
Retail Post Instructions (Unarmed)

Security Officer Responsibilities at Verizon Retail Stores

- Arrive on time, in full uniform, and ready to work
- Your uniform is to be neat, clean, with security markings visible
- No personal calls, texting, or web browsing while on duty
- Be aware of your surroundings and any suspicious activity in or outside the store
- Meet with the Verizon retail manager upon arrival. If the store is not yet open, wait close to the front entrance
- Your main purpose is to provide a visible presence. Post yourself inside the front door, greet entering customers and make eye contact
- The option to sit is permissible throughout the day when no customers are present in the store or approaching the store from the parking lot/sidewalk
 - While sitting, the officer should be focused on the parking lot area
 - After sitting, perform a foot patrol along the storefront
- Coordinate with store management to determine an optimal seat location which must be facing the store front and in close proximity to the front entrance
 - As customers approach the store, you will need to be standing, highly visible, and in close proximity to the front door
- Your visibility from the exterior/parking lot is essential in deterring criminal activity; please keep seating to a reasonable minimum
- Once per hour, step outside the door for 30-60 seconds to observe outside activity. Continue to meet and greet customers
- If you need a break, notify a Verizon manager. Your lunch break – 30 minutes maximum – should be taken in the store's break room. Do not eat on the sales floor
- At the end of your day, always depart with the last employee locking the store
- If you must leave before the end of your shift; notify the retail manager, your branch manager, and the GSC at 800-551-1355
- Never physically confront, detain, or chase a shoplifter – observe and report Document all details such as a description of the suspect(s), car and license plate number
- If you encounter an agitated/angry customer, engage in a kind and respectful manner. Your demeanor, body language, and dialogue are critical. Address the customer politely. De-escalating the situation is your first priority
- Physical force should be used as a last resort in self-defense or to protect employees or customers
- Minimize non-essential conversations with customers and Verizon employees
- Politely direct customers seeking assistance with a product to a store employee

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- Respond to merchandise alarms and assist customers with false alarms
 - In most situations, engage store management prior to calling 911 for Police assistance.
Call 911 immediately if a manager is not available, or you believe you or a store employee are in imminent danger
 - Report all incidents to the Corporate Security Global Fusion Center (CSGFC) (formerly SCC) at 800-997-3287

Please contact the Verizon Security Guard Service Center- 800-551-1355 with any questions.