

Welcome to the _____ Team! _____ prides itself on our amazing staff and outstanding customer service.

The following manual will help you understand your job duties as a security team member and how to properly perform them.

Job Duties Overview

The primary job duties as a security personnel employee of _____ are as follows:

- Check the legal age of, patrons
- Provide a safe environment by enforcing house rules and state laws.
- Perform fundamental safety tasks.
- Provide security for both staff and patrons.
- Monitor individuals based on occupancy, intoxication, and aggressive behavior.
- Reduce liability by anticipating problematic patron behavior.

Floor Chart: There are three main floor positions for Security team members. Positions will be posted each shift. Your floor position for each shift will often change, so it is imperative you take the time to understand each of the positions and the duties associated with each of them, Learning the table numbers and names is also extremely important, when the front door calls for a table to be cleared, clean and clear the table being as polite as possible to guests.

Front Door: Enforcing dress code, checking IDs, allowing guests in and out, managing line, making sure no drinks or glassware leave the premise, managing persons count.

Note: there is always at least one person at each door no matter what is going on.

Interior Bar and Patio: Supporting the door, making sure no one enters through patio other than as cleared by security at the door, making sure no drinks or glassware leaves the premise, helping gather glassware on patio, making sure no one jumps the patio fence, watching patrons in your section, cleaning up any spills or broken glassware.

Interior Bar and Stage: Watching back door (emergency exit) to ensure no one exits or enters through it, monitoring patrons in your section, collecting glassware in the vicinity, cleaning up any spills or broken glassware, clearing tables.

Front Door: The Front Door position is critical to the proper flow and smooth workings of the entire establishment, There are several key points to making sure the front door is working efficiently and properly,

Age Verification: It is one of the most important roles of door personnel to check and verify the legal age of patrons entering the establishment. Precautions should be taken at the door to cover liability issues, The four steps in checking ID are First, ask for ID. Second, insure the ID is valid (one of the five acceptable forms) and unaltered. Third, compare the presenter with the photograph. Lastly, make sure the ID indicates the patron is 21 or older, _____ Policy is to log all persons under the age of 25-years old. Arizona law states that if you allow an underage person inside WITHOUT LOGGING THEIR ID IT IS PRESUMED YOU KNEW THEY WERE UNDERAGE.

Wrist Bands: If wristbands are utilized to identify persons who are old enough to consume/possess alcoholic beverages, wristbands will be securely placed on patrons' wrists and checked for tightness.

Occupancy Count: It is imperative that the door personnel know the maximum occupancy of the establishment to comply with Fire Marshal regulations. Clickers are used at the entrance and exit points in order to keep track of occupancy and to assure that maximum occupancy is not exceeded. If the Fire Marshal does come by to check local fire regulations, be sure to contact the manager on duty and inform them. The maximum occupancy at _____ is 96 patrons inside, and 279 patrons outside for a total occupancy of 375 persons.

Line: During busy nights, a line is a common occurrence as patrons try to enter the establishment as the occupancy approaches peak numbers. It is important to remember to start a line before maximum occupancy is reached. This allows you some room to work with

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without exceeding the maximum occupancy. Things to pay attention to while forming a line are large parties on the guest list, and regulars. Allowing yourself room to work with assures you that when VIP patrons or regulars arrive you can quickly grant them access without exceeding maximum occupancy. Attention to the flow of the establishment is also important. Allowing enough room for people to move and enjoy themselves without being too cramped is in for the enjoyment of our customers.

Dress Code: The purpose of our dress code is to keep and promote the proper atmosphere, which is greatly influenced by the crowd. This is why proper attire is required at all times. Follow the dress code required by _____. Most of all, use common sense when making decisions. If the attire does not fit the atmosphere of the establishment be polite and explain why entry is being denied. If a customer is respectfully asking for the manager on duty, go ahead and find the manager and explain the situation. If the manager decides that the patron is ok, an exception to the dress code may be made.

Patrons Behavior: If a patron trying to gain entry into an establishment seems overly intoxicated or aggressive, politely refuse him entry. It is illegal to grant entry to a person who is obviously intoxicated. By refusing entry at the door you can prevent issues inside.

Interior (front)/Patio: While working inside and on the patio as a security team member it is important to be diligent and attentive to your surroundings. The safety and satisfaction of our customers is our top priority. The following key points will help guide you in the right direction to offer the best experience for our guests.

Patrons: One of the main job duties of security is to maintain a fun and safe atmosphere for our guests, staff, and musicians. You will have to deal with rude or unruly guests. The _____'s policy when dealing with an unruly patron is non-confrontational. Communication is critical: instead of being aggressive when dealing with unruly guests, be polite and explain the issue and what needs to be done to correct it. This could be as simple as telling the patron they cannot stand on the tables, or explaining to them why they must leave the premises. Be on the lookout for guests who are too intoxicated, bumping into other patrons, or engaging in any activity that disrupts the atmosphere of the establishment, If you escort a patron out ask if they need a cab or help them provide safe transportation.

Obvious Intoxication: Arizona Revised Statutes 4:244.14 states that "obviously intoxicated" means inebriated to the extent that a person's physical faculties are substantially impaired and The impairment is show by significantly uncoordinated physical action or significant physical dysfunction that would have been obvious to c reasonable person. Obviously intoxicated patrons must be removed from the licensed establishment within 30-minutes of when the licensee or employee of the licensee knew or should have known the patron was obviously intoxicated.

Fights: When a physical altercation does happen, it is your job as security to be as professional and effective in escorting the parties off the premises. This also goes for patrons that are overly intoxicated. Security shall not use excessive physical force; doing so will lead to disciplinary action. Please read and sign the Security Personnel Policy and Liability Consent Form located in this document. Make sure if you do escort a patron out for the night that the door personnel are aware of the status 'of that patron. If a patron is involved in a fight, they are out no questions. All fights must be reported to the manager on duty and an incident report shall be filled out. When filling out the incident report be sure to be thorough and detailed in your explanation of the account. Remember, patrons who are disorderly must be removed immediately from the serving area.

Safe Ride Home: If a patron is perceived to be obviously intoxicated, they will be offered a taxi, limo, or other means of safe transportation so that they will be dissuaded from driving. If they choose to drive contrary to security staff's advice, SPD will be contacted. Additionally, an incident report documenting the offer must be produced and provided to a manager for each patron offered a safe ride home.

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911: In case of a fire or other emergency, patrons will be evacuated through all emergency exits away from the threat-- If you do not have personal knowledge that emergency services have been contacted, you must call 911 immediately.

House Rules and Laws: _____ has its own set of house rules to be enforced by security as well as making sure local laws are being followed. Make sure you know and understand these rules. Understanding the liquor laws are also highly important, it is highly encouraged that you as security team member attended a liquor classes in order to better understand follow and assure these regulations are being followed.

Basic Rules are as follows:

1. No standing on the furniture,
2. Customers may only smoke outside.
3. Customers may not pour their own bottles, bottle locks must be used
4. No drinks or glassware outside the establishment (patio ok).
5. Fighting, aggressive behavior, over intoxication, and illegal substances are not tolerated.
6. Taking pictures of the staff so that they may feel uncomfortable is not tolerated.
7. Grabbing or inappropriate touching of staff is not tolerated.

Cooperation With Scottsdale Fire Department: The Scottsdale Fire Department makes sure that the _____ is adhering to fire codes and occupancy restrictions. If the Fire Marshal contacts you while at work be sure to notify the manager on duty immediately. The front door court is very important. It is important that the door count is accurate and that the maximum occupancy of 375 patrons is not exceeded. Make sure all exits are clear from obstructions, including the back exit. Make sure there are no spills or broken glass left unattended.

Cooperation With Law Enforcement: The Arizona Department of Liquor Licenses and Control (ADLLC) is comprised of sworn officers that enforce local and state liquor laws. It is important that you, as a security member, know the basic law. ADLLC and/or SPD may also ask you questions as an employee of the _____ to test your knowledge of these laws. Properly checking IDs is a critical duty of the security staff. Making sure you can recognize fake IDs is extremely important. Some IDs may also be real but do not belong to the person handing it to you. In this case, closely examining the picture to match it to the person is imperative. Look at things like weight, eye color, height, and any distinct facial features. Ask questions, such as what year they graduated from high school.

Employee Dress Code: It is important you are dressed in your Security uniform, jeans or shorts, and comfortable shoes that are appropriate for work. Hats are ok, as long as they are approved by management.

Closing Duties: The closing duties checklist covers all closing duties for Security staff members. At the end of each night you will be assigned a closing duty. The checklist will explain what is involved in each closing duty. When you are finished with your closing duty, make sure you check out with management before clocking out and leaving.

SECURITY CLOSING PROCEDURES CHECKLIST

security staff is to checkout with management before leaving

1. **Trash:** Trash is to be taken out every night. Trash bags must also be changed on a nightly basis. Once the trash cans have been dumped and re-bagged they are to be arranged neatly by the bar. Remember to close the dumpster once you dump all of the trash,
2. **Bar:** The bar mats must be taken out nightly and hung over the back railing. The TVs around the bar must be turned off. Make sure to take out any remaining trash cans,
3. **Perimeter Sweep Front & Side:** On a nightly basis the front and side perimeter must be thoroughly swept. All trash, including cigarettes, napkins, bottles, straws and other assorted trash must be cleaned up. A flashlight is to be used during [he sweeping process to insure all trash is swept up and removed, Trash in the bushes, gravel, and dirt in the front and side must either be swept or picked up by hand.
4. **Patio:** The patio is to be swept on a nightly basis. The patio bar chairs should be moved inside. The bar needs to be secured and locked and both doors must be locked.

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5. **Chairs** - Chairs should be inspected at the end of each shift to ensure that they are clean and in good condition. Any broken chair should be removed and reported to management so a replacement may be secured.
6. **Miscellaneous** - Make sure the back door is locked and all equipment is turned off.

Security Personnel Policy and Liability Consent Form

The primary job duties of the Security Personnel (Doormen/Bouncers) are to check the legal age of patrons entering the establishment, ensure and enforce the house rules, perform fundamental public safety tasks, provide basic security to both the establishment and the patrons, and to monitor entry of individuals on the basis of occupant capacity, intoxication and/or aggressive behavior. Due to these job duties, Security Personnel may be given the capacity to carry out certain, fundamental safety tasks.

These tasks include but are not limited to enforcing the house rules, escorting disorderly patrons out of the establishment, and/or prohibiting entry into the establishment for any due cause. While the performance of some essential job duties may require reasonable force, the safety of all patrons must be taken into consideration. _____ expressly prohibits the use of excessive force in the performance of any essential job duty in any situation.

_____ has a No Strike Policy, meaning that no staff member will strike a patron unless it is absolutely necessary in a self-defense situation or the defense of an innocent person, if a strike is administered to a patron under any circumstances a report must be submitted to the manager before going home.

Security Personnel (Doorman/ Bouncer) exceed their authority when he or she uses excessive force in any way that would reasonably be considered irrationally violent and/or inflicts serious physical harm on any patron. In any circumstance where Security Personnel (Doorman/Bouncer) uses excessive force, the employee may be found criminally responsible of assault and may consequently be held personally liable for the injuries he or she inflicted on the patron.

Therefore the Security Personnel (Doorman/ Bouncer) must understand and accept that they may be found responsible for any legal consequences that may result from the use of excessive force, including any and all monetary settlements as well as any other form of criminal and/or civil charges.

PERSONNEL POLICY AND LIABILITY CONSENT RECEIPT FORM

Acknowledgment of Security Personnel Policy and Liability Consent Form

I have read and understand this Security Personnel Policy and Liability Consent Form and will adhere to the policies, protocols, and guidelines of _____.

Print Employee Name

Employee Signature Date

DRUG AND ALCOHOL POLICY

_____ strives to maintain a workplace free of drugs and alcohol and to discourage drug and alcohol abuse by its employees. Misuse of alcohol or drugs by employees can impair the ability of employees to perform their duties, as well as adversely affect our customers' confidence in our company.

Alcohol

Employees are prohibited from using or being under the influence of alcohol while performing company business, while operating a motor vehicle in the course of business or for any job-related purpose, or while on company premises or a worksite. The _____ does not condone any use of alcohol for any member of the staff at anytime while on the job,

Illegal Drugs

_____ employees and contractors are prohibited from using or being under the influence of illegal drugs while at _____ business or while on a company facility or worksite. You may not use, manufacture, distribute, purchase, transfer or possess an illegal drug while in facilities, while operating a motor vehicle for any job-related purpose or while on the job, or while performing company business. This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited,

Disciplinary Action

Employees who violate this policy may be disciplined or terminated, even for a first offense. Violations include refusal to consent to and comply with testing and search procedures as described.

Searches

_____ Management may conduct searches for illegal drugs or alcohol on company facilities or worksites without prior notice to employees. Such searches may be conducted at any time. Employees are expected to cooperate fully. Searches of employees and their personal property may be conducted when there is reasonable suspicion to believe that the employee has violated this policy or when circumstances or workplace conditions justify such a search. Personal property may include, but is not limited to purses boxes, briefcases, as well as any property that is provided for employees' personal use such as purses, backpacks and vehicles. Any employee's consent to a search is required as a condition of employment and the employee's refusal to consent may result in disciplinary action, including termination,

Drug Testing

_____ may require a blood test, urinalysis, hair test or other drug or alcohol screening of employees suspected of using or being under the influence of drugs or alcohol or where other circumstances or workplace conditions justify such testing. The refusal to consent to testing may result in disciplinary action, including termination. Drug testing may be administered pre-employment, post-accident, randomly, or for reasonable suspicion,

Drug and Alcohol Policy Receipt Form

Acknowledgement of Drug and Alcohol Policy

I have read and understand this Drug and Alcohol Policy and will adhere to the policies, protocols, and guidelines of _____ Drug and Alcohol Policy.

Print Employee Name

Employee Signature Date