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NFSSC January Newsletter

The Monthly Newsletter of the National Food Service Security Council

January 2011 - Vol 4, Issue 1

In This Issue

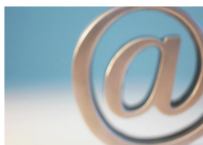
New NFSSC Web Site
Annual Conference Plans Continue
Call for Speakers and Topics
Exhibit and Sponsor Opportunities
From the Desk of...
NFSSC News
Member Spotlight

Quick Links

[About NFSSC](#)
[32nd Annual Conference & Expo](#)
[Register Now!](#)
[Become an NFSSC Member](#)

New NFSSC Web Site

NFSSC is in the process of unveiling its new web site. The new site will have an updated look and feel and will be easier to use and all you to find the information you need with easier and faster navigation tools. We are excited about the new site and hope it will attract more users. An announcement will be made sometime this month - so please look for updates coming to your in-box soon.



Annual Conference Plans Continue

The 32nd Annual NFSSC Conference and Expo is set for August 7-10, at the Hyatt Grand Champions Resort and Spa in Palm Springs. This is not only the first return to the West Coast in several years, but also a return to the resort-style hotel theme. The luxurious resort location is home to award winning spas, championship golf courses, seven pools and spectacular mountain views. Mark your calendars now and make your plans to attend.

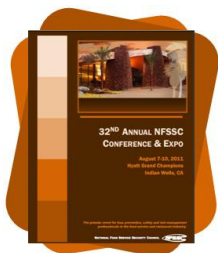
Meeting registration will open in February! Attendees, exhibitors and sponsors can book their spaces at www.nfssconline.org. In the meantime, the Planning Committee is busy putting together speakers, topics and plans to make the 32nd Annual meeting, the best yet. Follow all the meeting updates - and get all your meeting info - at www.nfssconline.org



Call for Speakers and Topics

As the Planning Committee is in the process of looking for topics and speakers for the 2011 Educational Program, we are looking for your thoughts and ideas. If you are interested in speaking, know of a colleague or other individual who might be interested in speaking, or have a topic that you think would be worth exploring, please contact jim.forlenza@nfssconline.org, or any member of the NFSSC Planning Committee.

Exhibit and Sponsor Opportunities Now Open



The 2011 exhibit and sponsor brochure is now available at www.nfssconline.org. There are a number of exhibit and sponsor opportunities wrapped into the 2011 meeting and expo - all aimed at assisting you to find an effective and affordable participation experience. As always, if you have your own ideas about sponsoring or participating in the event, please let us know. We are happy to work with you on any idea or with any budget.

From the desk of...Libby Libhart, President, LossBusters.com

The following are short reminders to protect you, your staff, and loyal customers from becoming a victim of robbery and theft.

Robbery Prevention

Take the time to review your policies and procedures with your staff on the correct ways to handle cash and deposits. Do not allow anyone to open the back door without authorization - and never after dark or before dawn.

Critical Period

The "critical period" is 2 hours before the business is closed to the public. Many robberies occur during this time because managers are often in the office completing paperwork and/or handling cash instead of being up front managing the business. Be an "up front" manager and instruct your crew and managers to call 911 if suspicious people are seen in the restaurant or on the lot. If you have a drive-thru wear a headset to stay in communication.

Staggered Open/Close

Use the staggered method of opening and closing procedures correctly. Do NOT assume that your managers are utilizing this method to open and close the restaurant.

24 Hour Operations

Use the staggered method of opening and closing the store or restaurant, or whenever employees are entering or exiting during the overnight shift. Do not schedule employees or managers to enter or leave in singles.

Lighting

Sufficient lighting provides an added measure of security for your crew and customers. Leave the parking lot lights on throughout the night to provide additional security for your opening and closing crews.

Back Door

The back door must be controlled by a manager. Avoid leaving the key in the back door alarm

or where they are easily accessible. Do not lend keys to unauthorized employees. Keep the back door locked and alarmed when not in use.

Cash Drawer Skims

Since robberies and cash thefts frequently occur at the front counter and drive-thru windows, skim cash from the registers every 2 hours, document appropriately and place in the safe.

Deposit Procedures

Do not carry deposit bags out in the open. Stagger your route to the bank. Ensure deposits are taken to the bank before dark. Validate deposit tickets daily.

Counterfeit

Compare suspicious bills to a known "good" bill. With the new currency, a duplicate of the president's face should appear in the blank area when held to the light. The denomination (\$10, \$20, \$50 & \$100) in the bottom right corner should change color when the bill is tilted back and forth. Counterfeit pens work well on the older currency.

Authorized Access

Keep restricted areas locked. Challenge anyone in unauthorized areas, i.e. trash corral, back rooms, stock areas.

Area Inspections

Before closing, inspect bathrooms, storage areas, etc., for anyone left behind or hiding.

Freezers

Check that the quick release lock in coolers and freezers are functioning properly so your employees can escape in the event they are locked in.

Security Systems

Check that all locks, alarms, cameras and video recorders are tested and working properly.

Landscaping

Trim back trees blocking parking lot lighting and bushes covering windows. Reduce marketing window clings obstructing views from the street.

NFSSC News

NFSSC would like to welcome our new members:

Cara Operations Ltd., Vaughan, Ontario, Canada

LockNet LLC, Nicholasville, KY

Uno Restaurants LLC, West Roxbury, MA

If you know of an industry colleague who should be part of NFSSC, please don't keep us a secret - spread the word. And remember, NFSSC is now open to service provider companies and franchise operators who can join as Associate Members.

Member Spotlight

Joe Verber, Senior Manager, Assets Protection, YUM! Brands Inc.

Joe's current position with YUM! Brands Global Restaurants includes Safety and Security, cash

control and Loss Prevention initiatives for Taco Bell, KFC and Pizza Hut restaurants in Southern California. Joe has traveled the world sharing his technical expertise on value engineering prevention investment equipment packages.

Joe is proud to be married to his college sweetheart, Pat, for over 30 years. Together, Joe and Pat have 2 boys - one currently in Law Enforcement in Georgia and the other a recent honors grad with an MBA in Business from Kennesaw University. Joe is a graduate of Eastern Kentucky University with a BA degree in Police Administration.

Joe became a member of the NFSSC in 1981 when he joined Jerrico Inc., the parent company to Long John Silver's. Joe helped shape the loss prevention strategies and policies for the 1200 restaurant chain. In 1986, Joe took his Loss Prevention know how to Taco Bell partnering with one of NFSSC's founding fathers, Emil Monda. Joe and the LP team created policies, processes and prevention tactics creating a safer, more secure environment for their restaurants.

Joe says that "our number asset is our employees and guests," and believes NFSSC serves as the platform for security practitioners' to share know how, find solutions and improve our restaurants safety and security. "Without the NFSSC many of us would not be able to learn the valuable lessons from our business partners. Building that base of knowledge is key to each one of us and allows us the opportunity to make our restaurants a safer place to work, eat and own. I don't believe any of us do this job for recognition. We do it to make a difference in our individual restaurants. Our business partnerships and willingness to share our experiences is what makes the NFSSC and has been the foundation of our existence for over 30 years and will continue to grow this organization into the future." Joe is currently serving as a member of the NFSSC 2011 Planning Committee.

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