City of Phoenix
Crime Prevention Through Environmental Design (CPTED)
Interior Design: Hotels & Motels

- Place the receptionist and concierge within view of the main entrance:

    - This allows the employees to observe the customers and the entrance.

- Make sure as much of the lobby is visible as possible from the front:

    - Orient furniture and other interior items in a manner that allows the employees to view most of the lobby.

- Regulate the flow of customers:

    - Use shelving, tables, and marked aisles.

- Make sure as much of the store is visible as possible from the front:

    - Orient shelving and other interior items in a manner that allows the clerk to view most of the store;

    - Install ceiling mirrors so hidden areas can be seen.

- Lock doors that are off-limits to customers:

    - Use locks with keypads or keys for entrances to restricted areas.

- Make it difficult for people to go where they are not allowed:

    - E.g. installing a gate to get to the area with the cash register

- Make sure all areas of the building are adequately illuminated:

- Place any ATMs or other machines inside the building:

    - If these machines are outside of the building, criminals may target customers who use the machines.