



RESTAURANT
LOSS PREVENTION & SECURITY
ASSOCIATION

SMARTER. TOGETHER.

Be Prepared for the Holidays

Disclaimer

RLPSA is distributing this eBook for informational purposes only. All recipients should consult legal counsel concerning legal issues affecting their respective businesses, including whether to implement the tools, best practices, and processes discussed in the following presentation. The following communication should not be construed as established requirements or policies applicable to every organization.

Objective

- **Identify Holiday Season restaurant security**
- **Review holiday fraud prevention**
- **Share tools & resources**



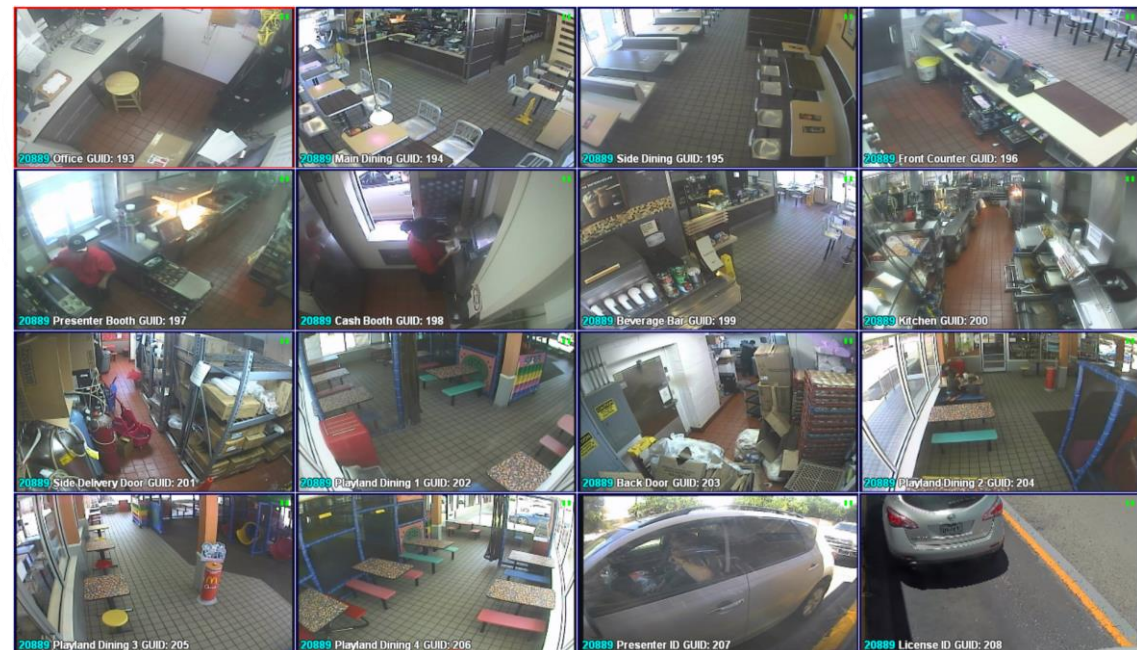
Restaurant Security Equipment Lighting

- **Ensure parking lot lighting throughout the night**
- **Adequate lighting around designated employee parking areas**
- **Ensure employees park in well-lit areas**
- **Encourage employees to report lighting issues to management**



Restaurant Security Equipment CCTV Systems

- Ensure all cameras are functioning and recording
- Ensure management teams know how to review video
- Ensure camera angles capture needed views



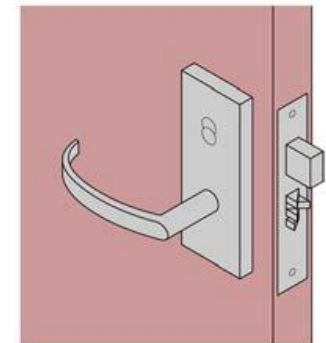
Restaurant Security Equipment Alarm Systems

- **Revisit panic alarm procedures**
- **Utilize burglary alarm systems when restaurant is closed – consider cellular back up**
- **Review options for adding panic buttons as needed**



Locking Hardware

- **Ensure functionality of all existing hardware**
 - **Managers have keys?**
 - **Back doors / side doors / roof hatch locks functional?**
- **Ensure drive thru windows are able to latch and secure upon closing**
- **Update emergency contact lists**



Restaurant Security Procedures

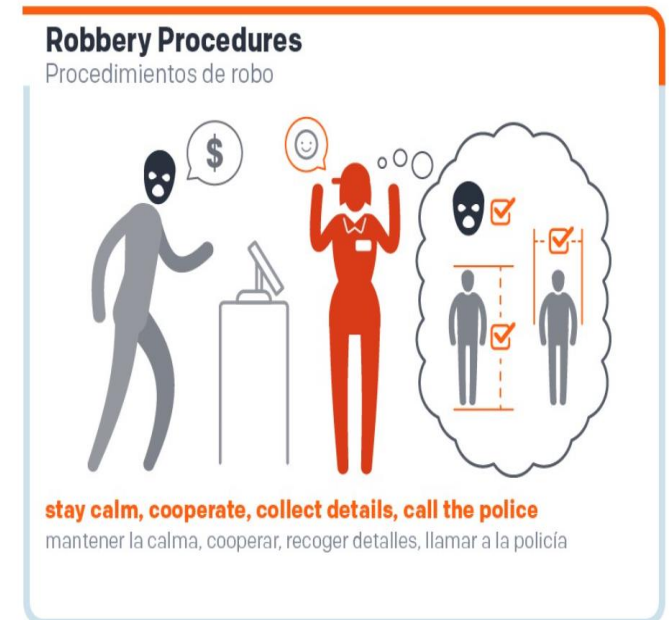
Cash Management

- **Review deposit procedures with all members of management**
- **Conduct skims every 2 hours (or as directed)**
- **Review counterfeit money procedures with all members of management and drive thru cashiers**
- **Process payments in view of customer**
- **Arrange adequate change orders ahead of holidays**
- **Those with Time Control, Dual Control, or Limited Access features on safes (i.e., CIT Only Access) should have visible Labels outside the store/restaurant and on the safe.**

Restaurant Security Procedures

Procedure During a Robbery

- **During a robbery, always comply with the suspect's demands**
- **Do not hesitate or argue**
- **Do not stare at the suspect(s) or make any sudden moves that may endanger anyone's safety**
- **Do not pursue the suspect(s)**
- **Only when safe, note details of the suspect(s) and vehicle information**
- **Call the police**
- **Continued crew member / management training**



Restaurant Security Procedures Staggered Method Open/Close

24 Hours Operation

To ensure employee safety when entering or leaving the restaurant

- **Arrive together**
 - meet elsewhere, then arrive all at once
 - drive around entire building to ensure property is clear and safe to exit vehicle

Recommended minimum of (3) employees with at least (1) manager

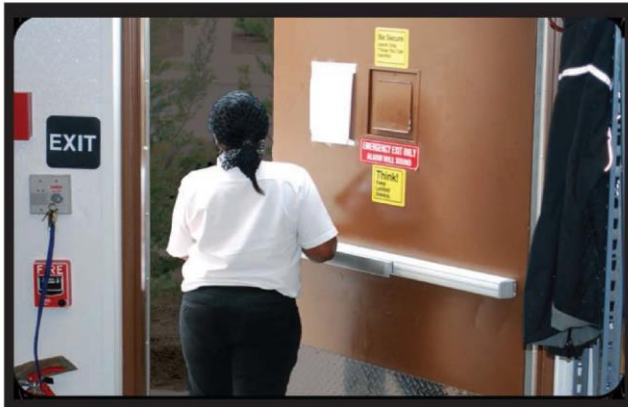
- **Only serve drive thru guests in vehicles**
- **Keep Drive thru windows shut and locked**



Restaurant Security Procedures

Back Door

- **Keep back door secured and alarmed when not in use**
- **Avoid opening back door during non-daylight hours (late night/early morning)**



Travel Paths

- **Ensure management are conducting routine travel paths inside/outside of restaurant**
- **Check outside surroundings at night from inside of the restaurant**
- **Report suspicious activity**

Scams / Hoaxes

Phone Theft Scam – Theft by Trickery

- Overnight Shifts are often targeted
- Suspects may have knowledge of employees and operations
- Suspects may claim a “Life safety” event, demanding an evacuation
- Employees must notify law enforcement immediately

Impersonation of Officials

- Authorized personnel
- Unauthorized personnel
- Friends/Family
- Restaurant’s staff



POS Theft/Fraud



Cash Theft

- Establish cash management policies during initial orientation and training
- Indicators:
 - Register keys
 - Calculators next to registers
 - Orders written down on pieces of paper

Credit Card Fraud/Skimming

- Cashiers using cell phones or skimming devices to capture customer credit card information
- Establish policies limiting visible use of cell phones on the floor, especially near registers

Refund Fraud

- Cashiers conducting fraudulent refunds for personal monetary gain
 - Cash refunds
 - Credit/debit card refunds
 - Mobile wallet refunds
 - Mobile order & pay refunds

Counterfeit

- Feel the paper – move your finger across the note
- Tilt the note – color shifting ink
- Check with light – hold the note to the light to check the watermark and security thread
- Use Counterfeit Detection pens

Tools & Resources

Employee Handbook Review

- Review sections of employee manual dealing with security
- Have employees review training videos regarding robberies and other topics
- Consider an employee 'Read & Sign' covering robbery procedures, expectations to report lighting concerns and other safety and security-related topics



Discussion

Provide a Discussion Forum

- **Allow employees to ask questions**
- **Ask employees questions to ensure they understand covered information**
- **Provide a contact for employees to ask questions (manager, LP, security or safety personnel)**

