

**On Screen**

**Script / Voiceover**

*Welcome.*

*This video provides an introduction to FreshAir Smoking Alerts and best practices for staff response.*

*We developed these best practices with our hospitality and property management clients.*

*FreshAir devices include patented sensors which immediately detect specific chemicals in tobacco and marijuana smoke.*

*When someone smokes, FreshAir sends discreet Smoking Alerts to designated staff members via desktop, email, and/or mobile push notifications.*

*The timestamped Alert Reports provide scientific proof that smoking occurred so that you can enforce your no-smoking policy.*

*It is important to develop a clear and consistent process for responding to Smoking Alerts.*

*Smoking Alerts provide reliable proof that smoking took place in the monitored space.*

*Responding quickly increases likelihood of collecting cleaning fees, eliminating disputes with guests or residents, and reducing smoking related damage.*

*After receiving an alert, many clients immediately inspect the area to log notes and additional evidence on each alert report.*

*These notes are saved and accessible at any time through the FreshAir client portal.*

*Guests and residents who are contacted in person when smoking has just taken place are more likely to admit smoking.*

*Immediate inspection allows clients to collect additional evidence by sight or smell, prevent further smoking, and eliminate confrontations with guests or residents.*

*Depending on the available staff, many clients share responsibilities for acknowledging and responding to alerts between groups, including:*

*Management, Operations, Security, Maintenance, Guest Services, Front Desk, and Housekeeping*

*All staff members involved should review the information in our videos and client help center.*

*When responding to alerts or speaking with guests or residents about smoking, it is important to know that Smoking Alerts are caused only by tobacco and marijuana smoking.*

*Smokers commonly use a variety of excuses to avoid penalties.*

*FreshAir devices are not fooled by candles, incense, burnt food, showers or steam, smell on clothing, or other typical excuses from smokers.*

*If someone smokes outdoors, the smell on their clothing will not cause a smoking alert when they return to the room.*

*When you receive a smoking alert, you can confidently charge your cleaning fee.*

*FreshAir also offers alerts called Suspicious Events.*

*These alerts indicate a high likelihood that smoking has taken place, but the data did not meet our high level of certainty for a smoking alert.*

*The best practice for checking a Suspicious Event is to go to the hallway outside the room and check for the smell of tobacco or marijuana smoke.*

*When you independently confirm smoking, you can log notes on the Suspicious Event report and charge your cleaning fee.*

*FreshAir is happy to provide recommendations specific to your property about staff response or communication regarding alerts.*

*Please reach out to our Client Experience team with any questions.*

*Thank you for watching this video.*

*We are excited to work with you to reduce smoking and help you operate a cleaner, healthier, and safer property for your guests or residents and staff.*