

# HAMILTON PRIVATE SECURITY

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## NORWALK ARTS AND SPORTS COMPLEX

### PRIVATE EVENTS -- POST ORDERS

**ADDRESS** – 13000 Clarkdale Ave, Norwalk, CA 90650

**UNIFORM** - Dark grey uniform shirt, gold badge, security cap (facing front) black slacks, black socks and black shoes and black belt. The shirt must be tucked in. (Duty belt optional). - uniform must be in good condition, meaning clean and ironed (no stains).

**OBJECTIVE** – The City of Norwalk requires unarmed security guards to provide safety and security services for private events held at the Norwalk Arts and Sports Complex. ***These events are paid for by private persons. Please ensure that guests are happy with your performance.*** Guards are required to uphold the basic job duties and perform the following tasks:

#### **SIGN-IN AND SIGN-OUT:**

- Check-in at the front reception desk when you arrive.

-You are required to remain at post from the scheduled start time until the end of clean up (do not leave early). ***Sign out with front desk staff before leaving the site.***

#### **Prohibited Items or Actions:**

- Gambling
- Smoking
- Pets (except service dogs)
- Cooking food
- Profane language or disorderly conduct
- Use of candles, open flames, or smoke machines

**Daily Activity Reporting** – DAR's are to be completed at the end of the shift – *but* before you leave the post site. -- Norwalk Events DAR's can be found in the Hamilton Ehub.

#### **POST LOCATIONS**

You may be scheduled to work in any of the following rooms:

- Sproul\*
- MPR Multi-Purpose Room
- Hargitt Room
- Courtyard
- Barn

**\*Sproul Room Events** – Guests are not allowed any red colored food, Red Cake, Red Fruit, Red Beverages, Red Wine, Red Fruit Punch, Etc. **(Please help to enforce this rule)**

## **Post 1 - Bar**

- The guard is required to check ID's of all individuals drinking alcohol. (Do not allow them to take a wristband for someone else or put it on later.) **Use ID Scanner provided by reception.**
- Keep a watchful eye for individuals who may be overly intoxicated and discuss with the bartender/City of Norwalk Staff to decide when to cut them off from the bar.
- Guard is to secure wristband on persons who get an alcoholic beverage. **Do Not allow patron to take wristband to put on later.**
- Assist in ensuring patrons are adhering to all rules and regulations of the venue

## **Post 2 – Across the Room, Opposite the Bar**

- Watch to ensure only those with wristbands are drinking alcohol.
- Ensure patrons are following venue rules.
- Maintain a visible presence.
- Keep a watchful eye for individuals who may be overly intoxicated and discuss with the bartender, City of Norwalk staff and other guard to decide when to cut them off from the bar.
- At the end of the event make sure attendees leave the venue and are not causing a disturbance or fighting, arguing, disorderly conduct, etc.

### **BASIC JOB DUTIES:**

- ❖ Be Punctual (car parked and ready 10 minutes early)
- ❖ Uniform must be complete, clean, pressed and well fitted (including shoes)
- ❖ Be kind and courteous at all times. (yes ma'am... no sir). Do not use profanity.
- ❖ Stand tall and don't lean on anything.
- ❖ Do not chew gum.
- ❖ Do not use cell phones for personal use.
- ❖ Security guard card must be in possession while working.
- ❖ Do not arrive to work under the influence or become intoxicated while at work.
- ❖ Check with venue supervisor for specific job duties.
- ❖ Do not take out any weapon unless in defense of your life or the life of another person.
- ❖ Do not sleep while on the job.
- ❖ Always try to de-escalate conflicts. Do not argue or become combative. Ask for assistance if necessary.
- ❖ Never accept tips or bribes
- ❖ Do not socialize excessively with staff or guests (remain professional)
- ❖ Do not invite friends or family to visit while on duty.
- ❖ Be a team player (never say... "That's not my job")
- ❖ Observe and Report.

Did you read and understand the post orders  YES  NO

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Guard Signature

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Date

**How Uniform should be worn:**

