

III. Evolution of Key Control Programs

Remember earlier in this book when I talked about working security at a large resort? Well, one of our jobs was to issue sets of keys to the Housekeeping staff; Maids, Housemen (*as they were called then*), Supervisors and even the Director and Assistant Director of Housekeeping, checked out their sets of keys from us. We would also issue key sets to the Maintenance Department employees. This was a routine/ritual that took place about 15 minutes before each shift.

The department managers would issue each employee a numbered tag. This numbered tag denoted the key set and access privileges that each employee would have for the day. The employee would walk over to the security office where they would stand in line at the “Key Window”. Key Windows at all the hotels I worked at were located “behind the scenes” where guests couldn’t see what was going on. When the employee reached the window, they would hand their Key Tag to the security officer who would reach over to a wooden key box mounted on the wall. There were many rings of keys hanging on brass cup hooks with a corresponding number above the hook. The officer would pull the key ring off the hook and replace it with the numbered Key Tag.

That “program” seemed to work well and I never thought there was anything one could do to improve it! Just like when I paid \$750 for a 40-megabyte hard drive for my Tandy computer and knew, categorically, that I would never need anything larger than that – ever!

As with everything else, things continued to evolve. Hotel management felt it was taking too long for employees to get their