

# WELCOME TO CASA VIEW OFFICE OR SUPERVISOR COPY





# Welcome to Casa View OFFICE OR SUPERVISOR COPY



Casa View is a shopping center at the intersection of Ferguson Rd and Gus Thomasson St. The large retailer on the site is El Rancho Super Mercado 2550 Gus Thomasson St.

2550 Gus Thomasson is the address best used for GPS directions to the center.

Retailers and Tenants:

T-Mobile 10:00AM-8:00PM M-S, Sunday 10:00AM-6:00PM

Subway Sandwich Shop 9:00AM-9:00PM

Value Thrift Store 8:00AM-8:00PM

Grifols Plasma 7:00AM-7:00PM M-S, Sunday 7:00AM-4:00PM [armed guard] \*

La Marea Restaurant 10:00AM-12:00AM M-TH, F-Sunday 10:00AM-2:00AM

Modern Dental 9:00AM-5:00PM M-S, Closed Sunday

City Wireless 8:00AM-8:00PM

Clinique Familia [Hours Very]

Lavenderia 6:00AM-10:00PM

El Rancho 7:00AM-11:00PM

Western Wear 10:00AM-8:00PM

Ameritax Service [Seasonal hours]



Baja Insurance 10:00AM-7:00PM M-S, Closed Sunday

Lovely Nails 10:00AM-7:00PM M-S, Closed Sunday

La Familia Insurance 10:00AM-7:00PM

\*Grifols plasma guard takes care of inside the Plasma center.

You are responsible for outside the plasma center.

People waiting for someone, or their time should wait at the rear.



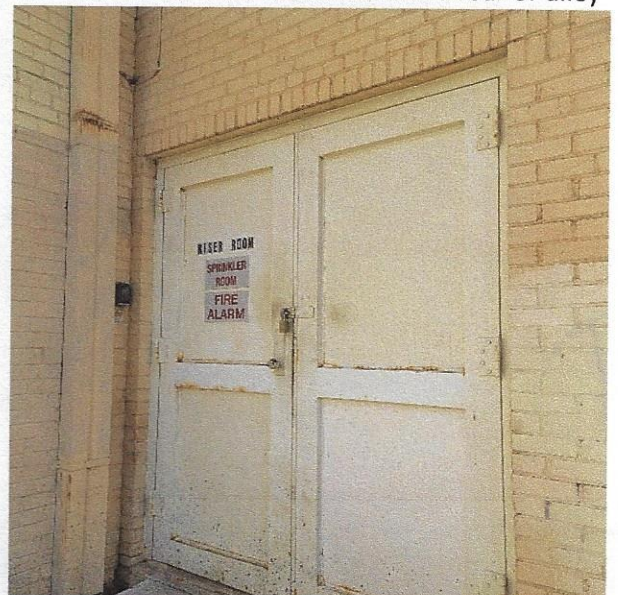
Retailers and tenants are listed as you face the center these are from left to right.

#### GENERAL DUTIES.

In SECURITY the first procedure and a major responsibility is to be seen. Be seen by the people, the good people, bad people, retailers and tenants. Being ON TIME and working confidently is a BIG PART OF BEING SEEN.

This post has a utility or golf style security cart. The cart gives the retailers and good people comfort. It gives the BAD GUYS A WARNING; GO SOMEWHERE ELSE. You CANNOT be seen in your car. DO NOT SIT IN YOUR CAR! Stay on the cart when not assisting a tenant. Do not patrol in your car. If the cart is out of order walk the property. You CANNOT be seen in your car. This post has an iphone, always keep it with you. CALL BOTH ON AND OFF DUTY ON THE POST OR PROPERTY PHONE. The reason for an iphone is to inform the property manager of special occurrences and needs on the property. It is also for the purpose of communicating with the tenants. It is never to be used for personal calls, text, games or any use other than the property business. Put it as close to your ears as possible [upper shirt pocket is a good place]. Answer the phone SECURITY and YOUR NAME. When anyone calls the phone, they are looking to reach a security officer. HELLO is a friend or family, SECURITY is a responsibility. Your personal phone is to be used ONLY FOR A PERSONAL EMERGENCY, DO NOT PLAY ON YOUR PHONE. Your duty is to know the activities on the property. This takes 100% of your attention, 100% of the time.

The security cart is kept when not in use in the double door storage to the riser room. This is located at the rear or alley of the center. The combination to the lock is 9130. Lock the door after you get the cart. The post phone will be on the seat of the cart. The cart has a phone charging port. This port only charges when the cart is in motion. Plug the phone into the charging cable when you make patrols. Outside of the cart storage area DO NOT LEAVE THE PHONE IN THE CART WHEN YOU LEAVE THE CART AT ANY TIME. ONLY IN THE STORAGE AREA WHEN LEAVING FOR THE DAY. IT WILL BE STOLEN! IF YOU ARE ON THE FINAL SHIFT OF THE DAY, YOU MUST PUT THE CART UP AND LOCK THE DOOR. NEVER LEAVE THE CART OUT!



The entire property is part of your responsibility. Observe everything on the property. You are the eyes, ears, and nose for the property manager while you are on duty. Think of it as "what would I want to know if I owned or managed this property?". The SHELL



GAS STATION IS NOT ON THE PROPERTY. THE RODEO DENTAL OFFICE IS NOT YOUR PROPERTY. THE LAUNDRY NEXT TO THE RODEO DENTIST IS NOT ON YOUR PROPERTY.

Be clean, well-groomed and professional always. Be polite to everyone you encounter. Avoid vulgar or profane language. You represent the property. Be friendly but DO NOT MAKE FRIENDS, you might need to call the Police on them. Do not return profanity, that is exactly what the person you are needing to deal with wants. He/she wants to stir up a confrontation. STAY IN CONTROL AND IN CHARGE OF ALL THE SITUATIONS.

During the regular business hours, you must make hourly patrols covering the entire property. These patrols must be at least once per hour. Do not get into a predictable pattern, the bad guys will watch and learn your routine and know your every move.

#### OFFICER DAILY REPORTS:

Communication is important to all business. It is essential in security. Remember you are the eyes, ears and nose of the manager, owner, your company when on duty. The OFFICER DAILY REPORT IS HOW YOU TELL ALL WHAT YOU SAW, HEARD, SMELLED IN DETAIL. Detail is the key to a good report. Tell what happened. Tell what you did or saw and the result. Example, if you approach a homeless person and just by seeing you, they leave the property; you did your job. Being in uniform, appearing in charge and in control they knew they must leave the property. Write it on the report.

#### STORE SIGN IN SHEETS:

These tell the property manager or owner you are patrolling their property and their tenants know you are on property. This is key to their and the tenant's confidence in your work. You are to get one signature from one of the tenants every thirty minutes. Getting a signature from a tenant in "ONE" part of the property and then thirty minutes later another part from a different tenant this shows you are patrolling and CHECKING TO MAKE SURE ALL IS WELL WITH THE TENANT. If a store is busy and a signature will interfere with business, go next door and come back to them another time.

#### INCIDENT REPORT:

This report is used when an incident requires Police, Fire, or Medical being called to the situation. IF THIS TYPE OF INCIDENT OCCURS CALL YOUR SUPERVISOR, PROPERTY MANAGER OR OWNER, AND YOUR OFFICE. The form is self-explanatory but should be reviewed with you by your supervisor. The information on this report is critical, details and complete reporting is an absolute necessity. Work with your supervisor until you understand the form. Be sure to get names, badge numbers, and service number and ticket. When at all possible, take pictures.

WHEN YOU SEE THE OTHER OFFICERS THAT WORK THE PROPERTY TELL THEM, RECAP THE OCCURANCES ON YOUR SHIFT. COMMUNICATION IS A WONDERFUL TOOL, USE IT.

#### STORE CLOSINGS:

It is important to be aware of the time every tenant closes their doors for the day. The bad people know. This is when they have all the day's receipts out and monies out to make the "count" for the day. KEEP AN EYE ON EVERY TENANT RIGHT BEFORE AND AS THEY CLOSE UNTIL THEY SAFELY LEAVE THE PROPERTY.



Stores you need to be in front of when employees go to their cars.

Baja Insurance 1900 hour [7:00PM]

La Familia Insurance 1900 hour [7:00PM]

Both Insurance companies close at the same time. They both receive a lot of cash payments. They both count the cash at the end of each day.

Drive the cart back and forth between them until one has gone to their vehicle, then post in front of the remaining one until they are safely off the property.

ANY SIGN OF TROUBLE CALL THE POLICE 911!



City Wireless 2000 hour [8:00PM]

Work and Western Wear 2000 hour [8:00PM]

Use the same routine as before and make sure all have SAFELY EXITED THE PROPERTY.

City Wireless were threatened by two African American males that were angry about phone service disconnection over their non-payment. When THEY WERE LEAVING THE STORE, "We know what you drive and where you park".

T-Mobile also closes at 2000 hour [8:00PM].



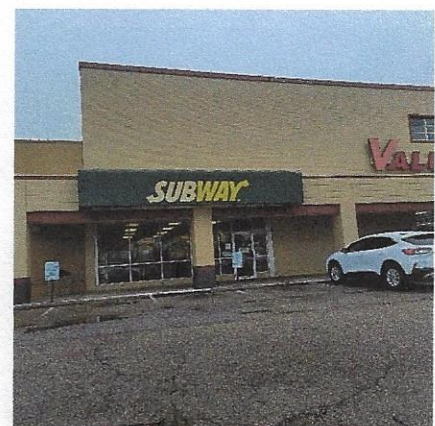
It takes them time to put phones and other electronics in their Safe. Keep a keen eye on all activities, they have been robbed at gunpoint in the last year. They ask only that you watch everyone around their location.

Subway Sandwich 2100 hour [9:00PM]

They also receive cash during the day they count at the day's end. They also need to be escorted to the trash compactor behind the shop after they close. Being a food business, it is mandatory they take the trash to the compactor each night. Be sure they lock the door before the compactor trip and behind them on return. After they finish, be sure they get safely off the property.

After the stores close, approximately 2300 hour [11:00PM] check with the overnight personnel inside El Rancho and have them point out their vehicle that will be in the parking lot for the remainder of the night. You will need this information at the end of your shift.

Mariscos La Marea Restaurante Monday-Thursday 2400 hour [midnight]  
Friday-Sunday 0200 [2:00AM]





They are a restaurant and a bar. This means there is a possibility of people being intoxicated. If someone is too intoxicated to manage themselves or drive, call the Police 911 and explain the situation IN DETAIL to the 911 operator.

After all customers and restaurant employees have left property, check all cars left in the parking lot. Make sure nobody is sleeping in the vehicle. If someone is sleeping, ask them to leave and if they refuse or give any trouble CALL THE POLICE 911 and explain in detail. If the sleeping person is DRUNK, ask the 911 operator for Police and EMS. Take pictures with the post phone of the vehicle and the person. Text these pictures with an explanation to the property manager. Take pictures with the post phone of all abandoned vehicles. If they remain for more than 24 hours notify the property manager and tag with a violation tow sticker when the manager requests.



#### SPECIAL INSTRUCTIONS AND PROPERTY INFORMATION:

It is important to observe the routines and habits of the tenants. This will give you a better grasp of how to provide security and comfort to them and the overall property.

Over the last year there has been a the area and on the property. There weapons were either used or seen. "smash and grab" instances from El Rancho. ALL these smash and grab hours of 4:00PM-8:00PM. Therefore, attention MUST BE PAID to this area of This is a picture of the man and vehicle grab.



noticeable increase in the crimes in have been five instances where There has also been twenty-one vehicles in the parking lot in front of instances have been between the during this time period very special the center. Be ready to call the police. he is using during the smash and

If patrons of the Plasma Center begin to congregate in the front of the Shops or restaurant politely ask them to go to the rear of the breezeway. If they do not cooperate request assistance from the Plasma guard. If still no cooperation back away and call 911 for the Police. Explain in detail to the 911 operator.

The Value Thrift Store needs to be visited and interior walked several times per shift. It is important for all to see the presence of security inside the store frequently.

While El Rancho has their own interior security officer late in the day it still needs your attention. The interior perimeter should be walked at least two times a shift. Remember being seen is a major reason for security on a property.

La Marea Restuarante has an armed security officer on the interior on Friday, Saturday and Sunday nights. These are usually off duty Police. Introduce yourself to them on those days. They will assist you in clearing and checking the parking lot after the restaurant has closed. Keep in mind alcohol is being served and some people might have had too much to drink. Accept the off-duty officers training and your own common sense in dealing with intoxicated people.

When working with the other security officers on the property respect and cooperation is a necessity. Do not argue with them in front of anyone, particularly a problem person. Voice your concerns or question in private one on one.

Every tenant on the property should be seen several times a shift. This might entail simply entering and asking if all is okay. Every visit should end with "call me if you need me". It is also a good idea to make sure the tenant has the post



phone number and any employee that wants it in their personal phone. People tend to grab their cell phones when they become excited.

#### GENERAL PROPERTY CONDITIONS REPORTS ARE PART OF YOUR DUTIES:

Please remember you are security on the property. You are, again, the eyes, ears and nose for the owner and manager. You are to be friendly but not friends with people on the property. The condition of the property should be put into your report. If anything has become unsafe, call the property manager and your supervisor. All graffiti is to be reported and if vulgar or offensive you should call the property manager. Overflowing trash cans and dumpsters should be reported. Offensive odors should be reported. Burnt out lights on signs should be reported. **DO NOT WORRY ABOUT REPORTING TO MUCH. IF THE PROPERTY MANAGEMENT WANTS LESS, THEY WILL INFORM YOUR OFFICE.**

#### CONTRACTOR WORK ON PROPERTY:

**DO NOT TRUST ANYONE, REGARDLESS OF THEIR UNIFORM, SIGNS, OR WHAT THEY TELL YOU.** If they are going to conduct any work on the property it is your responsibility to make sure property management is aware of the work and approves. **GET THE PROPERTY MANAGEMENT APPROVAL NOT ONLY THE TENANT.**

#### QUESTIONS:

THERE IS NO SUCH THING AS A BAD OR REDICULOUS QUESTION IN SECURITY.

CALL YOUR SUPERVISOR OR THE OFFICE WITH ANY QUESTION OR CLARIFICATION.

SUPERVISOR PHONE 214-511-1111

OFFICE PHONE 972-332-1111

PROPERTY MANAGER CHRISTINA MARTINEZ 214-511-1111