RIVALSHOT ACADEMY · LEARNER JOURNAL

Front Desk Safety: my learning journal

This journal is for you and, if you choose, your team. Use it after each lesson to turn ideas into habits for your own front desk. Write about situations and routines, not about real people: leave out names, descriptions of individuals, home addresses, phone numbers, door codes, alarm codes, key locations and anything else that should stay private. You can pause at any time, skip any prompt, and come back later. If writing about a hard day at work brings up more than you expected, talk with someone you trust; in the United States you can call or text 988 at any time, and in immediate danger call 911.

How to use this journal

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Write for yourself. Leave out addresses, codes, account details and anything that identifies other people.

Describe behavior not people

Describe what “normal” looks like at your front desk at its busiest hour and its quietest hour. What kinds of change from that normal would make you look again?

Write three labels people sometimes use at work (for example, “sketchy” or “off”). For each, write a camera-and-microphone sentence that could replace it.

When have you noticed your own first impression change after you learned more? What did that teach you about checking before concluding?

Welcome and notice

Write the exact words of your welcome standard. How will you make sure every guest hears it, including when you are busy?

Stand where you usually work, in your mind or in person. What can you see from there, and what can't you? List one change you could make or request.

How might you adjust your welcome for a guest who is Deaf, uses a wheelchair, or is still learning English, while keeping it the same warm welcome?

Reporting paths

Write your three reporting lanes by role: who you contact for an emergency, an urgent concern and a pattern, and how you reach each one right now.

Practice the first sentence you would say when reporting in the urgent lane. What facts would you include, and what would you leave out?

What might stop someone on your team from reporting a concern? Name one thing your venue could do to make reporting feel safer.

Opening closing check ins

Describe a check-in plan for your next opening or closing shift: your partner's role, the check-in times, and what happens if one is missed. Leave out any codes, keys or addresses.

Which of your opening or closing tasks happen outside, out of sight, or after dark? Which could move to daylight or be done with a second person?

If you arrived to open and something looked wrong, where is a safe place you could wait while you call for help?

Policy and escalation

List your venue's three most common friction points with guests. Write a policy sentence and a handoff sentence for each.

What would you see or hear that tells you it is time to bring in help or step back? Write it as behavior, not as a guess about the guest.

Write a practice incident note for a fictional situation using only facts: time, place, what you saw, exact words, what you did and who you told.

After and plan

What kinds of support would you want after a frightening day at work? What could you offer a coworker who has had one?

Draft the four review questions you would use after an incident, and describe how you would keep the review about the system rather than blame.

Write the first line of each section of your one-page venue safety plan. Who will review it with you, and when?

Looking back

Which habit from this course will you practice on your very next shift, and how will you know you did it?

What is one gap in your venue's current routines, such as a missing check-in, an unclear reporting lane or no after-incident support, and who could you raise it with?

How has this course changed the way you think about the difference between noticing behavior and judging people?

RivalShot Academy · Original course book, authored 2026-10-15.

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