at the time, once the plot came to light this changed and now all staff are fully vetted.

How to spot a Terrorist - the Police do not target people due to Religion—Race – Sexual Orientation—Age or Disability but on the actions they commit.

You know what is normal for your business—
Report the abnormal

Trust your instincts

Don't hesitate to contact the Police



With lots to think about, we then moved back to the lounge and Sheila Perera gave us an update on the IEHA conference in Las Vegas. It was a busy few days with lots to see and do and plenty of inspirational speakers. If you would like to read more about it then please go to the website and read Sara Cockram's in depth article in the South West and Midlands newsletter. It was Sara and Angela's first trip to the conference and they would recommend it to everyone.

Thank you to everyone who brought along raffle prizes, it was great to see so many people in attendance. We had planned a special raffle prize for anyone who brought along a potential new member but due to the change in timings with the speaker this didn't happen. However the 3 people who did bring along someone new will have their names carried forward to the next meeting when we will repeat the opportunity—so get your thinking caps on who could you bring? We hope that Sarah from Eurohostels, Dayu from Express by Holiday Inn, Glenrothes and Lorraine and Catherine from Fraser Suites all enjoyed the meeting and we hope to welcome them to many more.

NATIONAL NEWS



Clean the world is an American organisation set up to recycle Soaps and toiletries to help save lives. They ensure that all Products are free from Pathogens and will not harm the end user and these products are distributed along with appropriate educational material to impoverished countries as well as domestically.

As mentioned in the London & S.E newsletter (Oct) there is no such organisation in the UK. If you know of some way of doing this within the UK then please contact Angela Jaquiss (National secretary), as this is something we would like to Develop.



Hotel Olympics

At present there are a few companies who run their own hotel Olympic competitions, if there is enough interest we would like to run a National competition. If this is something you would be interested in taking part in then please let me know. If you would like to see how the Americans do it there is a you tube video of the Las Vegas chapter of the IEHA's event. Go to [youtube.com/](https://www.youtube.com/)

watch?v=2jWwHJo5S3o to view it.

Inter Hotel Exposure

In her address to the Annual Business Lunch Anne Britton talked about "Housekeeping being the motor of the Hotel". Our role is pivotal to the success of the hotel and we need to ensure that we have the knowledge and expertise to keep this role as a real managerial role. This will ensure that this role attracts the right calibre of candidate. With this in mind the Association will continue with the free excel classes, informative meetings and newsletters and inter hotel cross exposure. The aim of the inter hotel cross exposure is to encourage Housekeepers to visit other properties and work with other Housekeepers thus gaining experience and knowledge. This is a national initiative and as such we wish to compile a list of hotels who would be willing to have Housekeepers come to work with them. Please contact me if you are interested in taking part.

Shared knowledge day.

The 2nd Shared knowledge day takes place on the 24th January at the Jumeirah Carlton Tower Hotel. This is open to all fully paid up Housekeeper members and committee members, if you wish to attend please fill in the attached form and send to Arletty Jooran.

Professional Development Award - update.

The development of the award has now reached the question writing stage and is well on course to be completed by the deadline of the end of January. Myself, Jo Wilby, Sheila Perera and Marguerite Courtney have all been taking part in video questioning sessions. At our next meeting on the 18th of January Marc Robertson - Hospitality, Leisure, travel and tourism consultant is going to update us on the award. Please see attached flyer for more details.

SUMMER BALL 2012

The Northern Region are hosting the summer ball at Oulton Hall, Leeds on Friday 22nd June with the theme being a Venetian masked ball. There is plenty of time for you to get creative with your masks!!!

As well as a special rate at Oulton Hall of £99 B&B, Jo has managed to get a



special rate of £ 49 B&B for the nights of the 21st, 22nd and 23rd at the Holiday Inn express which is just across the road.

To book please quote Jo Wilby - contact them at www.hiexpressleedseast.co.uk or on 0113 2880574. More details will follow along with the booking form.



HOW TO CONTACT YOUR COMMITTEE

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Thank you to everyone who has helped the Association this year with raffle prizes and sponsorships.



WISHING YOU ALL A VERY MERRY CHRISTMAS
AND A HAPPY AND PROSPEROUS
NEW YEAR

