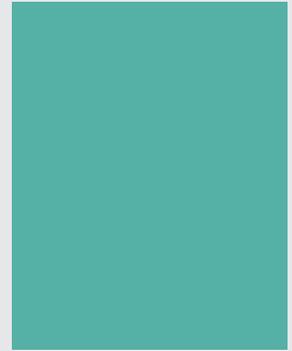
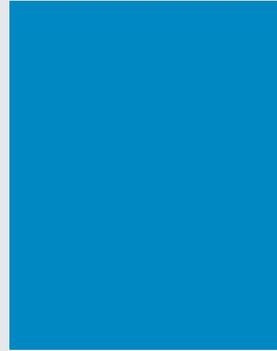


The Langham, Boston



Seamless, Old World Service Essential at a Luxury Hotel

Housed in what was once a former Federal Reserve Bank and located a stone's throw from historic and cultural landmarks, you might expect the The Langham, Boston to be a bastion of Yankee sensibility. Instead, the 318-room, four diamond rated luxury hotel is part of a small but growing, exclusive chain of international hotels that take their cue from their British namesake.

The Langham, London was one of the world's first grand hotels when it opened in 1865 and featured such groundbreaking innovations as hot and cold running water, air conditioning and hydraulically powered lifts. The sumptuous public rooms played hosts to royalty and heads of state, playwrights and poets; Sir Arthur Conan Doyle even set some of his Sherlock Holmes novels on site. "Much of what we do in our hotels around the world is based on the history in London," says Hans Schaepman, Hotel Manager of The Langham, Boston.

Two years ago, The Langham Boston made the decision to outsource security. "We really are a very specialized company in the service industry, and security is not necessarily our forte, but service is" notes Schaepman. A chief objective was finding a contract security vendor who would fit seamlessly and invisibly into the hotel staff. "We had to determine who would work well at the hotel and how that integration would work; we never want there to be any indication that security is outsourced. We met with Securitas several times and felt very comfortable that this would be a good opportunity for a strong partnership."

Officers responsible for hotel security patrol the building, provide keys and radios to the hotel staff, and deal with any and all security matters. A separate team of officers is responsible for maintaining order at BOND, the hotel's restaurant and lounge that, come nightfall, morphs into one of the city's hotspots. Lines snake out the door, presenting an unusual combination of security challenges for a luxury hotel. Both teams report to the Securitas USA account manager who also serves as the hotel's Director of Security.

At The Langham, however, the small details leave the biggest impressions, and it is crucial that the Securitas USA officers, dressed in coat and tie, be able to adopt The Langham's specific etiquette. "We have a certain way of doing things that is based on the service and elegance of the Old World," explains Schaeppman. "Our vocabulary includes phrases like 'have a delightful day;' we take care of how we walk through public areas: we don't lean, we don't chew. We represent this fine hotel company and everyone on staff is trained to interact with each other to reflect this refined environment."

Results

Hiring and training are critical to finding the right staff. "Initially, I met with every candidate," he recalls. "We set the tone and expectations of what we are looking for - a security company looks for different things than a luxury hotel and we've educated each other on our needs. Now, I have complete trust in our Securitas Security Account Manager, Takeyon Moon, and no longer interview potential candidates."

But Schaeppman is still involved in department meetings, "I'm very close to the security staff and the investment we have made has paid off incredibly well for both parties. I look at the level of comfort and the very high sense of trust that the rest of the hotel has in our security team. They are completely integrated into the fabric of the hotel which is a huge measure of success."

"We have an outstanding relationship with Securitas and a fantastic branch office. We really lucked out with the account manager we have here, he's an incredibly bright young man and - of course - he thinks security, whereas I think luxury hotel. Combine those two and that makes for a great success story for both parties involved."



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