



**The New Standard In Protection For Your Staff And Reputation**



## The Problem: Closed Guest Room Doors Pose Significant Risk

Guest rooms are vulnerable to becoming confining spaces in which your staff or guests can be involuntarily detained.

Dangers associated with closed doors can negatively impact staff safety and morale, corporate liability and public image, hotel facilities, and the guest experience.

### Housekeepers

- Often in remote locations throughout the hotel and can be easily isolated in a guest room, either by the occupant or by anyone else who has entered the hotel

### Guests

- Concerned about being in a closed room with an unknown person when calling for maintenance or room service
- Want to avoid awkward or sensitive situations when returning to room during cleaning in a hotel with closed-door cleaning policy

### Management

- Management is concerned with mitigating financial liability, including insurance costs, worker's compensation claims, settlement payouts, lawsuit expenses, employee down-time, and false claims
- Executives are working to protect the hotel's reputation and avoid negative public relations, loss of status, and association with safety concerns
- Attention to improvement of relations with employee organizations, in particular by addressing major workplace safety concerns

Staff attempts to address these issues in an ad hoc manner can result in unintentional damage to the door and door frame

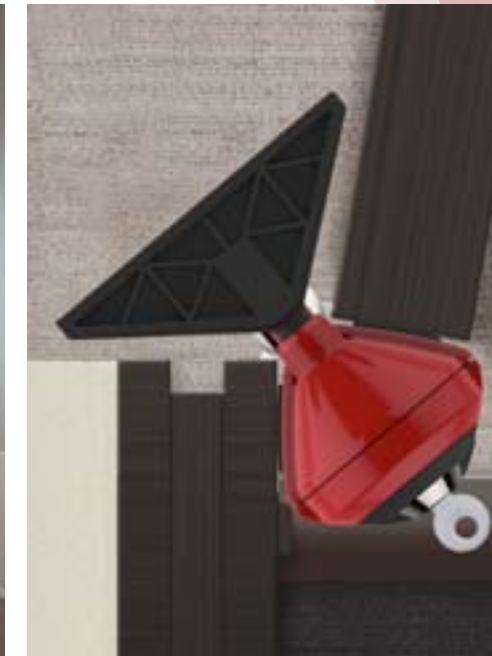
Organizations can struggle to find win-win ways to address all of these issues and so default to being reactive instead of proactive

## The Solution: The PROP LOCK

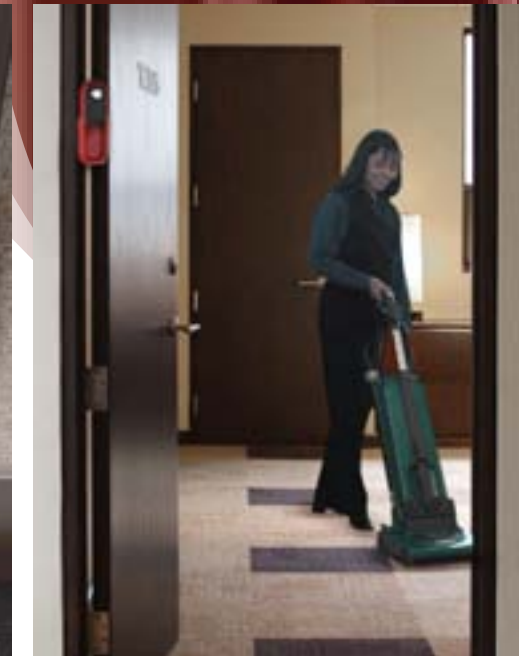
The PROP LOCK is a simple and effective way to mitigate the risk posed by closed guest room doors.



**SIMPLE**  
Quick and easy to use



**EFFECTIVE**  
Locks securely in place



**SAFE**  
Provides security, deterrence, and peace of mind

### Safety Benefits

#### Locks any standard door in the fully open position

- Prevents guests or trespassers from maliciously creating a confined space while staff is present
- Addresses guest concerns about maintenance and room service personnel being with them in a closed room
- Avoids uncomfortable dynamics when a guest returns to a room during servicing in a hotel with a closed-door cleaning policy
- The PROP LOCK's bright coloring enhances the device's strong deterrence against anyone with ill intent and serves as a visible notice to guests and staff that management is concerned with the safety and comfort of patrons and hotel employees

### Operational Benefits

#### Offers significant benefits to management, staff, and guests at a very modest cost

- The device travels with the staff person – no need to buy one for every door, no retrofitting or installation required
- There are no electronics to break, no subscription services to buy, and no anticipated maintenance – it is ready out of the box
- Eliminates damage caused to door and door frame from the assortment of repurposed objects currently being used to prop doors open
- The PROP LOCK's bright color also helps avoid accidental attempts at door closings while the device is being used



## The PROP LOCK enhances the guest experience and confers multiple financial benefits to your organization



### An easy and important **benefit for hotel employees** with high perceived value

- Enhances employee security:  
Creates a visible deterrent to malicious activities and prevents creation of a confined space
- Earns goodwill and improves morale among the staff
- Sends a message about management's concern for staff and safety generally
- Functions as a proactive gesture in support of union concerns



### Addresses numerous **operational issues** inexpensively

- Improves staff efficiency
  - Eliminates the need for repeated opening and closing of guest room doors during cleanings
  - Facilitates multiple returns to the housekeeping cart
- Does not require any infrastructure changes
  - No retrofitting doors
  - No electronics or communications systems to maintain



### Improves **guest safety and comfort**

- Augments guest safety
  - Prevents anyone from maliciously confining guests in their room when staff has been provided access
  - Makes guests more comfortable when maintenance or room service personnel enter their room
  - Creates a safer dynamic for all parties when a guest returns to their room during servicing in a hotel with a closed-door cleaning policy
- Enhances guests' opinion of the hotel
  - They appreciate the hotel's concern for their safety, as well as for the activities and safety of the staff
  - Saves guests the discomfort of expressing their concern over someone being in their room with the door closed
  - Reduces noise experienced by guests from repeated door openings and closings during the cleaning process
- Improves the dynamic between guests and staff, as possible points of concern have been eliminated for both parties
  - Helps to avoid incidents and false accusations



### Provides **safety advantages** over other options

- Deters attacks as opposed to waiting until they begin
- No full-time monitoring required
- Negates the issue of response time
- Not in conflict with other systems, if those are desired or already in use



### Actively **guard your hotel's reputation**

- Helps avert the negative public relations associated with an attack or allegation
- Heads-off false claims of malfeasance by staff or guests
- Positions your organization as proactive on security for its patrons and employees in the eyes of the general public, as well as with governmental, union, and industry groups



### Confers **financial benefits** to the organization

- Product costs are more than offset by the numerous expenses encountered in the event of a single incident
  - Worker's compensation claims in excess of annual expected losses
  - OSHA General Duty Clause violations
  - Direct settlement payments and associated legal costs
  - Public relations and marketing costs related to reputational damage
- Adoption of the PROP LOCK further mitigates financial exposure by demonstrating proactivity on the part of the employer

**The PROP LOCK secures staff, improves operations, increases safety, and helps guard your reputation**



## The PROP LOCK: The New Normal In Hotel Security

**The PROP LOCK represents such an efficient, practical, and cost-effective solution to an array of security and operational concerns, that is will soon be standard in the industry**

- Addresses the concerns of all stakeholders
- Provides a solution to many potential problems
- Reduces hotel liability – moral, financial, reputational
- Improves relationships with employees and their unions
- Integrates easily into current hotel operations and provides no additional burden for staff
- Will become a necessary addition to your liability mitigation protocol, either now as a proactive measure or later as integration of an industry best practice
- Best of all, it is affordable on a large scale – a cost-benefit analysis yields an unambiguous answer
  - What did the actions of a former head of the International Monetary Fund at a New York hotel cost that company in employee, revenue, public relations, and marketing losses? That property's parent company could implement the PROP LOCK in all of its global properties for less than \$200,000!

**The PROP LOCK is compatible with open-door and closed-door room cleaning policies**

- In hotels with open-door room cleaning policies, housekeepers put the PROP LOCK in place upon first opening the door and remove it as a final step before proceeding to the next room
- The PROP LOCK works equally as well with closed-door cleaning policies
  - Housekeepers simply bring the PROP LOCK into the room with their cleaning supplies, closing the door behind them
  - If a guest returns during cleaning, the housekeeper meets the guest at the door, holds it open as they pass, and inserts the PROP LOCK after they have passed
  - When they guest leaves the room, the housekeeper can remove the PROP LOCK and finish servicing of the room
- With either type of cleaning policy, maintenance and room service staff put the PROP LOCK into position before ever stepping foot into the room – providing guests with maximum peace of mind

*The PROP LOCK is a device that will soon become a part of standard operating protocol at fine hotels worldwide*

*As the PROP LOCK becomes better known to hotels, staff, and the general public, its availability as an affordable and efficacious tool in the effort to prevent potentially devastating incidents will make it a necessary step in any hotel's mitigation of liability.*

## The PROP LOCK: Built for Success in the Hotel Environment

**The PROP LOCK's features make it easy to use, rugged, dependable, and practical**

- **Easy to use**
  - Simply insert the device and turn the key!
- **Durable**
  - Constructed of glass-filled nylon and steel locking components for safety and durability
  - Rubber coating at contact points is designed to minimize impact and improve the user experience
  - Materials are resistant to all cleaning chemicals
- **Dependable**
  - Has only one moving part, requires no maintenance
  - Is extremely light weight yet sturdy enough to stand up to years of repeated daily use
  - The PROP LOCK has a limited warranty that guarantees repair or replacement for one year from the date of purchase
- **Practical**
  - Bright external coloring serves to both enhance the device's value as a deterrent and to help prevent accidental attempts at door closings while the device is being used
  - Each device comes with two universal tubular keys – very difficult to pick but easily shared amongst hotel staff and management

**The PROP LOCK is made in the USA**





**ANTHEM PRODUCTS GROUP, LLC**

Exclusive manufacturers and distributors of the PROP LOCK

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