Ashish Ashok Mahakal, Chief Security Officer, The LaLit Mumbai: Briefs the solutions and the security management under one roof for Hospitality sector.

Interview of Ashish Ashok Mahakal Chief Security Officer, The LaLiT Mumbai.

Innovating the Future of Security and services with all Integrity with excellence and safety in hospitality sector.

Ashish Ashok Mahakal
Chief Security Officer,
The LaLiT Mumbai.

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Brief about Yourself and what does you understand from the word "Hospitality Security"?

I have worked in hospitality industry for more than 20 years with various national and international brands. Hospitality security includes the security of the entire hotel in terms of handling and taking care of guests, employees, property assets, BCP (Business Continuity Plan) and BCM (Business Continuity Management, physical security, making process in form of SOP and implementing them on our day-to-day lives.

What are the roles and responsibilities in security sector for Hospitality?

There are various responsibilities of security department in hospitality industry such as managing the complete security management, handling the guest front areas in terms of check-in and frisking; handling key controls of all the guest and back areas; handling the entire hotel surveillance; managing and solving guests incidents and queries; show round of the property, electronics security, physical security, incident management, emergency response to all natural and man-made disaster and also playing a fundamental role for business support. In addition, to ensure that no wrong practice or wrong information is been passed out through guests or through social media handles.

What are the challenges faced in Security Management of Hospitality? Use your experience if you have some experience all through your service life in this sector.

There are many challenges faced by the security management in terms of implementing the SOP's and be ready for the challenges that are unseen. For example: During Covid 19, we were on frontline and handling all the guest movements even the guest function/ requirements are different. Also handling theft, misconduct, insider treat, cyber etc.

How can AI (Artificial Intelligence) be a part of Hospitality Security?

Artificial Intelligence can be implemented in various places like luggage assistance, cameras, drone services etc., as it will be a boon to the hospitality industry.

Tell us something about upcoming security products or services for Hospitality?

Digitalization guests experience CCTV, WTMD, temp check camera, etc. aXs