



# Virtual Guard Interactive Guide

Available 24/7/365 for Assistance

## When Should I Activate the System?

- ✔✔ Disruptive guest
- ✔✔ Suspicious activity
- ✔✔ If you feel unsafe for any reason
- ✔✔ Virtual Escort

When the system is activated, an Intervention Specialist will monitor the situation and develop the safest plan of action.

## How Do I Activate It?

These devices can be used to immediately contact Interface:



### SECURITY PHONE

The preferred method of contact for standard requests are security phones. These are generally located near the front counter or in the office. When you pick up the security phone, you will connect directly with an Intervention Specialist. **It may take up to a minute to connect and there will be no dial tone.**

After picking up the phone, you must explain the situation you are experiencing. The Intervention Specialist will then confirm that they’ve heard you correctly and respond as needed. Once done, hang-up the phone.



### HOLD-UP ALARM

Best utilized for situations that require an Interface Intervention Specialists to silently monitor (robberies, suspicious activity, etc). For hold-up alarms located under the front counter register, DT cash window, and manager’s office, pull the red lever to activate the system. For the hold-up alarm located in the cooler/freezer, pull down the lever to activate the system. This lets an Intervention Specialist know there is suspicious activity at your location.

Once you’ve connected with an Interface Intervention Specialist, they determine and deploy the best course of action for your situation.

## How Do I Request a Voice Down?

Below are common scenarios and voice prompts you can use for a voice down:

### TESTING

Daily testing is encouraged and it is important to practice using the phone regularly.

“Hi this is (Your Name), I am testing the system. Can I request a voice down for dining/drive-thru/all audio zones?”

### ESCORTS

Entering/Arriving

“Hi this is (Your Name). One of our team members wants to make sure it is safe to enter the restaurant. Can you make sure everything is safe?”

Closing/Leaving

“Hi this is (Your Name). I am leaving for the day and want to make sure it is safe to leave. Please ensure that we are safe to leave the restaurant by providing my team and I an escort to our vehicles.”

### LOITERING

“Hi this is (Your Name). We have a loiterer (give brief description and their location). Please voice down to request that they leave the premises.”

### FEELING UNSAFE

“Hi my name is (Your Name). There is a suspicious individual (brief description) in our restaurant. Please do a voice down and request that they leave the premises.”

### DISRUPTIVE GUEST

“Hi this is (Your Name). We have a disruptive guest (give brief description and their location). Please voice down to request that they leave the premises.”

Use the security phone as much as you need. There is no additional cost or consequences for over using the system.

In an emergency, call 911 immediately.