



LAGOS CONTINENTAL

JOB DESCRIPTION

Job Title:	Security Officer
Department:	Security
Reports to:	Safety and Security Manager
Position Supervised:	Outsourced Security Personnel

Job Scope

Under the general guidance and supervision of the Safety and Security Manager and his/her delegate and within the limits of the Hotel's policies and procedures. The Security Officer is responsible for the security on the site (for example, Hotel, colleagues and visitors) as well as ensuring all safety precautions are followed and security measures taken in the event of an emergency

Key Relationships

Colleagues and Guests.

Key Job Responsibilities

- Controls all movement inside the premises at all times and occasions and prevent suspicious persons from entering the premises and not permit persons who have no reasons for staying to remain on the premises;
- Conducts daily physical hazard/ safety inspections;
- Authorizes, monitors and documents access to secured areas;
- Carry out patrol rounds and fill in relevant patrol sheet for the scrutiny of the Safety and Security Manager;
- Deals and reports losses from accidents occurring within the Hotel premises;
- Defuses disturbances in accordance with the Hotel's policies and procedures;
- Assists the Safety and Security Manager to investigate guest complaints with regard to Safety and Security
- Performs other duties as assigned.

Self-Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:

- Being attentive to guests
- Accurately and promptly fulfilling guest requests
- Understand and anticipate guest needs
- Maintain a high level of knowledge which will enhance the guest experience
- Demonstrate a service attitude that exceeds expectations
- Take appropriate action to resolve guest complaints
- Be able to promote the hotel's products and services.
- Maintain a high level of product and service knowledge about all F&B activities.

Health Safety & Security

- Demonstrates an understanding and awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety at the hotel.
- Good Knowledge of emergency and evacuation procedures at the hotel.
- Ensures all security incidents, accidents and near misses are always logged in timely manner and brought to the attention of the Safety and Security Manager



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Background, Skills and Experience

- A Bachelor’s Degree in a related course.
- Minimum of 4 years’ experience in a similar position preferably in a 5 Star Hotel.
- Strong Communication Skills (Verbal, Listening and Writing).
- Ability to work under pressure and without Supervision.
- Ability to work alone and within a team.
- He/she must be Detailed Oriented, Pro-active and reliable and show good problem solving skills.

Declaration:

I..... have read and understood the responsibilities required of me in my duties as an employee of Lagos Continental Hotel and promise to observe and perform my duties diligently while in employment of the hotel.

Employee signature.....

Date.....