



Guest Incident Report Form

Complete

Score	0 / 0 (0%)	Flagged items	7	Actions	3
Date and Time of Incident	31.03.2026 03:00 PST				
Location of Incident	227 4th Ave, Bay Shore, NY 11706, USA (40.7257034, -73.2523259)				
Report Reference Number	2481				
Reported by	Adalyn Christine				
Position	Front Desk Supervisor				
Department	Operations Department				

Flagged items & Actions

7 flagged, 3 actions

Flagged items

7 flagged, 2 actions

Guest Incident Report Form / Situation Identification

Was the area free of any immediate safety risk at the time of reporting?

No

Both guests are still engaged in an argument at the time of this report.

To do | Assignee: SafetyCulture Staff | Priority: High | Due: 01.03.2026 04:00 PST | Created by: SafetyCulture Staff

Separate both guests

Escort each guest separately to different rooms

Guest Incident Report Form / Observed or Reported Indicators

Was a weapon or suspected weapon reported or observed?

No

No weapon or suspected weapon was reported.



Photo 1

Guest Incident Report Form / Immediate Response

Was management notified?

No

Since the incident occurred in the morning, no manager has been notified yet.

To do | Assignee: SafetyCulture Staff | Priority: Low | Due: 07.04.2026 14:58 PST | Created by: SafetyCulture Staff

Notify the duty manager.

Inform the duty manager about the physical altercation that occurred on the 12th floor.

Guest Incident Report Form / Immediate Response

Were emergency services contacted where required?

No

Emergency services are not needed at this time.

Completion Page / Follow-Up Review

Is follow-up review required?

Yes

Completion Page / Follow-Up Review

Is root cause analysis required?

Yes

Completion Page / Follow-Up Review

Is corrective action required?

Yes

Completion Page / Follow-Up Review

Is a staff debrief and retraining completed where required?

No

No staff debriefing has been conducted yet following the incident.

To do | Assignee: SafetyCulture Staff | Priority: Low | Due: 07.04.2026 18:27 PST | Created by: SafetyCulture Staff

Conduct a staff debriefing.

Conduct a staff debriefing for the team members who responded to the guest incident.

Guest Incident Report Form 4 flagged, 2 actions

Situation Identification 1 flagged, 1 action

What type of situation is being reported? Physical altercation

Indicate brief description of the situation.

John, a guest from Room 1288, had a physical altercation with Gerald, a guest from Room 1286. Gerald, who was intoxicated, mistook Room 1288 for his own and kept banging on the door, disturbing John's sleep. Annoyed at being ignored, Richard punched John after he opened the door.

How was the situation identified? Guest complaint

Was the area free of any immediate safety risk at the time of reporting? No

Both guests are still engaged in an argument at the time of this report.

To do | Assignee: SafetyCulture Staff | Priority: High | Due: 01.03.2026 04:00 PST | Created by: SafetyCulture Staff

Separate both guests

Escort each guest separately to different rooms

Observed or Reported Indicators 1 flagged

Add notes or media at every step as needed.

Were verbal threats reported or observed? Yes

Were signs of physical aggression reported or observed? Yes

Were signs of injury reported or observed? Yes

Was a weapon or suspected weapon reported or observed? No

No weapon or suspected weapon was reported.



Photo 1

Was property damage reported or observed? Yes

The desk lamp in room 1288 was broken.

Were there signs of intoxication or impairment reported or observed? Yes

Indicate additional observed or reported indicators.

Gerald was intoxicated and also broke the vase in room 1288.

Immediate Response

2 flagged, 1 action

Was security notified?

Yes

Was management notified?

No

Since the incident occurred in the morning, no manager has been notified yet.

To do | Assignee: SafetyCulture Staff | Priority: Low | Due: 07.04.2026 14:58 PST | Created by: SafetyCulture Staff

Notify the duty manager.

Inform the duty manager about the physical altercation that occurred on the 12th floor.

Was medical assistance offered or requested?

Yes

Were involved persons separated where required?

Yes

Was the area made safe when required?

Yes

Were emergency services contacted where required?

No

Emergency services are not needed at this time.

Response Log

Response Log 1

The following is a log of all responses taken during the incident. Please repeat this section as necessary.

Describe the action taken.

Ferdinand Angus, a security guard on duty, separated the aggrieved guests and moved them to different rooms. A nurse also provided first aid to Mr. John after he sustained a cut lip.

Indicate the person responsible for the action.

Ferdinand Angus

Indicate the date and time the response was done.

31.03.2026 02:30 PST

Was the incident resolved without further escalation?

Yes

Persons Involved

	Name	Person Type	Involvement Type	Contact Details
1	John Buckley	Guest	Directly involved	(312) 555-0174
2	Gerald Nash	Guest	Directly involved	(213) 555-0462
3	Maddie Grant	Guest	Witness	(602) 555-0618
4	Athena Diaz	Staff	Responder	(773) 555-0749

Evidence and Records

	Evidence Type	Reference Number	Collected By	Date / Time of Receiving	Storage Location
1	CCTV	461	Security Guard	31.03.2026 15:06 PST	CCTV Room
2	Witness Statement	462	Manager on Duty	31.03.2026 15:07 PST	Manager's Office
3	Photo	463	Nurse	31.03.2026 15:09 PST	Manager's Office
4	CCTV	464	Security Guard	31.03.2026 15:09 PST	CCTV Room

Completion Page	3 flagged, 1 action
Follow-Up Review	3 flagged, 1 action
Is follow-up review required?	Yes
Is root cause analysis required?	Yes
Is corrective action required?	Yes

Indicate corrective action required.

- Give a formal warning regarding proper conduct within hotel premises to the intoxicated guest
- Conducting a follow-up wellness check on both guests involved
- Filing a police report on the physical assault

Is a staff debrief and retraining completed where required?	No
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No staff debriefing has been conducted yet following the incident.

To do | Assignee: SafetyCulture Staff | Priority: Low | Due: 07.04.2026 18:27 PST | Created by: SafetyCulture Staff

- Conduct a staff debriefing.
- Conduct a staff debriefing for the team members who responded to the guest incident.

Additional Notes / Comments

- Conduct a staff debriefing for the team members who responded to the guest incident.

Reporter Signature

Adalyn Christine Adalyn Christine
31.03.2026 15:12 PST

Manager / Supervisor Signature

Brenton Osborne Brenton Osborne
31.03.2026 15:12 PST

Media summary



Photo 1