



Top 5 Security Mistakes Hotels Make with Guests' Belongings

In the hospitality industry, guest trust is everything. A single security lapse involving a lost or stolen item can damage reputation, invite legal complications, and erode years of goodwill. Unfortunately, even well-established hotels sometimes make preventable mistakes when it comes to protecting guests' belongings. Whether you manage a boutique hotel or a full-service property, understanding these common oversights—and how to avoid them—can help you maintain safety, trust, and operational excellence.

✓ 1. Relying on Outdated or Low-Security Safes

Many hotels still use small, thin-walled in-room safes that offer minimal burglary resistance. While these safes may deter casual tampering, they can't withstand determined theft attempts.

Solution:

Upgrade to **UL-rated or high-security safes** with solid steel construction and bolt-down capabilities. For back-office cash or master key storage, consider Depository Safes or Fire & Burglary Safes from Blue Dot Safes that provide advanced protection and reliable access control.

⊘ 2. Not Bolting Down In-Room or Back-Office Safes

Even a heavy safe can be removed if it isn't anchored properly. In-room safes that are merely placed in closets or furniture can easily be taken by thieves.

Solution:

Always **bolt safes securely to a concrete or reinforced surface**. This prevents theft by physical removal and ensures long-term stability—especially in areas with frequent guest turnover.

🔑 3. Poor Key and Access Code Management

Lost master keys, shared access codes, or unmonitored resets create easy opportunities for misuse. Hotels with multiple managers or maintenance staff are especially vulnerable to internal theft.

Solution:

- Assign unique access codes for staff roles and update them regularly.
- Maintain strict key control logs for all mechanical locks.
- Change codes immediately when staff leave or roles change.

📄 4. Ignoring the Back Office. Ignoring the Back Office

While in-room safes protect guests' valuables, the **back office** is often where the largest security gaps exist—especially in cash handling or deposit processes.

Solution:

Use **Depository Safes** or **Utility Safes** for daily cash drops and shift deposits. These models allow staff to deposit money without having full access to the contents, reducing both temptation and internal loss.

💡 5. Overlooking Regular Maintenance and Inspections

A malfunctioning safe—sticky keypad, loose hinge, or worn-out seal—can quickly turn into a security failure.

Solution:

Schedule **routine inspections and cleaning** for all safes. Check for signs of wear, test lock functionality, and ensure safes remain properly anchored. If a door swings freely or resists closure, it may need hinge adjustment or re-leveling.

🗣️ Need expert servicing, or considering an upgrade to a new safe?

📞 Call us at (866) 747-7233

✉️ Email: sales@bluedotsafes.com

🌐 Explore solutions at bluedotsafes.com