

## Reception: The front Line of Workplace Security

1. If someone tries to duck under a gate that separates you from them:
  - a. Hit them with a baseball bat in self defense
  - b. Firmly ask them to wait
  - c. Call in your supervisor
  - d. Start screaming
2. If someone says they are a family member of a person in your files, you should give them the information they are requesting.  
☐ True ☐ False
3. If someone calls and announces a bomb threat, hang up immediately.  
☐ True ☐ False
4. If you have concerns about your safety and security as a front-desk contact person, you should  
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\_\_\_\_\_  
\_\_\_\_\_
5. It's a good idea to have a back-up person nearby to help if you run into problems with someone.

### What Would You Do?

You are at your desk and you witness one patron harassing another patron in the waiting room. What should you do?

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