

# SHERATON Music City Hotel – Emergency Plan

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## SECTION 1: FIRE PROCEDURES

### Guest Service

1. Dispatch alarm condition over radio to EOD.
2. Give the Sheraton code and location of alarm to EOD. Example: "Guest Services to EOD, Sheraton 1, 3rd floor, corridor A!"
3. **Note: SD =Smoke Detector, WF=Water Flow, PS=Pull Station**
4. Stay on line with TYCO to answer any questions and await response from EOD.

### MOD Response

1. MOD responds immediately to the Guest Services.
2. Stand by and wait for response from EOD.
3. If it is a real fire and evacuation is needed, let the auto message and alarms continue, and follow evacuation procedure.
4. If it is a false alarm, acknowledge the "Alarm" on the panel, then push "All Clear" for auto message indicating it is safe for guests to return to their room and or meeting space. After the message plays for two minutes, release the "All Clear" and reset the panel to normal operation. Also, inform TYCO that it is a false alarm to cancel emergency services.
5. Go the main portico and advise the Fire Chief of the alarm condition and location if real should they arrive.

### Actual Fire Confirmed (Evacuation Notice)

1. CALL 911 ASAP
2. The Front Desk will print 10 copies of in-house guest by room number.
3. The MOD will assign staff to check all rooms and leave a sticker on the door to let others know the room has been checked and is clear, providing conditions are safe to do so.
4. When the Fire Department arrives, the Chief Engineer or MOD should meet with the Fire Chief and direct him to the location of the fire. At that time the Fire Chief will take over all emergency operations.
5. Note- The Fire Chief and the Engineer have elevator keys.
6. At this point, the Fire Chief gives the orders.
7. All cash handling positions should lock up the cash drawers and exit the hotel.
8. All kitchen utilities should be shut off and all areas made secure.
9. **All employees help evacuate guests from sleeping rooms and meeting space and gather at the Convention Center parking lot and await direction from the MOD.**
10. Contact the General Manager or the MOD in his absence along with the Front Office Manager, Director of Operations, Chief Engineer and Executive Housekeeper and inform them of the situation.
11. Once given an ALL CLEAR from Fire Department Guest may go back to their rooms or events.

### False Alarm

1. When the Engineer on Duty has responded to the scene and determined the alarm to be false or ALL CLEAR, advise ADT that it was a false alarm.
2. Make the automatic announcement over the PA system by pushing "All Clear" and let the message play for two minutes.
3. After the auto "All Clear" message has played, reset the panel to normal operation.
4. EOD will reset elevators and reopen all fire doors.
5. Call General Manager and Front Office Manager and inform them of the alarm activation.

## SECTION 2: SEVERE WEATHER PROCEDURES

**Severe Weather (Tornado Evacuation-** Should local weather analysis post a Tornado Warning and the threat is eminent in the local area. This can be verified by listening for tornado sirens outside the hotel).

1. The MOD or Chief Engineer will make an emergency announcement over the Hotel's PA system by pushing the "Severe Weather" auto message.

**In order to conduct this emergency movement smoothly, please adhere to the following protocol:**

### **Housekeeping:**

- Housekeeping supervisors should remove guests and all HK attendants from the guestroom floors.
- The attendants should push their carts into an unoccupied room. Then proceed to basement.

### **Engineering:**

- Post Tornado evacuation route signs.
- Engineer on duty will perform a one-time patrol of all guestroom floors 4th-1st and return to MOD for instructions.

### **Banquets/Outlets:**

- Assist with relocating guests from meeting rooms to basement or 1st floor Back of House hallways.
- Report to supervisor for additional duties.

### **Kitchen:**

- Turn off all Gas equipment and running water and report to basement.

### **Bell Staff:**

- Assist guests in lobby to Back of House hallways.

### **Front Desk:**

- Secure cash trays and move to basements.
- MOD needs to pull In-house occupied list.

### **Sale/Catering/Executive Staff:**

- Assist guests in the lobby areas to Back of House Hallways or basement.

**Each department head needs to have a current copy of their schedule to ensure that all associates are present.**

**Once guests and associates have made their way to a safe location, verify that all guests and associates are accounted for. If not, remain in the safe location until it is safe to return, then account for missing individuals via phone or at room location.**

Once warning is over the MOD or Chief Engineer will return to the panel to release the "Severe Weather" auto announcement and push the "All Clear" auto announcement. Let the "All Clear" message play for two minutes before returning the panel to normal operation. All guests and associates can return to what they were doing. Engineering and Managers will walk property to ensure there is no safety hazard from debris or weather related issues.

## SECTION 3: BOMB PROCEDURES

When a person calls with a bomb threat, try to record message on the answering machine.

1. Ask the following principal questions:  
WHERE is the bomb located?  
WHEN will it explode?  
WHAT kind of bomb is it?  
WHO are you?  
WHY have you planted the bomb?

2. Obtain detailed information from caller  
(use the check list on the following page).
3. Try to remember the exact words of the message. Make notes as caller is taking or write the message as soon as caller hangs up.
4. After or during the threat, you must immediately inform all the following people in this order of sequence:
  - GM
  - EAM/Resident/Rooms Division Manager
  - F&B Division Manager
  - Chief of Security
  - Chief Engineer
  - Front Office
  - Executive Housekeeper
  - Comptroller
5. The local bomb squad can only be contacted with approval of the GM.
6. Upon instruction, begin the evacuation process  
(refer to Fire Procedures).
7. Do not touch it, move it, handle it or smoke near it.
8. Inform the GM through the Front Office.
9. Call 911

## SECTION 4: EMERGENCY PROCEDURES

### REFERENCE : FLOOD PROCEDURES

1. Contact operator to inform of the exact location.
2. The operator should inform the following:  
GM, Chief Engineer, DOO, EAM/Resident/Rooms Division Manager, Duty Engineer, Housekeeping
3. The Chief Engineer, DOO, or GM should give appropriate instructions depending on the extent of the flood
4. Engineering should check that power generators are not flooded. If they are, shut down the generators that serve those gas and electrical lines.
5. Serve Pro #615-347-8216

## SECTION 5 : EMERGENCY PROCEDURES

### REFERENCE : POWER FAILURE

In the event of a total power outage, the following procedures must be followed:

#### **ENGINEER:**

Locate all guest/ back-of-house elevators to check for guests and staff. Advise them to stay calm until they can be removed from the elevators.

#### **CHIEF ENGINEER:**

1. Start up generator to supply the load.
2. Contact the Metropolitan or Provincial Power Authority to determine problem and approximate duration of power outage.
3. Notify Operator who should then notify the GM.
4. Assist staff and guests that are stuck in the elevators

#### **OPERATIONS MANAGER:**

Inform the Executive Housekeeper who should instruct the room attendants to check their guest room floors to ensure all emergency exit lights and lighting is functioning properly.

# Sheraton Music City Hotel

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