

Hospitality

A major worldwide hotel chain with prominent refurbished city centre hotel found themselves with several major concerns with their existing standard CCTV.

1. Customer Safety
2. Staff Safety
3. Shrinkage

I sentry was installed on a free trial for 4 weeks and the following was highlighted and acted upon:

Unattended luggage/bags

Staff Identification badges not being checked at staff entrances.
Bar staff not entering late drinks into tills
Staff riding on trolleys in a no pedestrian loading area

The hotel accepted that they are unable to dedicate a member of staff to watch their CCTV and have now purchased I sentry to alert their staff when incidents happen.

Large South African hotel in Johannesburg wanted to update their existing CCTV system to enable them to be more pro-active rather than re-active.

They had several major concerns:

Theft – internal and external
Staff and customer Safety

After a two week trial I sentry was able to highlight the following:

Reception Staff leaving tills open and unattended for up to 20 minutes
Cakes and Pastries being stolen by customers in the lounge
Staff removing toilet tissues and concealing them on their bodies
Hand luggage being left in reception
Staff passes not being checked.