

Professional | Honesty | Integrity



K4 | Security | Services

Date 23/03/2020

Dear Staff,

I would like to take this opportunity to thank you all for your hard work and appreciate your support. We are in unprecedented times. If you are asked please provide this letter as confirmation that you are an employee of K4 Security along with your ID card.

We are lucky enough to an opportunity to help keep our communities going and keep working. I would encourage all our staff to remember keeping a safe social distance and professionalism.

We would like to remind all staff whilst working please pay attention to your appearance and be confident whilst dealing with crowds and managing queues.

When you arrive in store and have checked in with the office please do the following:

• You start your shift 30min before the store opens	• Once capacity is reached .one in one out
• Introduce yourself to the manger	• Control the entrance –Say hello and inform all customers about social distancing
• Sign in (keep a photo of it as evidence)	• Monitor crowds / report all issues
• Take up your position on the entrance of store	• Sign out in store and with office
• Know the capacity of the store.	• Your shift is until the store closes!
Book on and off via Parim or by texting 07944414815 with Store and your name	

We thank you once again.

Sincerely,

Tamryn Blay

Managing Director

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We have compiled a list of Do's and Don'ts to ensure you are conducting in the best manner possible.

What you should DO!		NEVER DO!!!!
Uniform: Black Waterproof Jacket Black Trousers Black Shoes	White shirt Company ID HIVIZ	Do not wear Trainers / Jeans / Clothing with Large logos or Branding
Arrive prepared, be friendly, courteous and polite		Never be Aggressive / Abusive / Rude
Speak to customers say hello		Do not use your phone on position and
All food and drink from store need to be paid for		Do not eat or drink on position
Queue manage / count people in and out		Do not leave your post unless permitted
Be cooperative and build a good relationship with all		Do not come to work under the influence
Greet and reply the greetings in a friendly way		Do not take leave without permission
Display your identity card on your person		
Be punctual		DO not DO
Be alert and vigilant.		ANY THING WHICH MAY BE DEEMED
Be respectful to all customers/visitors.		UNPROFESSIONAL
Be enthusiastic.		

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