

PRIMESOCIAL

RESTAURANT & BAR

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# **SECURITY PERSONNEL TRAINING GUIDE**

## ENTERING/EXITING SECURITY DUTIES.

### FRONT ENTRANCE/EXIT SECURITY PERSONNEL

As the frontline security personnel for entrance and exit into the establishment, it is your responsibility to ensure that patrons entering and exiting the establishment meet the specific criteria for proper entrance and exit etiquette.

#### 1. ENTRANCE:

- You will first establish whether the patron is complicit with the dress code. You must refuse entry to patrons who are:
  - i. Wearing any form of streetwear – this includes, but is not limited to, basketball shorts, leisure wear or sportswear, sweatpants, hoodies, and baggy clothing of any kind.
  - ii. Wearing any form of baseball hats, snapback hats, fitted hats, beanies or snow hats, ski masks, or any other kind of hat that covers the patron's face.
    - 1. This does not include medical masks that help prevent the spread of diseases such as COVID-19.
  - iii. Wearing any clothing that is too revealing, such as shirts that do not fully cover the patron's chest, pants or skirts that do not cover the patron's bottoms, or any other type of clothing that the security personnel would deem as too revealing to be allowed to enter the establishment.
  - iv. Wearing any clothing that signifies gang affiliation or displays any gang insignia, as well as any clothing that establishes gang paraphernalia.
  - v. Wearing open-toed shoes, such as flip-flops, sandals, high heels that display open-toes, or any other type of shoe that shows open-toes.
    - 1. These types of shoes have been proven to be a risk for the patron in cases where the floor may be wet or slippery and increases the likelihood of slipping or falling.
- After the patron has passed the dress code requirements, it is your responsibility to ensure that the patron can legally enter the establishment by requiring proof of identification that shows the patron is 21 years old or older.

- vi. An ID scanner will be utilized to scan the patron's ID, and, utilizing a flashlight, you will check the ID to ensure that the patron providing the identification is the person listed on the ID.
- vii. Check to make sure that ID is valid and non-expired. Any expired identification provided to the Entrance/Exit Security Personnel will be removed from the establishment and not allowed to enter without proper form of ID.
- Once the patron has provided proper identification, it is the responsibility of the Entrance/Exit Security Personnel to perform a proper pat-down of the patron, as well as use the body wand scanner to ensure no weapons are being brought into the establishment.
  - viii. You will first perform a wand scanner over the patron's clothes, starting with their right foot and ankle, moving your way up their right leg, to the right side of their body, over their right arm, and passing through the back, and repeating the process on their left side.
  - ix. You will then ask the patron to lift their pant legs to check to see they are not concealing any weapons in their shoes or socks.
  - x. Then you will check the waistband of the patron by patting down their waistband to ensure they have no weapons concealed in their waistband.
  - xi. You will further pat-down the patron by asking that they lift their arms to the side, properly patting down from their wrists to their armpits, and down the sides of their bodies, all the way to their feet.
  - xii. Once you have ensured that no weapons are being brought into the establishment by the patron, they are allowed to enter the establishment.

**YOU MUST PERFORM EACH OF THE ABOVE-REFERENCED STEPS TO ENSURE SECURITY OF THE PATRONS WITHIN THE ESTABLISHMENT.**

**2. EXIT:**

- When a patron exits the establishment, it is your responsibility to ensure that they are leaving in a respectful manner.
- You must be on the lookout for patrons who exhibit disrespectful etiquette, such as, but not limited to:

- i. Loud behavior, such as screaming and/or yelling as they leave the establishment.
  - 1. If an exiting patron displays disrespectful behavior, such as yelling and/or screaming, you are instructed to inform the exiting patron that there are neighbors present, tell them to quietly leave the establishment, and inform them that if the behavior continues, you are authorized to notify the Milwaukee Police Department of potential disorderly conduct of an exiting patron.
- ii. Drunken behavior, such as stumbling and slurring of their speech.
  - 1. If you see an exiting patron exhibiting drunken behavior and they attempt to enter their vehicle to drive, it is your responsibility to:
    - a. Attempt to halt the patron from driving while potentially intoxicated, and
    - b. If they do not stop from potentially driving while intoxicated, to inform the Milwaukee County Police Department that a patron is attempting to drive a vehicle while intoxicated.
- iii. Aggressive or violent behavior to the establishment's staff or other patrons.
  - 1. Aggressive and violent behavior can include, but is not limited to:
    - a. Threatening violence
    - b. Screaming/yelling at staff or other patrons
    - c. Disorderly conduct, or destruction of the establishment's property, as well as patrons' property, or neighboring properties.
  - 2. Exiting patrons who exhibit aggressive or violent behavior will be given one warning from Entrance/Exit Security Personnel to leave the establishment and surrounding areas. If they do not leave, you are authorized to notify the Milwaukee County Police Department.

**IT IS YOUR RESPONSIBILITY TO ENSURE THAT EXITING PATRONS LEAVE THE ESTABLISHMENT IN A RESPECTFUL MANNER.**

## PATROLLING/MONITORING SECURITY PERSONNEL

### ARMED PATROLLING SECURITY PERSONNEL

As the armed security personnel for the establishment, it is your responsibility to provide a sense of order for the establishment, as well as help deescalate any situation that could potentially turn into a violent or criminal scene.

#### 1. MONITORING:

- As patrons arrive and exit the establishment, you will be stationed at the front of the establishment to monitor any suspicious activity. Suspicious activity includes, but is not limited to:
  - i. Display of weapons such as guns or knives/blades.
    - 1. Be vigilant of any patrons who are trying to disclose any weapons, such as patrons who exit the establishment to get something from their vehicle. This could be a sign that they intend to retrieve a weapon from their vehicle. If you suspect a patron of retrieving a weapon from their vehicle, you are authorized to contact Milwaukee Police Department immediately and notify the patron that police have been called.
  - ii. Drug dealing or partaking in drug or illegal substance activities.
    - 1. You must be aware if there are any activities involving drugs or illegal activities, such as dealing drugs, or partaking in drug or illegal substances activities.
    - 2. Signs of drug dealing include exchange of money for drugs, Ziplock baggies of unknown substances being distributed from one patron to another, or any other activity that would signify that drug dealing is occurring.
    - 3. Signs of partaking in drug activities or illegal substance use include smoking marijuana, patrons sitting in their vehicles for extended periods of time, or any other activity that would signify those patrons are partaking in drug activities. Use your discretion when suspected drug or illegal substance use are occurring.

## **2. PATROLLING:**

- Monitoring patrons who are entering or exiting the establishment will include walking and patrolling the areas in front of the establishment. This allows you to survey the areas for potential illegal activities, as well as to show that the establishment has armed security patrolling.
- You are to remain within 50 feet of the entrance/exit at all times, unless otherwise authorized to patrol other areas of the establishment.
  - i. Other areas you may be authorized to patrol are the sides of the establishment, as well as the back of the establishment, if suspected illegal activities are occurring.
- At least ONE armed security personnel is to remain at the entrance/exit of the establishment at all times to ensure that crowd control is properly adhered to.

## **3. CROWD CONTROL:**

- When patrons are exiting the establishment, it is your responsibility to ensure that they do not loiter in front, on the sides, or behind the establishment.
- If crowds of patrons of 5 or more continue to loiter outside the establishment, you are authorized to notify them that they must keep moving to their next destination or vehicle.
- Inform the patrons that they are on private property and must adhere to the establishment's rules of dispersal once exited from the establishment.
- If crowds of patrons continue to congregate outside the establishment, you must deescalate the situation by notifying the patrons that Milwaukee Police Department have been called, and that they are on their way to break up the crowd and detain any patron who remains loitering at the establishment.

If you suspect any patron of illegal activity or continued loitering, you are instructed to notify the Milwaukee Police Department immediately upon suspicion of illegal activities.

**DO NOT CONFRONT THE PATRON UNLESS EMERGENCY HANDLING OF THE SITUATION IS NECESSARY.**

## **INSIDE SECURITY PERSONNEL**

As the security personnel assigned to monitor and patrol inside of the establishment, it is your responsibility to ensure that activities within the establishment remain compliant with all City of Milwaukee rules, ordinances, and regulations.

### **1. PATROLLING THE INSIDE OF THE ESTABLISHMENT:**

- Each security personnel assigned to patrol the inside of the establishment must walk and patrol the establishment throughout their shift.
  - i. You are not authorized to stand around and must remain visible to patrons at all times.
  - ii. You must walk the outer linings of the inside of the establishment and each security personnel assigned to patrol the inside of the establishment must remain at least 10 feet apart at all times to ensure all areas of the establishment are being patrolled.

### **2. MONITORING THE INSIDE OF THE ESTABLISHMENT:**

- Each patrolling security personnel must remain vigilant to any suspicious activities that are occurring within the establishment. This includes, but it not limited to:
  - i. Drug or illegal substance use – no drugs or illegal substances are permitted inside the establishment at any time. Any patron found to be using drugs or illegal substances will be removed from the establishment and Milwaukee Police Department will be notified immediately of the drug or illegal substance use.
  - ii. Lewd or inappropriate behavior – no sexual behavior will be tolerated within the establishment at any time and any patron in violation of this will be removed immediately.
  - iii. Aggressive, criminal, or violent behavior – any patron that becomes aggressive or displays signs of violent or criminal behavior will be removed from the establishment immediately, and Milwaukee Police Department will be notified of any violent or criminal behaviors or actions within in the establishment.

### 3. DEESCALATING AND CROWD CONTROL:

- If patrons begin to perform disorderly behavior within the establishment, the inside security personnel are instructed and authorized to remove the patron exhibiting this behavior. This behavior can include, but is not limited to:
  - i. Exhibiting signs of drunkenness, such as slurring their speech, or unable to remain balanced.
  - ii. Exhibiting signs of aggression or violence towards staff or other patrons, such as threatening violence or engaging in physical altercations.
- If patrons attempt to congregate in areas within the establishment and patrolling security personnel are unable to cohesively patrol, the inside security personnel are instructed to break apart large groups of patrons and disperse them to other areas of the establishment. Any patrons who do not adhere to the security personnel's request to disperse will be removed from the establishment immediately.

**IT IS YOUR RESPONSIBILITY TO ENSURE THAT THE PATRONS INSIDE OF THE ESTABLISHMENT ADHERE TO THE RULES AND REGULATIONS SET FORTH ABOVE.**

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