

# The Problems and Prospects of Safety and Security Procedures on Hotel Management: The Nigerian Example

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DOI: <https://doi.org/10.5281/zenodo.15480089>

Published Date: 21-May-2025

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**Abstract:** This study examined the problems and prospects of safety and security procedures on hotel management; using Nigeria as a case study. Hotel management is an area of the hospitality industry that involves overseeing the operations of a hotel location. Descriptive – analytical approach method of data collection was adopted in this study. The population for this study consists of hotel managers and their clients, hotel workers, hotel technologists and other auxiliary workers in the industry. Data for this study were analyzed using descriptive statistical techniques. Results from this study revealed that; the use of intelligent access throughout the hotel, regular update of surveillance technology, the installation of security grilles, informing the guest what they need, training of staff in security measures, the need to stay safe and secure, the provision of surveillance cameras etc. were identified as some of the basic facilities and requirements to ensure safety and security procedure in a hotel. This study therefore recommended that, there is need to invest properly in your team, empower your employees, leverage software, recognize the importance of preventative maintenance and enable guests to easily communicate with management and customers. In-conclusion, there is a high level of crime in almost all sectors of Nigeria at the moment, including armed robbery, kidnapping for ransom, home invasions, carjacking and violent assault. The above recommendations should therefore be adopted to ensure effective management of hotels for the safety and security of the hoteliers, workers and their customers.

**Keywords:** Hotels, Management, Safety, Security and Sustainable Development.

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## 1. INTRODUCTION

Bradley (2019) stated that, safety is the state of being "safe", the state of being endangered from destruction or other threat. Safety can also refer to the regulator of standard dangers in order to achieve a satisfactory level of peril. Bradley, added that, there are two slightly different denotations of *safety*. In-which, he observed that, *homebased safety* may show a building's capability to protect against outward harm events (such as weather, home invasion, etc.), or may specify that its internal installations (such as appliances, stairs, etc.) are safe (not dangerous or harmful) for its residents. Deliberations of safety often include reference of related positions. With time, the meanings between these two have often developed, switched, likened, and frequently seem contrasted in the same judgement. Readers regrettably are left to determine, whether they include redundancy. This confuses the exclusivity that would be earmarked for each by himself. When seen as unique, as we intend here, each term will shoulder its rightful place in swaying and being prejudiced by the other. Safety is the situation of a "fixed state" of a group or place doing what it is made-up to do. "What it is made-up to do" is distinct in terms

of community codes and values, related architectural and engineering designs, shared vision and mission declarations, and working strategies and personnel guidelines. For any society, place, or purpose, large or small, safety is a normative idea. It complies with situation-specific descriptions of what is predictable and suitable (Oakes and Ember, 2012).

Bradley, 2019 opined that, most commercial properties have some type of video investigation scheme. Security staff can screen sensitive regions, such as the front desk, cash drawer, and common areas. However, improved software allows hotel owners to match up specific dealings with the surveillance videotape, removing the essentials to sift through hours of film to find deceitful activity. Software design and safekeeping are combined and inter-reliant. This interdependence is particularly significant in the multifaceted working surroundings, where predicaments take place. Suitable safety and security organization is indispensable to implement an effective and answerable emergency reply. Humanitarian purposes of the alternative response action must be composed with the safety and safekeeping risk considerations to ensure that the lives of CARE staff members, contractors, recipients and programme associates are not put at risk (Emergency Tool Kits, 2022).

The friendliness industry includes many career paths and options for those who enjoy interacting with people and providing them with the support they need. One of these options is a career in hotel administration, which involves operating and supervision of a hotel location. Hotel management is part of the hospitality industry that includes overseeing the procedures of a hotel locality. When functioning as a hotel manager, you may manage the operations of a motel, resort or additional similar establishment that delivers lodging and other services for invitees (Indeed Editorial Team, 2022).

More or less of the most common sections at a major hotel comprise the forward-facing office or front desk, hesitations, housekeeping, proceeds, sales and advertising, events and catering, finance, food and beverage, security, human possessions and manufacturing. A vocation in hotel management may involve working in any of these areas within the industry. In a smaller hotel, the departments may include housekeeping, guest services, engineering, food and drink, accounts and sales and marketing. Working in hotel management often requires you to gain experiences in a hotel, whether you are working at the front desk or in housekeeping. Numerous hotel management specialists work their way up finished industry, since the relevant knowledge is often highly appreciated and welcome (Indeed Editorial Team, 2022). This piece consequently talked, the significance of safety, the difficult, aim and objectives of this study, materials and methods accepted, findings, conclusion and commendations on safety and security in the operative management of hotels in Nigeria.

### 1.1 Statement of Problem

Safety can be incomplete in relative to some assurance or normal insurance to the excellence and harmful meaning of an object or organization. It is used in order to safeguard that the object or organization will do only what it is meant to do. It is important to realize that safety is relative. Eliminating all risk, if even possible, would be extremely difficult and very expensive. A safe situation is one where risks of injury or property damage are low and controllable.

When nearly is called safe, this usually means that, it is innocuous inside certain sensible restrictions and parameters. For instance, a medication may be safe, for most persons, under most conditions, if taken in a certain amount. A high-quality activities motivated by safety may have other, unsafe significances. For illustration, *frail* elderly people are occasionally moved out of their homes and into hospitals or accomplished nursing homes with the claim that this will advance the person's security. The safety's condition that is that daily medications will be managed, the person will not need to participate in some hypothetically risky activities such as climbing stairs or cooking, and if the person falls down, someone there will be able to help the person get back up. Though, the end result might be decidedly unsafe, including the dangers of *transfer trauma, hospital delirium, elder abuse, hospital-acquired infections*, depression, nervousness, and even a craving to die (Neumann, 2019).

### 1.2. Purpose of the Study

This study examined the problems and prospects of safety and security procedures on hotel management in Nigeria.

The specific objectives of this study revealed the:

- i. level of safety and security apparatus of some hotels within the study area;
- ii. challenges of hotel management in Nigeria;
- iii. safety and security procedures to effective management of hotels in Nigeria.

### 1.3. Research Questions

The following research questions guided the study:

- I. Are the safety and security apparatus of hotels in the study area adequate?
- II. What are contemporary challenges of hotel management in Nigeria?
- III. What are the possible safety and security procedures to effectively manage hotels in Nigeria?

## 2. MATERIALS AND METHODS

### 2.1. Design for the Study

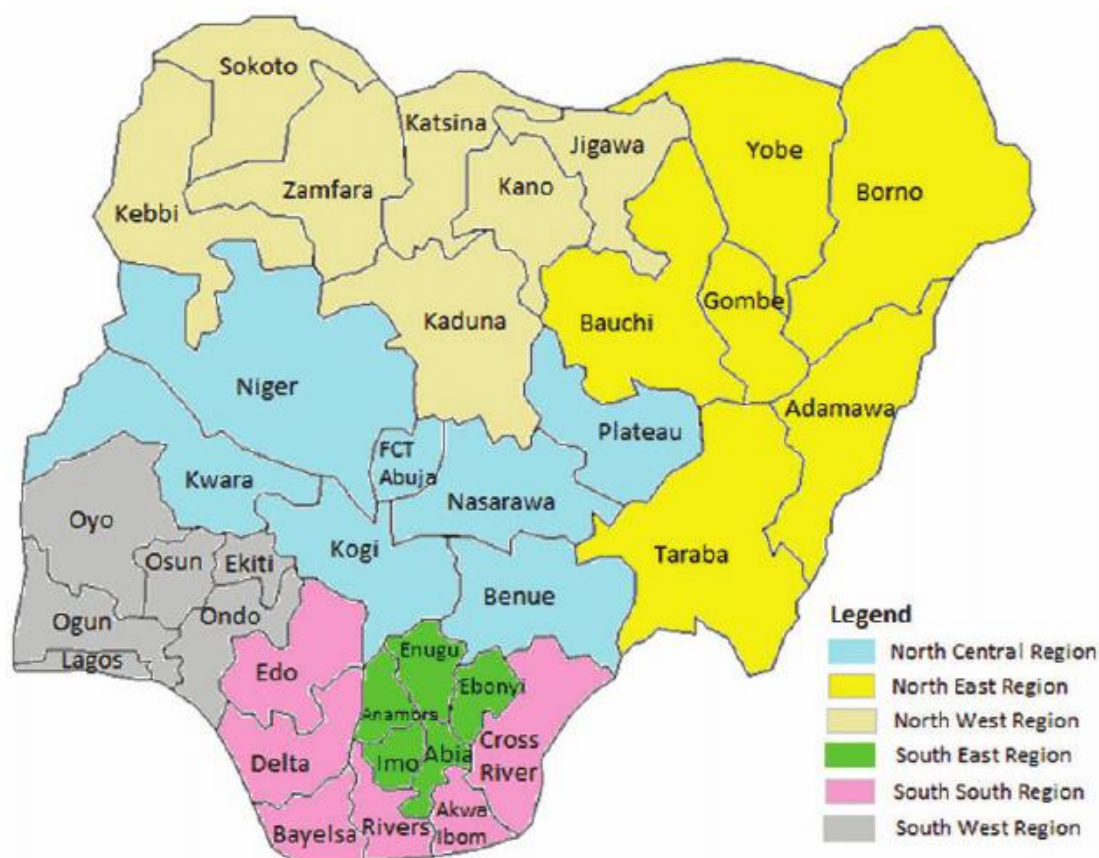
The descriptive research design of survey type was used in this study with a view of describing the issues surrounding safety and security of hotels in the study area.

#### 2.1.1. Ethics Statement

This study is restricted to safety and security management practices within hotels in Nigeria.

### 2.2. Area of the Study

Nigeria is a nation in West Africa. Nigeria shares land borders through the Republic of Benin in the west, Chad and Cameroon in the east, and Niger in the north. Its coast lies on the Gulf of Guinea in the south and it borders Lake Chad to the northeast. Geographical topographies in Nigeria include the Adamawa Plateau, Mambilla Plateau, Jos Plateau, Obudu Plateau, the Niger River, Benue River, and Niger Delta. Nigeria is found in the tropics, anywhere, the climate is seasonally damp and very humid. Nigeria is affected by four climate types; these climate types are usually graduated from south to north.



Source: Olive Data minds, Ado-Ekiti, 2022

Fig.1. Map of Nigeria showing the 36 states and Federal Capital Territory (FCT), Abuja.

**2.3. Instrument for Data Collection and Study Procedure**

This work is basically an evaluative study as the subject under review is a contemporary issue. Descriptive–analytical method of data collection was adopted.

**2.3.1. Sources of Materials**

The secondary sources of data collection were employed in this study.

**2.3.2. Proximate Analysis procedure**

It was essentially a library research.

**2.3.3. Sensory Evaluation Procedure**

Qualitative method was therefore employed in the analysis and presentation of the information collected.

**2.4. Data Collection Techniques**

Data and literatures for this work were obtained from the investigation of the views, commentaries and opinions in books, articles in journals, magazines, and newspapers, internet materials, as well as speeches and speeches in seminars, symposia, workshops and meetings.

**2.5. Data Analysis Technique**

Data for this study were explored using descriptive statistical methods.

**3. RESULTS AND DISCUSSIONS****3.1. a. Use Intelligent Access throughout the Hotel**

Only important holders can get into guest lodgings. While you may likely keep the lobby open to foot circulation, consider using intellectual access key cards during your hotel's guest-only areas. Permit guests' solutions to grant them admission to their individual rooms as well as shared areas such as the pool and suitability areas. That way, your clients can be rest guaranteed, only those, who contributed, can check in and access these spots. Some hotels even limit admittance to specific surfaces contingent on a person's given keycard admittance. Whereas, this step influence or bring up-to-date to your elevators' boundaries, it's a worthy accumulation to consider for your safety organization.

**b. Update Surveillance Technology**

Today's investigation technology overtakes old-school cameras by leaps and bounds. Safety firms can ensemble your possessions with both concealed and noticeable cameras to retain an eye on all last inch of the buildings. You can also mount motion-detecting lights and anti-tampering preparations to additionally control strangers from entering. None of these processes will detrimentally upset your companions or staff, either. Everybody can go about their days, while investigation technology keeps the perimeter safe.

**c. Install Security Grilles**

Some hotel belongings include an allowance or souvenir shop with bonuses for guests to take home. Though, since you don't leave these stores open round-the-clock, they need protection, too. Installing a security grille requires balance — you don't want a completely solid one. Open-air grilles allow for air circulation and visibility, so you can see everything going on behind closed doors. Guests can still view the products on display in your shop during off-hours, which is good for trade.

**d. Tell Guests What They Need to Know**

They might feel unsettled by your perimeter's concentration, even if, it's just a counteractive measure. In its place, pinpoint the safety details your guests will want and should know. Type a small language that front desk staffers can narrate, when they check in someone's details. For instance, reference to guests, if they need a significant card to work the elevators or arrive the pool. Then, there's no need to point out the external camera arrangement or steel grille that shelters your shop.

**e. Train Staff in Security Measures**

Your obligation to keep individuals safe in your hotel spreads beyond your visitors. As your device building security, make sure your staff is up to date on exercise or activities of the establishment. They should know proper procedures and methods so that they feel safe in their workplace. For instance, housekeepers often deal with injuries that result from the monotonous motions they perform on the job. They might also lift cushions or other equipment, that prove too weighty for them. By executing a relevant keeping fit program, they'll have a better appreciation of exactly how to do their jobs correctly and safely.

**f. Stay Safe and Secure**

Safeguarding your hotel is at its safest will be a team energy. Your workforce, guests and upper organization can work together to save your hotel secure day in and day out. In the end, it's a well-intentioned reason in which everybody must get involved. Then, the property will feel as safe as a second home for guests, who will happily come back for another visit down the line.

**g. Cyber security**

Your information technology and security units should labor in combination to inaugurate an innocuous online knowledge for staff and hotel visitors. Also, prepare guests about likely security dangers, such as linking to a public Wi-Fi without PIN from a close by that don't necessitate a password. Information Technology managers should set up Wi-Fi with role-based access to ensure only guests can hop on. It's similar to how hotels control who can swim in the pool or join the continental breakfast. This security measure prevents unwanted third parties, like hackers, from intercepting private guest data.

**h. Guest Safety**

Visitors requirement to feel safe and comfortable at your institution. Consider in what way you can recover hotel rooms to increase security. A forthright update is an in-room safe. It's easy to come up with germane items to stash confidentially, especially when traveling. Guests can stow indispensable documents, passports, collectible coins, souvenir gifts and more.

Elsewhere, consider upgrading all rooms, counting on the doors and spaces. Most guests prefer an in-room lock that can't open from the exterior.

**i. Staff Training**

Some safe and secure surroundings all starts with knowledgeable staff. Set up steady meetings with all employees to talk about guest safety. Consider the most effective ways to train staff. Try out coaching videos or convey in an expert lecturer. Hand out worksheets that plan vital data. Propose easy ways for employees to ask questions and raise complaints, including in disguise.

**j. Profit-Sharing**

Proposing employees' profit-sharing, a stake in the hotel's prospects is a tangible way to advance security. When workers sense of arrogance or possession, they will keep their eyes and ears open for symbols of left-over, deception or theft. When they understand something inappropriate, they are also less likely to stop or report it.

Profit-sharing provides workforces room to increase in a disordered industry. Most incomes come in the system of an end-of-year windfall, persons can be used to their hearts' desire. Beyond increased loyalty, employees with profit-sharing choices are added likely to take ownership of their part in the trade and progress output.

**3.2. Implications**

This study will be useful to policy makers, managers, planners, Government functionaries at all levels, captains of industries, entrepreneurs', investors and their customers and clients in ensuring a safe and secured hotel management practices anywhere in the world, and also, to be able to surmount challenges that might occur in the management of hotels, due to safety and security procedures in place.

**3.3. Limitations**

This study is delimited or restricted within Nigeria. Only security and safety procedures in the management of hotels were considered.



The problem of financial capital and distance factor, did not allow for the entire hotel facilities in the country to be physically assessed.

### **3.4. Suggestions for further research are required here**

This study addressed safety and security measures in the management of hotels in Nigeria. In-which, the level of safety and security apparatus of some hotels within the study area; challenges of hotel management in Nigeria and the safety and security procedures for effective management of hotels were adopted.

In this regard, this study therefore suggests that, the role of Government and the impact of the immediate environment on the security and safety of hotels should be considered and therefore recommended.

## **4. CONCLUSION AND RECOMMENDATIONS**

In today's scientifically advanced realm, guests and staff safety are more dangerous endlessly. Security and safety measures are as a result working in the effective running of hotels to safeguard the safety of their being in this world and belongings of the hoteliers and their clients, as well as to uphold a continuous invasion of guests, through quality declaration to the hotel all through the year, glass case the wide variety of services and how it profits the visiting guests through advertising initiatives.

### **(i) Invest in Your Team**

Guarantee that, every department in your hotel has the correct tools they want to do their day to day jobs. This can be as stress-free as making sure your maintenance team continuously has the appropriate provisions or that the front desk continuously has paper and stationary accessible.

### **(ii) Empower your employees**

Reassure your workers to make choices, when a boss is not accessible. Let your front desk mediators or room entourage handle visitors' anxieties immediately, before they deteriorate. As much as superiors like to be current, it is impracticable for them to be around all the period. Trust that you have taught and coach your team well, and that they know how to behave correctly when attending to your guests.

### **(iii) Leverage Software**

Hotel procedures software can aid your team with mission supervision, culpability and communiqué. Knowledge is your colleague and it can assist your manual tasks, that are duration overwhelming.

### **(iv) Communicate Very Well**

As soon as it comes to communication and rationalized operations, data is power. So make sure your workers have all of the facts they need to do well. Safeguard your team and ensure all of the statistics they need to prosper. Guarantee your team is comfortable with what is going on that specific day or week.

### **(v) Ask for Reaction from Your Team**

Honest feedback meetings with your team are appreciated. No one distinguishes the hotel guests, and their favorites, more than they do. They recognize how to ensure a visitor vacation is unforgettable, so ask them what they think and implore proposals for enhancements.

### **(vi) Read Comment Cards and Online Reviews**

Pay attention to guests' feedback and reference cards. A happy visitor is one that will endure to be faithful to your hotel brand or hotel. The contemporary traveler is very savvy, and well-travelled, whether, it be for commercial or leisure. Deliberate their feedback as a form of market enquiries. As a hotelier, hotel guest assessments permit you to see openings in your procedure as well as techniques to enhance the guest involvement. Liken the explanations to current facility recovery, whatever are ways to improve the guest understanding.

### **(vii) Recognize the Significance of Precautionary Maintenance**

Preventative maintenance is essential. It is significant to think of your hotel room will be home to visitors. They want to feel and enjoy contented room; that is modern and clean. A fruitful hotel frequently takes care of long term maintenance.

**(viii) Preventive Technology**

Hotel housekeeping workforce are well-thought-out; workers, and employers are responsible for the health and safety of workers, including measures or a classification in place to safeguard workers, while spring-cleaning rooms.

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