



INDIVIDUAL SECURITY POSITION PROCEDURES

SOUTH SIDEWALK

- Keep sidewalk leading from the main Palace entrance clear at all times. Basically keep the area between the east and west sidewalk cracks open (5 foot open lane for pedestrians to walk).
- Ask onlookers not to stand on the side walk.
- Never direct people onto the street.
- Always smile and thank pedestrians.
- Do not totally concentrate on watching the show, watch your surroundings as well.

MAIN CENTER ENTRANCE:

- Smile and greet all customers as they arrive with a pleasantry (welcome to the Palace, have a good time, etc.)
- Keep the front stairs clear at all times.
- Politely ask all customers with any type of bag to open it in order to inspect the contents. Security personnel are not permitted to open the customer's bag. Any and all beverages are not permitted to be brought into the Palace. They can throw out their beverage in the trashcan. Thank them with a smile and close the conversation with a pleasantry (thank you, enjoy the night, etc.).
- When busy, keep an open path leading from the stairs to the inside bar entrance so that food runners can pass through.
- The area leading from the stairs to Ocean Drive must be kept clear at all times. This is an emergency exit lane for the building.
- Ask EVERYONE for their ID. If an ID is suspicious, have a manager inspect it. Thank them with a smile and end the conversation with a pleasantry.
- Do not totally concentrate on watching the show, watch your surroundings as well.
- Thank all customers leaving the Palace with a pleasantry.

NORTH SIDEWALK

- Keep the sidewalk and the main Palace entrance clear at all times. Basically keep the area between the east and west sidewalk cracks open (5 foot open lane for pedestrians to walk).

- All on-lookers are not permitted to stand by blocking the side walk. Explain to them that this area is another restaurant and we have to keep it clear. They are welcome to move to the fenced barricaded area we have reserved for on-lookers.
- Keep North Palace entrance and stairs open at all times.
- Politely ask all customers with any type of bag to open it in order to inspect the contents. We are not permitted to open the customer's bag. Any and all beverages are not permitted to be brought into the establishment. Thank them with a smile and close the conversation with a pleasantry
- Ask EVERYONE for their ID. If an ID is suspicious, have a manager inspect it. Thank them with a smile and end the conversation with a pleasantry.
- Thank all customers leaving the Palace with a pleasantry.
- Do not totally concentrate on watching the show, watch your surroundings as well.

ENTRANCE

- Smile and greet all customers as they arise with a pleasantry (welcome to the Palace, have a good time, etc.)
- Ask EVERYONE for their ID. If an ID is suspicious, have a manager inspect it. Thank them with a smile and end the conversation with a pleasantry.
- Politely ask all customers with any type of bag to open it in order to inspect the contents. We are not permitted to open the customer's bag. Any and all beverages are not permitted to be brought into the establishment. They can throw out their beverage in the trashcan on 12th street. Thank them with a smile and close the conversation with a pleasantry (thank you, enjoy the night, etc.)
- Monitor the handicapped ramp to be clean all times.
- Thank all customers leaving with a pleasantry.
- Do not totally concentrate on watching the show, watch your surroundings as well.
- Walk around the front of the venue between sidewalk and street clearing public from concentrating on the street during performances.

ROOFTOP:

- There are cameras on the rooftop so that management can monitor operations at all times.
- Security personnel will be located on the rooftop on the weekends near the elevator who will monitor the rooftop operations.
- At all times of rooftop operations, personnel of Palace's wait staff will be working on the rooftop, who will also monitor operations and inform management of any issues.
- All security personnel, whether on the ground floor or rooftop, has the ability to communicate with each other via radio.

ADDITIONAL INFORMATION:

- When a homeless person approaches, do not confront them. Follow approximately 6 feet behind them as they walk through. Only if they approach our customers politely ask them to continue walking. If they cause a scene, have the manager address the situation with them.
- A lot of pedestrians approaching the Palace do not speak English and are simply looking for direction. They do not know they can walk through. Let them know it's ok. A simple hand movement and saying "Your welcome to walk through" usually works and always smile.
- Promoters are not permitted to leave or approach our customers with flyers or palm cards unless pre-approved by management. Politely say, "Solicitations are not permitted."
- Customers eating at the tables are permitted to use the restroom even if they are under 21.
- Remain at your designated area between shows.
- Let your security co-workers know when you are using the restroom or going to eat.
- Security Personnel are not permitted to direct/stop traffic in any way.
- Security Personnel are never to direct people onto the street.
- People are welcome to walk on the sidewalk at all times unless instructed by management.