



## **Walk right in: Front desk personnel - Doyle Security leaves no room for half-baked performance**

September 09, 2013 - Design / Build

Walk right in - and be greeted by people who take responsibility for access control into your facilities. They look the part, they sound the part, and they are the professional team that you hired to get the job done.

Most often, the front-line people in your buildings say as much about how you see your property as the glistening floors and clean glass curtain facing onto the street. Usually it takes more than putting a suit on someone to make them outstanding front-desk security. And when you contract those officers, you don't want to have to keep wondering if the officers are as good as you need them to be.

One area where clients often give recognition to our security officers is in how they give visitors a sense that they are being attended to even when the lobby is packed -and everyone is trying to get to an appointment for which they never left enough travel time. As your representatives, we leave no room for half-baked performance.

Checking ID, confirming that individuals actually have appointments, that they are not on the "do-not-admit" lists and ensuring that logs are accurate and complete (whether computerized or the traditional sign-in variety) takes a few moments. And, visitors are harried and just see these controls we take as impositions.

Ask our front desk security officers what they do to keep at their best, and generally you hear: It starts with eye contact, a smile, and a greeting that is clear, direct and never comes across as if we are bored or not taking the visitors' angst seriously.

In many cases, front desk security personnel have incorporated the best of what concierge staff provides in exclusive hotels/residential properties. They offer assistance in the most professional way possible but they are also the gatekeepers and alert to indications about an individual's purpose that may not show up on the lobby camera array.

Part of our training includes giving our officers information on behavior cues that may indicate a person or persons seeking entrance have no business coming through the front door. Sometimes diligently using questions and conversation -and getting people on camera for more than an instant, along with rapid internal communication to your management and others can be critical in preventing larcenies or more problematic workplace disruptions.

Anyone can jump a turnstile, shove their way onto an elevator, or create havoc if that is their focus. Since security personnel are not going to be wrestling anyone to the ground, they have to have a "deterrent" behavior constellation that is evident to anyone, even those just looking through the glass into your buildings. Potential intruders figure out that there are probably other facilities where they won't be so clearly noted, observed and addressed.

Along with all the general training that our officers go through on a regular basis, I've found that a

special program that acclimates front desk personnel to working under high-stress busy settings helps even seasoned officers deal with the frustrations and rude behavior that they may confront. And, of course we are always prepared to develop customized programs that will meet your specific requirements.

For more in-depth information about specialized lobby security and access management personnel, to augment your own programs, please visit us online at [www.dss-securitysolutions.com](http://www.dss-securitysolutions.com)

We stand ready to be of service!

Mario Doyle, CPP, is chief operating officer for Doyle Security Services, Valley Stream, N.Y.

New York Real Estate Journal - 17 Accord Park Drive #207, Norwell MA 02061 - (781) 878-4540