



Extra Eyes for Restaurateurs

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The world has changed a lot in the past few years, thanks in no small part to the digital revolution, including great advances in the Internet, networking, security camera systems, digital video recorders (DVRs), surveillance software, and personal computers. Nothing has changed more than the world of hospitality, which now has countless new tools at its disposal. These tools help restaurants make money, retain customers, and to keep their employees safe.

DVR viewer software and high speed internet connections are now making it possible for restaurateurs to monitor their businesses, from any part of the world. This revolution makes the benefits of technology really shine. A well-installed video surveillance system can help keep your customers, employees and building safe.

A system of cameras in your kitchen can help you ensure that your staff adheres to health codes at all times, which helps keep your customers safe and your health inspectors happy.

As a restaurant owner, it is up to you to maintain a safe environment for both your staff and patrons. Despite recently lowered crime statistics, robberies are still taking place. Your cameras can help you more easily identify criminals in the event that your restaurant is robbed.

Installing a video surveillance system with remote viewer capability allows a restaurant owner to monitor their business remotely over the Internet, is especially beneficial if you manage multiple locations. In addition to loss prevention and

security, restaurant managers now use their systems to train and reward employees, assist the marketing department, and monitor basic operations.

A surveillance system provides an 'eye in the sky'.

Keys to a good surveillance system would include: monitoring a door that shouldn't be opening at certain times; parking lot monitoring; motion detected in the building after hours; and an interface with a restaurant point-of-sale system to show transactions.



You can even have your point-of-sale equipment integrated with the system to ensure that every transaction is monitored and no irregularities occur.

There was a time, when having this sort of sophisticated set up required high priced security cameras and closed circuit television (CCTV) equipment that could be

used to monitor restaurants remotely. This meant huge equipment and installation costs; for most restaurants it was simply not worth the price. In today's market however, new technology has created more cost effective surveillance systems.

A surveillance system today might look something like this; four dome security cameras; a 4-channel surveillance DVR that includes DVR viewer software, and all of the cables and connectors needed for a simple plug and play installation; and the ability to record video digitally onto the hard drive of the DVR. The system of this caliber is capable of storing a week's worth of video.

Legal Eyes are Watching

To protect the privacy of your customers and employees, keep cameras in public areas like lobbies and dining rooms, kitchens, offices, drive-thru lanes and cash registers.

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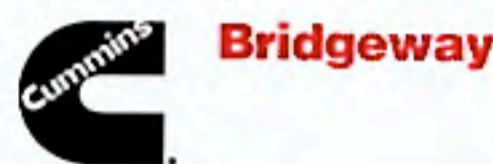
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Technology has improved so much but state laws put restrictions on how and when business owners can use it. It is important to look at the laws as you can be sued for invasion of privacy and punitive damages are available.

Things to Ask When Considering a Surveillance System

- What do you consider to be your biggest security need?
- Have there been times where you wish you could have caught an incident at your restaurant on camera?
- Have you had problems with theft in the past year?
- How is your restaurant set up?
 - Dining room and drive-thru service
 - Drive-thru service only
 - Dining room service only

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