

What a Steal!
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- I. Definition of Theft
 - A. Burglary
 - B. Robbery
 - C. Larceny
 - D. Conversion

- II. Types of theft claims
 - A. Third party stealing from guest
 - B. Third party stealing from hospitality establishment
 - C. Employee stealing from guest
 - D. Employee stealing from hospitality establishment*
 - E. Hospitality establishment stealing from guest
 - F. Hospitality establishment stealing from employee
 - G. Contractor of hospitality establishment stealing from guest
 - H. Identity theft
 - I. Data theft

- III. Evidence
 - A. Law enforcement
 - B. Police reports
 - C. Security experts
 - D. Hiring policies/background checks
 - E. Prior incidents

- IV. Reasons for thefts in hotels
 - 1. Doors ajar
 - 2. Safe
 - 3. Housekeepers
 - 4. Guests of patrons

- V. Reasons for thefts in restaurants
 - 1. Tip adjustment
 - 2. Wagon wheel
 - 3. Comping
 - 4. Food waste

- VI. Defenses
 - 1. Innkeeper rule
 - 2. Limitation on liability
 - 3. Not independent cause of action
 - 4. Not independent measure of damages

5. Preemption
6. Grounds not separate and distinct from theft
7. Counter-claim
8. Social media investigation

VII. Protection

- A. Insurance
- B. Training
- C. Policies
- D. Cameras

VIII. Damages

- A. Mental Anguish
- B. Exemplary
- C. DTPA
- D. Infliction of emotional distress
- E. Increased risk of theft in the future
- F. Credit monitoring in the future

IX. Best practices

- A. Hotels
 1. Locks
 - a. Suitcase
 - b. Laptop
 2. Safes
 - a. Room
 - b. Front desk
 3. Doors
 - a. DND
- B. Restaurants
 1. Tracking
 2. Locks
 3. PCI
 4. Security cameras
 5. Limit access