



FREE RESOURCE · TEMPLATE

Hotel Escalation Matrix

For Caribbean hospitality operations teams

Define who gets called, when they get called and who owns the next action when an operational issue crosses departments.

How to use this resource

1 Localise it

Set the roles, escalation points and reporting rules that apply to your property and jurisdiction.

2 Record facts

Capture what was observed or reported. Keep assumptions separate from factual observations.

3 Make exceptions visible

A missed check, unsafe condition or unresolved issue should stand out from normal activity.

4 Assign the next action

Use a real role, due point and escalation route rather than leaving follow-up implied.

5 Review and close

Carry open matters into handover or management review and verify closure where the risk warrants it.

IMPORTANT

This resource is operational good-practice guidance. Confirm local law, regulator reporting, privacy, insurer, security and corporate requirements before use.

Hotel Escalation Matrix

Define who gets called, when they get called and who owns the next action when an operational issue crosses departments.

ISSUE TYPE	FIRST RESPONSE ROLE	ESCALATE WHEN	NEXT ESCALATION	OUT-OF-HOURS CONTACT	RECORD REQUIRED	FOLLOW-UP OWNER

A record should lead to the next action.

CaribSafe helps keep that action visible.

CaribSafe connects patrols, incidents, handovers, Lost & Found, tasks and operational evidence so managers can see what needs attention across shifts and departments.

[**Book a 20-minute walkthrough**](#)