

Explore the Concept of Safe Deposit Lockers in Hotels

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Abstract: *Travelers had to exercise caution in the past because there were few inns and they frequently hosted dishonest innkeepers who could steal guests' possessions. Protecting guest belongings became essential as hotels developed. Hotels provide secure safe deposit boxes even though they disclaim liability for items left in rooms. The front desk staff is in charge of these bank-style lockers, and access is granted with two keys. The combination of a visitor's key and the cashier's key, which is recorded in an operating register, opens the locker. It's possible to pay for this service. Electronic safes in the rooms of contemporary hotels can be unlocked using a unique code. While welcomed, the hotel disclaims responsibility for any misplaced items. The hotel sector of today places a high priority on guest convenience and security.*

Keywords: Safe deposit locks, In-room safes, guest safety, lockers.

I. INTRODUCTION

In the past, there weren't many inns that offered lodging to guests. Many innkeepers were dishonest and would steal their guests' personal belongings in the middle of the night, so not all innkeepers were trustworthy. This caused tourists to reevaluate how carefully they handle their items while traveling. Later, as hotels grew, the protection of visitor belongings became crucial.

Although it is stated on the visitor registration card and is also made clear in the guest room, the hotel is not responsible for any valuables left in the room. Nevertheless, a hotel provides a safe deposit box for guest belongings.

At the front desk back office, hotels have established bank-style lockers. Visitor is given a locker that can be unlocked with two keys. The front desk cashier has custody of the master key, while the guest receives the other keys. Additionally, a contract is drafted between the visitor and the hotel. Every time a visitor wants to open that locker, they must enter it in the operating register for lockers. The specimen is always used to validate signatures. Only a lock can be opened after the head cashier inserts his key and the guest inserts his own key. The guest is left on his own to manage his locker. With his own key, the visitor can lock the locker. This service provided by hotel can be chargeable or free as per the management policies.

In hotels today, each guest room has an electronic safe deposit box. A digital number can be used to control this safety box. Any number can be used by a visitor to unlock the lock. The guest's chosen number serves as the locker's code number. It is recommended that visitors store their valuables in the electronic safety box. However, the hotel is not liable for any misplaced items. (Hmhuh, 2023)

Objectives:

- To understand the importance of safe deposit lockers in hotels
- To know the benefits and safety of safe deposit lockers in hotels

II. REVIEW OF LITERATURE

Blog on rateHawk advises guests on hotel choices to make sure that your valuables are kept secure. One alternative is the charged safe at the reception desk. After paying for storage, pick up the safe key, put your belongings inside, and sign the register. A receipt or note may be provided by some hotels. This choice is comparatively safe. the room's safe

is a backup alternative. While some safes come with instructions on how to establish the code on your own, others may require you to get in touch with reception or obtain the key if one is needed in order to activate them. **(RateHawk, n.d.)** Every "how to" guide on how to keep your valuables safe in a hotel suggests putting them in the safe in your room. So, just how secure are hotel safes? The hotel safe is a much better option than trying to conceal valuables in your room for keeping them out of sight. How secure are hotel room safes then? No, a hotel room safe is not 100 percent secure. Some safes may require a master key or card to unlock the door, while others can require a unique override code. Your possessions are never completely safe when a safe has a method for someone other than you to get inside. **(safety, 2023)**

As per Trident Safes Ltd. Whether they are frequent travelers or first-time visitors, all hotel guests will want to be sure that their valuables are secure in their rooms. In addition to upsetting guests, the possibility of theft or damage can also result in legal action and damage to the hotel's reputation. Therefore, it is essential that you select the highest caliber hotel safes to guarantee that all visitors' belongings are kept secure while they are there. Hotel safes are an essential purchase for your company and will help both the hotel and the visitors in many ways. **(Ltd, n.d.)**

The conventional hotel safe might not be the safest place to store your money, jewels, important papers, or devices. However, the installation method and who has access to the safe are more important factors in a hotel safe's security than the safe's design or steel grade. Hotel safes are frequently insecure for a number of reasons, including easy access, being opened on command, weak master code procedures, relying on the original override code, several modes of entry, and improper installation. **(Strauss, n.d.)**

Nowadays, almost all hotel rooms in the nation are equipped with safes, but curiously, most visitors are unaware of how to use them effectively. Even while there is never 100% assurance that your belongings will be secured, keeping them in your hotel room safe is still a far safer option than leaving them unattended in the room. Writer discusses how to use safe deposit boxes in article like Create a combination that will be easy for you to remember, just make one call to the combination. press the enter or # key. To double-check your code, dial the combination once more. To set the code, press enter or # once more (depending on the model, the * button may be used). **(Robins, 2022)**

A guest's comment on TripAdvisor describes his recent trip as a great letdown because money was stolen from the secured in-room safe. While they were staying at the Hotel Monteleone, roughly \$400 went missing from the safe deposit box. **(TripAdvisor, 2013)**

III. METHODOLOGY

Academic publications, industry reports, social media, internet review sites and databases pertaining to the hotel and travel industries were employed in the study's secondary data gathering.

IV. FURTHER RESEARCH SCOPE

Although the text discusses the security measures used by hotels, empirical study is required to determine how well these measures work in preventing theft or loss of visitor belongings. This can involve performing surveys or reviewing earlier data concerning security events in hotels. Research might investigate if visitors are aware of the security procedures, whether they believe them, and whether they actively use the safes or lockers that are available.

V. CONCLUSION

From the questionable methods used by innkeepers in the past to the sophisticated electronic safes of today, the evolution of security measures in the hotel business has come a long way. There are still many unknown regions in this realm, nevertheless. In-room safes are not completely secure, as stated in the literature review, and addressing this research gap will help us gain a better understanding of hotel security and assist hotels improve their offerings while ensuring the security and satisfaction of their customers.

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