

- 20. plain background
- 21. no smile
- 22. mouth closed
- 23. both eyes open/visible // no hair over eyes // no winking

24.

Guest rooms	3
Lifts/elevators	1
Restaurants	5
Lobby	4
Business centre	1

25.

Pool area	2
Gardens	1
Service entrance	3
Car park	4
Drop-off area	5

- 26. easy to hide bombs
- 27. remove pot-plants
- 28. too close to entrance
- 29. relocated
- 30. too many entrances
- 31. fill in doors
- 32. too close to lifts
- 33. change to offices
- 34. blocks the view
- 35. knock down wall

Part 2

- 36. lobby/reception
- 37. nervous
- 38. explains that only suites are available
- 39. (says he's) willing to pay for an expensive room
- 40. asks for second credit card
- 41. drops his wallet
- 42. refers him to Business Centre Manager // diverts question

- 43. asks for information (about conference)
- 44. offers bell-boy service
- 45. insists on carrying/wants to carry his own luggage
- 46. tour desk
- 47. apathetic
- 48. offers a range of tours
- 49. asks her to choose one for him
- 50. asks when he wants to return
- 51. says he wants to go one way only
- 52. leaves it behind
- 53. restaurant
- 54. impatient
- 55. reminds customer of dress code
- 56. challenges the waiter
- 57. asks how he wants steak cooked
- 58. doesn't specify how he wants steak/it cooked
- 59. orders but doesn't eat
- 60. doesn't care what he orders
- 61. (pays but) doesn't wait for change

Part 3

	Advantageous to terrorists in vehicles	Disadvantageous to terrorists in vehicles
62.		✓
63.		✓
64.	✓	
65.		✓
66.		✓
67.	✓	
68.		✓

- 69. where it was parked/was it parked?
- 70. what time it was seen/did you see it?
- 71. whether there's a pattern//is there a pattern?
- 72. how many passengers were there?

- 73. cars where no one gets in or out
- 74. unusually dark/tinted windows
- 75. drivers testing security
- 76. poor driving
- 77. special features
- 78. model
- 79. damage × scratches
- 80. year
- 81. body type
- 82. 
- 83. unusual markings
- 84. people taking photographs//anyone with a camera
- 85. people using binoculars/vision-enhancing equipment
- 86. people making notes on maps
- 87. take direct action
- 88. record and report
- 89. show your suspicions
- 90. act normally
- 91. let your personal feelings interfere
- 92. remain objective

[for 87 – 92 correctly paired items, with “don'ts” first, can come in any order]