5 Tips To Prepare Your Hotel For A Disaster

Business continuity - ensuring your Hotel can stay operational during adverse times - should be an important part of your business. Many hoteliers recognize this and take steps to backup their data. This is a good start, but it isn't enough. Thankfully we aren't at high risk for the natural disasters our neighbours are suffering on an increasing basis, but it doesn't mean we aren't immune to other technology catastrophes such as fire, theft, flood, employee error / sabotage or major hardware failure.

Here are five things you should be doing, aside from backing up your data, to ensure your hotel is ready for anything:

Where to work. One of the first things you should consider is where you're going to work if your Hotel computers are inaccessible. Other Hotels, convention centers or other office buildings are viable locations. Whichever location you pick, you should pick at least two different places, as far apart as possible. You should also be sure to inform your staff and include maps of the routes to the locations you've chosen.

Replacement equipment. It's incredibly important that you know exactly what equipment you use and how integral it is to operations. For mission critical equipment (equipment your company absolutely can't work without) you need to have a plan in place as to how you can quickly replace lost equipment, the cost of it and replacement time. For less important equipment, you should have a couple of vendors in mind.

Communication systems. During adverse business conditions it's vitally important that you and your employees are able to communicate both with one another and with your clients. You should look into a communication system that's flexible, can be established wherever you are and allows you to keep your numbers. VoIP is a great system, telecommuting is another option as well.

Coordinate staff. Your staff drive your business. Without them, your hotel likely won't be able to run. With the continuity plan you develop, its important that you have hard and soft copies of the plan that are accessible to all staff, and staff know their role in the plan. When your plan is enacted you need to contact your staff and ensure that there aren't any problems.

Access to critical documents and Reservation data. If you have a good backup location, and can set up equipment quickly and your staff know their roles you may think your plan is perfect; however you're missing one key element: access to documents—employees won't be able to work without them. It's important to ensure that you can access your data backups, which

means you should probably keep copies offsite, in a bank or in the cloud if possible.

While a continuity plan is important, hopefully you'll never have to enact it. Nevertheless, you should plan for the worst. If you're unsure of where to start, or feel your current plan is inadequate, please contact Joseph Stoll who can help you navigate the waters.