



Workplace Security for Front Desk Personnel

Front desk personnel are the face of the organization they represent. In addition to clerical tasks, they coordinate and communicate with the entire facility. Please keep the following tips in mind when coordinating safety and security procedures:

- Know your clientele and which types of people frequent your facility.
- Keep a lookout for suspicious persons, vehicles, or activity.
- Make sure that two staff members are scheduled for each shift.
- Ensure that the surrounding area is well lit.
- Ensure that doors are locked after regular business hours.
- Know the layout of the facility, and the locations of key routes and equipment:
 - o Emergency exits and evacuation routes
 - o Fire alarms and extinguishers
 - o First aid kit
- Keep internal and external emergency numbers available at all times.
- Know which employees are trained in CPR/AED, and if they are available at a given time.
- Designate an outside meeting place, and keep an employee roster to ensure that everyone can be accounted for in case of an emergency.
- Ensure someone is trained on activating any silent alarms.

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- Test emergency systems at scheduled intervals
- Develop a relationship with local police and fire departments
- Never resist in the event of a robbery or holdup
- Do not keep large amounts of cash available, and make regular safe drops
- Make bank deposits during daylight hours, with a non-routine schedule
- Report inebriated or unruly guests
- Plan and train for hazards specific to your area:
 - o Earthquakes
 - o Floods
 - o Active shooter used in conjunction with, but not instead of, the plumbed or self-contained units

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