



RLPSA helps facilitate knowledge within our membership to assist LP, safety, and risk professionals with community practices about hot topic issues. We recently engaged our members on a collaborative survey specific to restaurant opening & closing procedures. The responses led to a greater understanding of employee safety policy among the membership and the restaurant community.

## **“What are your company requirements on how many managers and employees are required when opening and closing a restaurant?”**



### **Two main themes emerged from the responses:**

#### **1. Staggered approach**

This approach is designed to increase the safety and security of opening/closing employees. By design, the employees remain separated (staggered), while maintaining observation of one another during the opening/closing process. This approach minimizes the opportunity for robberies and other threats by perception of control. By remaining separate and aware of their surroundings, criminals are unable to carry out their crimes undetected.

#### **Responses**

- › Our open/close procedures are staggered
- › We require no less than two employees open/close a restaurant via the staggered method. One employee is a Manager (key holder) and the other can be an employee of any level, i.e., shift leaders, team member or delivery driver
- › We recommend having a Lead Team member, along with two or three team members close as follows: The Lead would be the last to leave as he or she watch the team members exit toward their cars, and before they drive off, they in turn, watch the Lead enter their vehicle and they all drive off together.

#### **2. A minimum requirement of two employees, including a leadership role (manager, supervisor, team lead, etc.)**

Requiring two or more employees also minimizes the external threats against employees during opening/closing procedures. This requirement, similar in purpose, is also used in conjunction with the staggered approach. However, requiring multiple employees, in addition to a supervisor, could drive greater execution of opening/closing procedures and minimize the opportunity for collusion/internal theft to exist.

#### **Responses**

- › Our policy is to have two partners at opening/closing, one being a shift supervisor/key holder. Some locations may opt for three partners.
- › We require no less than two employees open/close a restaurant via the staggered method. One employee is a Manager (key holder) and the other can be an employee of any level, i.e., shift leaders, team member or delivery driver
- › We recommend a manager and two crew members be present when closing or opening a restaurant.
- › We recommend having a Lead Team member, along with two or three team members close as follows: The Lead would be the last to leave as he or she watch the team members exit toward their cars, and before they drive off, they in turn, watch the Lead enter their vehicle and they all drive off together.

Overall, the results of the survey suggested that our members are focused on employee safety and aligned on their opening/closing approaches. We will continue to facilitate a dialogue with, and amongst, the restaurant community to ensure our membership remains informed about the latest LP trends and initiatives.

***We would like to thank all members who took the time to complete the survey.***