

Robbery

GENERAL PREPARATION

- Understand what's covered by insurance in case of robbery. Consider adding coverage for stolen cash.
- Try to open and close the restaurant with more than 1 staff member.
- Keep all doors closed and locked when the restaurant is not open.
- Lock away electronics, like tablets, at the end of every shift.
- Keep minimal cash on hand.
- Put cash drawers, money bags, and all other valuables in a safe.
- Leave cash drawers open overnight to deter thieves from attempting to break into them.
- Vary the times of day when bank trips are made.
- Increase visibility: remove obstructions from windows, add a peephole at the back door, add exterior lighting if too dim.
- Consider installing a security system and video surveillance.

DURING A ROBBERY

- Remain calm and do not try to fight.
- Do not give the thief or thieves more than what they requested.
- Take note of the thief or thieves' personal appearance.

AFTER A ROBBERY

- Call 911.
- Check the well-being of customers and staff.
- Document stolen items. Contact your insurance company.