



NIGHTCLUB SECURITY

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There are more than 65,000 establishment's serving alcohol (nightclubs, bars, restaurants) in the United States. With lawsuits reaching an all-time high, we have added a special program that addresses the problems in nightclub, bar and restaurant security. Some states and many insurance carriers, require that nightclubs, bars and restaurants have trained security. But, without the proper training, the actual benefit is illusory. This program has been successfully implemented around the country. As with all of our programs, we execute this system in three distinct segments; detailed interview with the establishment, creation of a specific security manual, and an instructor lead course for your employees.

The following is an overview of the Nightclub Security Procedures.

Detailed Interview:

- Establishing your Needs.
- Your security concerns.
- The theme of your club. How does it affect security?
- The capacity of your club. How does it affect security?
- The market of your club. How does it affect security?
- The location of your club. How does it affect security?
- How many "essential security" do you staff? How are they positioned?
- How many "nonessential security" do you staff? How are they positioned?
- How do you envision your "ideal staff member" to look and act?
- What pre-interview changes will you consider?
- What changes to your application for employment will you consider?
- Time for interviews.
- Do you have photographs for interviews?
- Do you have a list of questions to ask?
- Do you have a job description?
- Have you considered psychological testing?
- Have you considered drug testing?
- Have you considered criminal record checks?
- Creating Your Security Unit.
- What are your appearance rules?





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- Types of uniforms.
- Equipment used.
- Log book used.
- Nightly report used.
- Scheduling considerations. When and where posted. Schedule requests.
- Rate of pay.
- Boss/friend relationships.
- Perks offered to employees.
- Security Topics, Procedures and Operations.
- Your club's doorman responsibilities.
- Do your doormen accept tips?
- Do you have various age requirements?
- Do you implement searches?
- Are searches legal in your area?
- What kind of search should you consider?
- What forms of ID do you consider acceptable?
- What forms of backup ID do you consider acceptable?
- What can you do to improve your staff's ID checking skills?
- Should your staff confiscate fade ID's?
- Should you establish an incentive program?
- How do you address your staff?
- What are the names of your local: licensing officials, fire marshals, ABC officials, and police?
- Is your area secured by a local security company? Who?
- Do you need to post signs for: dress code, search policy, transportation for intoxicated guest.
- What are doorman opening procedures?
- Doorman procedures during hours of operation. Door Host, Floorman, Lead. Pass procedures.
- What are guest procedures?
- Procedures toward complimentary admission.
- Types of crowds your club attracts.
- How can your doormen improve their altercation skills?
- Door closing procedures. • Doormen's club closing procedures.
- Does a crowd gather outside the club after hours?
- End of night cleaning procedure.
- Procedure for securing your facility.
- Security Topics, Procedures and Operations



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Floorman Guide:

- Floorman responsibilities for your club.
- Crowd-related responsibilities.
- Methods of altercation prevention.
- How should your management help prevent altercations?
- What extent should management get involved in altercations?
- What should your DJ do during an altercation?
- What procedures do you have regarding reports and witnesses?
- How do your floormen eject patrons?
- How do you hold a patron until the police arrive?
- Operational procedures for; opening, during hours and closing.
- Security Topics, Procedures and Operations.

Lead Guide:

- Does your club need a lead?
- How does your lead fit into your security unit?
- How would you define your lead position for your club?
- Do you need one or multiple leads?
- What qualifications do you feel your lead position requires?
- Should you choose your lead from your present staff?
- How should you evaluate your lead position?
- What are the responsibilities for your lead?
- How does lead responsibility change if serving food?
- How should your lead treat a detail police officer?
- Operational procedures for opening, during hours and closing.
- Special Event and Situations.
- What procedural changes do you have for the following topics?
- Pre-booking a concert.
- Concert preparation.
- Local Band.
- Private party. Different rules for clients.
- Celebrity and VIP.
- Promoters.
- Liquor promotions.
- Gang related problems.
- Holidays.



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- Illegal substances.
- First Aid and Emergency Procedures.
- What safety procedures do you have for the following topics?
- The physical layout of your club.
- Floors.
- Stairs.
- Restrooms.
- Doors.
- Windows.
- Mirrors.
- Balconies.
- Stage.
- Ceiling Holds.
- Elevators and escalators.
- Roof decks.
- Pool decks and beach fronts.
- Open flame.
- How can your first-aid procedures be improved?
- Should your staff be trained in first aid?
- Are your first-aid kits satisfactory?
- How can your staff better treat injured patrons?
- What injury reporting procedure do you have?
- How can you improve your alarm and evacuation procedures?
- What emergency situations should you prepare your staff for?
- How should emergency procedures be designed for your club?
- How can your club be better secured before and after hours of operation?
- Miscellaneous Questions.
- How is security awareness implemented to the following positions?
- Owner/General Manager.
- Bartenders.
- Servers.
- Bus-person.
- Host.
- Clients.
- Security.
- DJ's.



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- Restroom personnel.
- How is security implemented for the following topics?
- Cash drops/ Making change.
- Bank deposits.
- Cash registers.
- Club property.
- Office use/supplies.
- How do you hold general employee meetings?
- How do you hold security meetings?
- How do you handle resignation and termination procedures?
- What off-duty behavior policies do you have?
- How do you control employee theft in the following positions?
- Security.
- Bartenders.
- Servers.
- Cashiers.
- Barbacks.
- DJ.
- Coat Check.
- Management.
- Merchandise.
- Is hiring a security company an option?

Security Manual Outline:

- Introduction
- Policies
- Use of Physical Force (must be signed, dated and returned)
- Sexual Harassment (must be signed, dated and returned)
- Illegal Substances (must be signed, dated and returned)
- Employee Information
- Appearance
- Company uniform
- Dress requirements (if not using uniforms)
- Personal hygiene
- Personal clothing
- Behavior





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On-duty:

- Attitude
- Friendliness
- Professionalism
- Alertness
- Miscellaneous

Off-duty:

- Age requirements
- Comping
- Intoxication
- Altercation involvement
- Club courtesy (in other clubs)
- Wearing uniforms (in other clubs)
- Discussing company information (in other clubs)
- Scheduling

Weekly system:

- Posting
- Schedule requests
- Holidays and special situations

Responsibilities:

- Covering shifts:
- Calling in sick
- Handling Money/Alcohol
- When allowed
- When not allowed
- Equipment
- Security equipment
- How to use equipment
- Responsibility for equipment
- Injuries



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Patron:

- How to act toward an injured patron
- Offering assistance
- Type of first aid which can be administered
- Reports
- Witnesses

Employee (reporting injuries):

- Meetings
- General employee
- Security only
- Employee Etiquette
- Between coworkers
- When working with outside entity
- Governing Agencies
- Police
- Fire Marshal
- Licensing officials
- Laws
- Examples of local laws
- Explanations of laws
- Searches

Patron:

- Pat downs and metal detectors
- Packages (purses, bags, etc.)

Employee:

- Security Awareness
- Non-security positions
- How non-security staff responds to security situations.
- Disciplinary Action • Resignation
- Procedural Information
- Alcohol Awareness
- Detecting intoxication
- Dealing with intoxicated patrons
- Altercations
- Non-confrontational prevention





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- Laws pertaining to altercations
- Floorman/Doorman accessibility
- Responding to altercations
- Reports and witnesses
- Ejections
- Behavior requiring ejection (violent)
- Behavior requiring ejection (non-violent)
- How to eject a patron (violent)
- How to eject a patron (non-violent)
- Reports and witnesses
- Doorman Information

Responsibilities:

- How to check an identification
- Acceptable identification
- Detecting false identification
- Question to ask

Operating door:

- Information (i.e. capacity, opening/closing times, etc.)
- Procedures
- Policy toward accepting money
- Age-related admission requirements

Operating line:

- Information
- Procedures

Denying patrons access to your club:

- Laws pertaining to intoxication, minors, “unruly” patrons, etc
- Why deny access
- How to deny access

Closing:

- Closing door
- Closing club
- Cleaning procedures





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- Floorman Information
- Responsibilities

Positions:

- Location of positions
- Duties and responsibilities at each position
- How and when to rotate positions

Closing Procedures:

- Cleaning
- End of night drill
- Lead Information
- Responsibilities
- Opening
- During hours of operation
- Closing

Special Event:

- Concerts
 - Setup for a concert
 - Positions for a concert
 - Dealing with a band
 - Opening club for a concert
 - Procedures during concert
 - Closing club after a concert
- Local Bands
 - Setup
 - Positions
 - Dealing with a band
 - Pre-show
 - During show
 - Post show
- Fashion Show Setup
 - Positions
 - Dealing with models/designers
 - Pre-show
 - During show



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- Post show
- Private Parties
 - Customer service
 - Party which is closed to public
- Promoted Nights
 - Types of crowd
 - Promoters security
 - Liquor Promotions
 - Laws pertaining to liquor promotions
 - How to hold a liquor promotion
 - Liquor company representatives
- Holidays
 - Problems associated with holidays
 - Kinds of holidays

Emergency Procedures:

- Alarm Procedures
- Evacuation Procedures
- Examples of Emergency Situations
- First Aid Procedures
- Prevention
- Location of necessary equipment
- Reports and witnesses
- Signed Form (i.e. "I have read and understand the "Name of Club" security manual, physical force policy, sexual harassment policy, illegal substance policy, etc.")
- Securing club

Security Training Outline:

The security training will be completed by one of our executive partners in the company. We feel this is where you need the most attention. The training will follow the Security Manual in detail. During training, we use the manual, a power-point presentation, video and hands on demonstrations of do's and don'ts for the security program. The training is always best if done at the club location for visual effects and teaching strategies. All three levels of the security unit (Door, Floor and Lead) are required to attend the training sessions together. We strongly suggest that top management and even executive staff attend the training program. At the end of the training, each staff member will be required to take a 50-question exam and score 90 percent or higher to obtain a program certification from The UPC Group. We will spend as much time as



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needed to make sure every staff member passes the exam and fully understands the club policy and procedures dealing with security. Our security program also includes a specific amount of time that members of our executive staff monitor your staff during club hours. We will monitor and evaluate all levels of your security staff during this time. If you ever feel that more is needed, we do offer options for continued service. Thank you for choosing our Security Program.

PLEASE CALL FOR US FOR PRICING INFORMATION



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