

# POURING WITH HEART · THE SECURITY HOST MANAGER

As the Security Host Manager, your roll is both a spiritual and protective guide as well as a practical leader. Recognizing that character is the best form of security you will be tasked with ensuring, in collaboration with the General Manager and Director of Operations, that a welcoming environment is always at the doorstep of every venue. Safety and inclusivity are what will always be provided to the guest and the staff with your watchful eye. The extension and preservation of company values is the foundation for which you will continue to build upon and help create a memorable experience from front door to back, open to close.

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*“Character is the best security” - Margaret Ayer Barnes*

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## ESSENTIALS

- Assist in development and implementation of company safety policies and protocols
- Assist with general managers in training and supervising security host
- Review, investigate, and resolve safety and security issues and provide incident strategy reports
- Attend and participate in monthly workshops
- Team correspondence and communication is absolutely necessary
- Attend general manager huddles weekly
- Attend Director of Operations monthly workshops as needed
- Execute weekly rounds at all venues; 2x per week; 1:1 weekday/weekend
- Ensure that all security host are current and complaint with California security requirements
- Coordinate with management and security host when responding to emergencies

## PERKS

Free Core Value Tattoos · Health & Wellness Program · Access to Beer & Spirit Societies

## PHILOSOPHY

- This is a people business. Put people first.
- Never settle, never stop getting better. Good today, better tomorrow.
- Adapt & overcome. Things can and will change.
- Be easy to work with and thoughtful in how you work.
- Ask others how they are feeling, not how they are doing.
- Stop and have a moment with someone when you're the busiest.
- Communicate, over communicate, and then communicate some more.
- Always be developing talent from within. You are only as good as your immediate replacement.
- Don't pass the buck, but do pass the credit.
- Trust your instincts and keep your emotions & wits balanced.

You can't step in the same place twice so make each step count.  
Be Thoughtful. Be Kind. Be Yourself. Make Shit Better.