

FAX COVER SHEET

TO	COP
COMPANY	Dickson Police Department, PA
FAX NUMBER	15703837303
FROM	Mike Castro
DATE	2008-05-16 19:00:50 GMT
RE	

COVER MESSAGE

Chief,

Thanks for your assistance with open carry issue.

I have attached a copy of the Denny's Restaurant CO. Policy on weapons (Knives, guns, etc) that we do enforce at all company owned restaurants. However the franchise locations have been provided Best Practice on this issue and offer that they utilize the same procedure or policy.

Should you require any clarification on the policy please do not hesitate to call me. 562 547 8985 (Cell phone) or 562 926 0118 (office).

Mike Castro,
Loss Prevention Sr. Manager
(retired LAPD Detective)

Policy & Procedure 401-02**400: Guest Service****Subject: Immediate Expulsion
Guidelines****401: Disruptive Guest Policy**

Following are some incidents that may happen in your restaurant where the best common sense decision is to ask the guest to leave immediately: Hourly employees or security guards should report any of these activities to the Manager if observed so the Manager can take action.

- Any violence; ask the guest to leave and contact the police. In situations involving violence, guests should be isolated to keep others from getting involved. It is the responsibility of the Manager to call or instruct another employee or the security guard, if available, to call the police. The personal safety of our employees and guests is paramount.
- Racially offensive comments or any offensive actions directed at other guests or employees. This should include the failure on the part of any guest to remove or cover symbols or statements reflecting racist views or which indicate membership in a group commonly known to have racist views (e.g., the KuKluxKlan, skinheads, American Nazi Party, etc.).
- Loud profanity.
- Unwelcome remarks or physical touches in a sexually suggestive manner towards an employee or guest.
- You should be knowledgeable of the local laws and ordinances regarding your property for the use of a public/private facility; e.g., if you do not have liquor or beer and wine license, alcohol typically is not allowed on the property. Taking or selling of drugs would also fall in this category. Remember these incidents must be observed and verified before action is taken. Common sense will dictate whether you will become personally involved or immediately call the police. In the event that the police should ask you to be a witness in court, tell them yes.
- **If there is a display of weapons such as knives, guns, etc., contact the police immediately (some states allow carrying of weapons in public. Please check with your local police department)**
- It is necessary to document each of these cases after resolution and file in the office for retrieval.

Only the Manager or designated person in charge should make the decision that a guest must leave. If a guest refuses to leave when asked, the Manager may wish to request assistance from a security guard, if available. Only sworn law enforcement officers (including off-duty police officers hired by Denny's) may physically eject a guest.

Loitering

We are in the business to provide a service to our guests. The service we provide is that of selling food and a pleasant dining experience. Since we are a 24-hour restaurant and convenient to most residential areas and businesses, we are often used as a "meeting place".

"Loiterers" refers to individuals whose sole purpose is to remain in the restaurant with minimal or no purchase. A great deal of common sense needs to be applied to differentiate between loitering and a group of people getting together for a meal or beverage and spending time talking with each other in our restaurants. One is abusive and the other is not. The following may be abusive in nature:

Policy & Procedure 401-02

- We are not a "hang out" for any individual or group of individuals. We are a family restaurant and our purpose is to serve food in a pleasant atmosphere. On occasion you may get individuals in your restaurant who order a minimum number of beverages and virtually no food. Their intent may be to make our restaurant a "gathering" place versus viewing us as a restaurant business. If you determine that this is the case, feel free to approach the individuals with professionalism to let them know that we are in business to serve food. Also, let them know that we would be happy to fill any food orders they may have. After giving them a reasonable time to enjoy their beverages (let them know up front what you consider a reasonable time) politely cash out their check and tell them to have a pleasant day.
- Loitering extends to the parking lot area, as well as inside the restaurant. If the individual(s) leave the restaurant but continues to loiter in the parking lot, you should contact the police. Talk with your police department regarding the enforcement of local trespassing and loitering laws.
- If the individual(s) leave and return in a short time frame with the same members or different members, some of these members may have returned with the intent to order something. First, give them the opportunity to do so and if they do not, you should feel comfortable approaching them and letting the individual(s) who have already been there know that they have previously been served and ask them to leave.
- If the individual(s) gets abusive or belligerent, ask them to leave.
- If the restaurant has a security guard on duty, the Manager may ask the guard to provide assistance if the Manager's requests for the group to leave have been ignored.
- Document the event on a Memo of Record and put in the file for retrieval.

Common Sense

Each of the incidents described above or any other incidents which may occur in your restaurant requires a common sense business approach. Very rarely would common sense dictate that you approach a guest and say "Our policy says..." or "My server said..." We need to deal with individual situations with the individual. Most situations can be resolved and defused by a quiet conversation with our guests. Remember, any incidents outlined above should be documented and placed in the file for retrieval. Your Area/District Manager should be contacted and will assist you with repetitive problems. **We are a business; we have employees; and we serve guests. Our job is to provide a safe, secure and pleasant atmosphere for all of them.**