

# Security Department Training Guide

## Role Overview

Security staff maintain safety, enforce rules, and ensure a positive experience for all guests.

They patrol the park, monitor for trolling, and manage rule enforcement.

Security staff have access to the following commands:

- `!cuff [user]` – Only if a guest/staff has maxed warnings or committed a major offense.
- `!uncuff [user]` – Release a previously cuffed user.

## Warning System

All Security staff follow the three-warning system for minor offenses:

1. **Verbal Warning** – Explain the issue politely and clearly.
2. **Second Warning** – Use `:warn [user] [reason]`. Include a verbal reminder first.
3. **Third Warning** – Use `:warn [user] [reason]`. After the third warning, escalate to cuffing or further action if necessary.

*Important:* Verbal warnings must be given between each written warning.

## Major Offenses

- Bypassing Permanent Ban
- Spamming 3+ Sentences
- Bypassing Chat Filters
- Major Glitching
- Major Trolling (3+ Kicks)
- Assault to Staff
- Major Restricted Area Violations

*Action:* Users committing a major offense may be immediately cuffed and reported.

### **Important Info for Staff**

- Only cuff users after max warnings or major offenses.
- Remain professional, calm, and polite at all times.
- Document all incidents in the designated report channels.
- Escalate repeated or unclear situations to management immediately.
- Security staff are role models; uphold park standards always.