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RLPSA Releases Strategies for Dealing with Disruptive Guests Survey Results and Safety Video Series

NASHVILLE, October 16, 2019 – The Restaurant Loss Prevention & Security Association (RLPSA) announces the release of its “Strategies for Dealing with Disruptive Guests Survey Results,” which surveyed different types of restaurants to understand what types of strategies are being implemented for dealing with this critical issue.

The goal of this survey was to begin defining what constitutes a “disruptive guest” and to determine which de-escalation methods are the most successful. RLPSA’s mission is to provide all types of restaurants with valuable resources to help keep their employees and customers safe.

RLPSA is also releasing a video series designed to help its members address various safety concerns such as robberies, distracted driving, and safe delivery practices. Each video module is only a few minutes long but contains key insights from multiple restaurant formats, brands, and perspectives.

“RLPSA’s goal is to help the restaurant community understand the complex issue of dealing with disruptive guests,” said RLPSA Board President, Octavio Jara. “This survey is just our first step to tackling this issue. We look forward to our next steps of diving into more specific methods to understand what’s working and what’s not working to ultimately keep our employees and customers safe.”

RLPSA has re-energized its commitment to risk and safety issues including taking these steps to strategically address the needs of the restaurant community:

- Appointment of Kurt Leisure, vice president of risk from The Cheesecake Factory to focus on risk and safety content
- Sessions and discussions at the RLPSA CONNECT event November 7 in Philadelphia
- A video series on safety and risk challenges, including delivery driver safety, robbery prevention and cash control procedures
- Increased webinars on dealing with disruptive guests, de-escalation of behavior, and issues with overserved guests

Restaurants across the country are encouraged to participate in RLPSA’s 41st Annual Conference in Orlando, Florida August 2 - 5, 2020. The RLPSA will continue to have a valuable risk and safety content track as well as a full “Franchisee Focus” day on August 2nd prior to the

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official start of the conference. To learn more about the RLPSA's annual conference, visit www.rlpsa.com.

About RLPSA

The RLPSA's goal is to help make our members more efficient and successful in their careers by serving as the "go-to" resource for restaurant and food industry loss prevention and security professionals. Investigate your company's membership rate here and join today:

<http://rlpsa.com/join-us/>

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