

PLAYING IT

SAFE

Be safe and healthy on the job with these helpful tips provided by Gallagher Franchise Solutions.

Protecting Patrons from Identity Theft

Keep customers' personal information safe

Identity theft is very common at restaurants, and thieves are finding more ways than ever to obtain personal information. Any time a patron makes a purchase, they are trusting us with sensitive information, and it is 's responsibility to protect that information.

It is important that you do your part when handling sensitive client information, such as credit card receipt information. This includes taking internal security measures to ensure customer information is shared only with necessary parties.

Register

If you work at a register, it is important to follow these guidelines so that sensitive information is kept secure:

- Never leave receipts where anyone can find them.
- When you step away from your register, always "lock" the screen.

Credit Cards

When accepting credit or debit cards as a form of payment, be sure to verify the identity of the customer, either through their signature or asking for further identification.

Customer Contact

Only gather personal customer information through company-approved channels. Follow company policies to verify the identity of the customer when giving out or changing any personal information. Use discretion when offering or receiving personal information over the

phone – this is a common way for thieves to commit identity fraud.

When processing a customer transaction in front of other clients, make sure that you are protecting the customer's information. Do not read off any personal data and keep your screen turned so that no one else can view it.

Paperwork

Be sure to keep all receipts, invoices and other records secure – do not leave such paperwork lying around. When disposing of materials containing personal information, use the paper shredder or secure recycling container.

Above all, be aware of the potential for identity theft when handling personal data. If you are suspicious of a transaction or conversation you are having with a patron, follow your instinct and pursue further verification before proceeding.

Talk to your shift manager if you have a question about procedure or need assistance with a particular transaction. If we all do our part, we can keep our customer's personal information safe.



Did You Know?

Identity theft is the fastest growing crime in America today, according to the U.S. Federal Trade Commission. Stay alert for potential fraud risks at all times when handling customer information.

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