

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What people skills do security officers need?
- 2 What is the main job of security officers?



deter

report

secure

courteous

observe

Reading

2 Read the job posting. Then, mark the following statements as true (T) or false (F).

- 1 The officers are needed to prevent theft from client properties.
- 2 Officers typically work together as a team.
- 3 Officers are likely to encounter stressful situations nearly every day.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

- 1 calm
- 2 alert
- 3 detect
- 4 courteous
- 5 loyal
- 6 secure
- 7 observe

- A to act in favor of a particular person or group
- B to watch something
- C acting politely
- D to be aware of something
- E in a controlled state and not excited
- F to ensure that something is safe from harm
- G in a state of heightened awareness

CareerNow.com > Job Postings > Security

Job ID #31799

Lockfield Security Inc. has several openings for security officers. Our company **secures** corporate buildings throughout the city. Our primary goal is to **deter** theft. Officers **observe** the properties to **detect** suspicious behavior. They are expected to **report** any incidents.

We expect officers to be **loyal** to our company. Officers work mostly alone. That means **self-discipline** is very important. We trust employees to stay **alert** on the job.

Officers also must have excellent **people skills**. Most interactions simply require **courteous** and **tactful** communication. But on rare occasions, officers must be **firm**. They must remain **calm** in these stressful situations.

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 reported / deterred

- A The officer _____ the incident to her supervisor.
B The security system _____ burglars from attempting to break in.

2 self-discipline / people skills

- A The officer has excellent _____, so the company trusts him to handle the job alone.
B Effective communication is a major part of good _____.

3 tactful / firm

- A With aggressive suspects, officers must give _____ directions.
B Being _____ is a good way to avoid offending someone.

5 Listen and read the job posting again. What is appropriate behavior in stressful situations?

Listening

6 Listen to a conversation between a company manager and a job applicant. Choose the correct answers.

- 1 What is the conversation mostly about?
A the best ways for officers to deter crime
B a recent situation that the woman handled
C the requirements of a security job
D the woman's level of self-discipline
- 2 What quality did the woman demonstrate?
A calmness C alertness
B loyalty D self-discipline

7 Listen again and complete the conversation.

Manager: Okay, Ms. Martin. Let's talk about your **1** _____.

Applicant: Sure. I always remain calm and tactful. **2** _____ stressful situations.

Manager: Can you give me an **3** _____ from your last job?

Applicant: Oh, sure. Recently, a **4** _____ the fence into the company lot.

Manager: I see. And you **5** _____ him do it?

Applicant: Yes. But I wasn't rude or aggressive. I courteously **6** _____ to leave the property.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Let's talk about ...

Recently ...

That's what we'd ...

Student A: You are a company manager. Talk to Student B about:

- his or her skills
- a recent situation he or she encountered
- how he or she handled the situation

Student B: You are an applicant. Talk to Student A about a recent situation you encountered.

Writing

9 Use the conversation from Task 8 to fill out the interview notes.

Lockfield Security Inc.

Job Applicant Summary

Applicant: _____

Notes: The applicant has excellent skills for this job. For instance, _____ . In a recent situation, the applicant demonstrated this by _____ .

The applicant is also _____ . The applicant demonstrated this recently by _____ .

15 Weapons 3

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some examples of non-lethal weapons?
- 2 What are some reasons security officers use non-lethal weapons?



Non-Lethal Product Catalog

Batons

Our **batons**, or **nightsticks**, are especially designed for law enforcement agencies. They are lightweight and portable. But they are also very effective if you must **subdue** a suspect.

Stun Guns

We have a large selection of **stun guns**. We carry **Tasers®** as well as other brands. These are your best defenses against an attacker. Stun guns send an **electroshock** into the attacker's body. This should temporarily **incapacitate** attackers by shocking the **nervous system**.

EXCEL WEAPONS

Excel Weapons has a wide range of non-lethal weapons to suit your needs.

Pepper Spray and Tear Gas

We have several chemical options available for slowing down assailants.

Pepper spray is perfect for personal self-defense. For major incidents and crowd control, check out our **tear gas**. These substances both use strong **irritants** to cause **temporary blindness**. Tear gas also causes your target to **cough** uncontrollably.

Whatever your needs, Excel has the right weapon. From self-defense to crowd control, we have the best products in the industry!

Vocabulary

3 Match the words (1-8) with the definitions (A-H).

- 1 ___ subdue
- 2 ___ nervous system
- 3 ___ electroshock
- 4 ___ stun gun
- 5 ___ irritant
- 6 ___ pepper spray
- 7 ___ baton
- 8 ___ non-lethal

- A a weapon that administers an electric shock
- B a liquid spray that irritates the eyes
- C the network in the human body that controls physical feelings
- D any material that bothers the skin or eyes
- E a method of stunning a person using an electric current
- F a blunt club used by police to subdue suspects
- G not intended or likely to kill someone
- H to stop someone from being active

Reading

2 Read the product catalog. Then, mark the following statements as true (T) or false (F).

- 1 ___ Batons are primarily marketed to law enforcement agencies.
- 2 ___ Pepper spray causes attackers to cough uncontrollably.
- 3 ___ Stun guns are intended to cause permanent damage to the nervous system.

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 incapacitate / cough

- A Tear gas can cause an attacker to _____ uncontrollably.
- B A stun gun will _____ even very large people.

2 tear gas / temporary blindness

- A The attacker experienced _____ from the pepper spray.
- B _____ is an extremely effective non-lethal weapon on large crowds of people.

3 nervous system / nightstick

- A Police officers might use a _____ instead of a gun to force a violent attacker to cooperate.
- B A Taser® affects the _____ using charged barbs.

5 Listen and read the product catalog again. What chemical options are available for slowing down assailants?

Listening

6 Listen to a conversation between a security officer and a company owner. Mark the following statements as true (T) or false (F).

- 1 ___ The man recommends an upgrade for the equipment.
- 2 ___ The tear gas is rather old.
- 3 ___ The new Tasers® are very expensive.

7 Listen again and complete the conversation.

Officer: Because there is **1** _____ available now. I think it would make our job easier. It would also **2** _____.

Owner: I see. Do you think it would **3** _____ safe?

Officer: I do. And besides, it would be **4** _____.

Owner: That sounds pretty reasonable. What do we need to upgrade, **5** _____?

Officer: Stun guns, for one. The new Taser® models are very effective. And our **6** _____ is very old.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I believe we should ...
For example ...
What about ...?

Student A: You are a security officer. Talk to Student B about:

- old equipment
- new technology
- reasons for upgrading your non-lethal weapons

Student B: You are a company owner. Talk to Student A about reasons for upgrading equipment.

Writing

9 Use the conversation from Task 8 to fill out the upgrade request.

Equipment Upgrade Request

Date: _____

Officer: _____

Equipment Requiring an Upgrade: _____

Reasons for Upgrade: _____

Glossary

- accessory** [N-COUNT-U9] An **accessory** is something that is worn on a person's body but is not a piece of clothing, and includes jewelry, glasses, and items for securing hair.
- against one's will** [PHRASE-U11] If something is done **against one's will**, it occurs without the person's desire or permission.
- age** [N-COUNT-U8] Someone's **age** is the number of years that a person has been alive.
- alarm responder** [N-COUNT-U2] An **alarm responder** is a type of security officer who quickly arrives at a location after a security alarm is triggered.
- alert** [ADJ-U1] If someone is **alert**, he or she is in a state of heightened awareness, and is especially likely to notice people or events.
- appear** [V-I-U15] To **appear** is to arrive in court at a scheduled time, either to face charges or to present evidence.
- appearance** [N-COUNT-U8] An **appearance** is a person's set of features that are visible to other people.
- arrest** [N-COUNT-U12] An **arrest** is the act of holding someone officially under suspicion of committing a crime, often by taking him or her to jail.
- assault** [V-T-U11] To **assault** someone is to attack him or her physically.
- backup** [N-UNCOUNT-U6] **Backup** is a person or team that is called in to assist another person or team with a situation.
- badge** [N-COUNT-U5] A **badge** is a card or other item indicating that someone has a particular status, or is authorized to do something.
- baggy** [ADJ-U9] If a piece of clothing is **baggy**, it is loose around a person's body and does not fit closely against the skin.
- binoculars** [N-COUNT-U5] **Binoculars** are a device that improve visibility by making distant objects appear closer and clearer.
- boot** [N-COUNT-U4] A **boot** is a type of shoe that is typically heavy and thick, and often covers part of the lower leg.
- bouncer** [N-COUNT-U2] A **bouncer**, also called a doorman, is a type of security officer who monitors a bar, club, or other establishment, and is responsible for preventing unruly behavior.
- build** [N-COUNT-U8] **Build** is the shape of someone's body, especially around the upper body.
- bulletproof vest** [N-COUNT-U5] A **bulletproof vest** is a piece of clothing that is worn on the upper body, and is made from a material that is difficult to penetrate with bullets from a gun.
- burglary** [N-COUNT-U11] A **burglary** is the act of entering a building without permission from the owner and stealing something.
- calm** [ADJ-U1] If someone is **calm**, he or she is in a controlled or relaxed state, and is not showing anger or excitement.
- cap** [N-COUNT-U4] A **cap** is piece of clothing that is worn on the head.
- catch** [V-T-U12] To **catch** someone is to find the person and take physical control or custody of him or her.
- chain of custody** [N-COUNT-U14] The **chain of custody** is a strict set of rules for handling evidence that is designed to ensure the evidence does not become contaminated before it is used in a court of law.
- citizen's arrest** [N-COUNT-U13] A **citizen's arrest** is an event in which someone who is not a police officer detains another person on suspicion of committing a crime.
- closed-circuit camera** [N-COUNT-U7] A **closed-circuit camera** is a device that captures images and transmits that data to a particular place.
- collect** [V-T-U14] To **collect** something is to find and store it.
- color** [N-COUNT-U9] A **color** is a visual quality formed by different wavelengths of light, and are described with terms such as "red," "blue," "green," etc.
- commit** [V-T-U13] To **commit** a crime is to perform an act that violates the law.
- community** [N-COUNT-U12] A **community** is a group of people who live in a particular area, and may refer to a region, city, or neighborhood.