

CONTACT

JODI SCOTT
678-516-1207
PR@AAHOA.COM

AAHOA to Host Essential Training on Managing Guest Misconduct and Ensuring Safety

ATLANTA, Ga., July 15 – In response to the recent tragic death of an AAHOA Member following a confrontation with a guest who was asked to leave the property, AAHOA is providing a free educational resource, "**Essential Training for Hotel Owners: Managing Guest Misconduct and Ensuring Safety.**" The webinar takes place at 2 p.m. EDT on Wednesday, July 17. Registration is [available here](#).

Hemant Mistry (59), a respected AAHOA Member and veteran hotel owner/operator from Oklahoma City, OK, was killed last month at his property. According to police reports, a 41-year-old suspect was arrested following an altercation during which he punched Mistry, who passed away from the impact. This incident bears a heartbreaking resemblance to the [murder of Pravin R. Patel](#), owner of the Hillcrest Motel in Sheffield, AL, who was killed under similar circumstances in February.

"After receiving feedback from many members and fellow hoteliers about their concerns for staff and guest safety, AAHOA's Education and Professional Development Committee quickly came together to organize this webinar," said **AAHOA Chairman Miraj S. Patel**. "To honor Hemant's memory and increase awareness of best practices to ensure the safety of hotel owners, this webinar gives a detailed look at your rights as a business owner and the legal tools you can use to manage tough situations."

Key topics will include:

- **Legal Rights and Business Owner Protections:** Understand what laws you can rely on to manage disruptive or criminal behavior by guests.
- **De-Escalation Techniques:** Learn effective phrases and strategies to defuse tense situations and regain control.
- **Handling Police Involvement:** Gain insights into managing interactions with police officers and ensuring proper action is taken in criminal matters.
- **Guest vs. Employee Management:** Explore the different approaches required for handling disruptive guests versus employees, including eviction procedures for guests.
- **Practical Scenarios:** Discuss real-life scenarios, such as threats of violence and violations of house rules, to apply the knowledge in practical settings.

Additionally, AAHOA has compiled articles from *Today's Hotelier* magazine addressing [safety protocols](#). Hoteliers should consider the risks of handling confrontational situations independently. Hotel staff should engage law enforcement when faced with potentially volatile encounters to mitigate risks to personal safety.



“The tragic loss of Hemant Mistry and other AAHOA members due to violent guest responses is simply heartbreaking and beyond explanation,” said **AAHOA President & CEO Laura Lee Blake**. “It underscores the urgent need for comprehensive training for owners to know how best to respond to potentially volatile persons who might be mentally unstable for the safety of all involved. If our educational programming can prevent just one incident in the future, we know we will have accomplished our mission.”

###

About AAHOA

AAHOA is the largest hotel owners association in the world, with Member-owned properties representing a significant part of the U.S. economy. AAHOA's 20,000 members own 60% of the hotels in the United States and are responsible for 1.7% of the nation's GDP. More than one million employees work at AAHOA Member-owned hotels, earning \$47 billion annually, and member-owned hotels support 4.2 million U.S. jobs across all sectors of the hospitality industry. AAHOA's mission is to advance and protect the business interests of hotel owners through advocacy, industry leadership, professional development, member benefits, and community engagement.