



## The Problems Faced by Hotel Security Managers: Antalya Case

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### Abstract

Trust and security are the common problems for everybody. In this respect, we can imply that the tourists in the accommodation facilities pay more attention to this, which makes the security departments in these facilities more and more important. Accordingly, this study was conducted in order to reveal the problems faced by the managers of the security departments struggling for the tourist to have a peaceful and comfortable holiday while staying in the accommodation facilities. The study was completed according to qualitative research methods design via the interviews with the security managers in the hotels. According to the findings of the research, it was revealed that in the accommodation facilities, there were problems regarding the tourists, security staff, other staff and managers. The most important of these are; the guests drinking too much alcohol and disturbing others (other tourists and staff), and the security staff and other staff being late for work or not coming to work without informing.

### Article Type

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