



Making Your Store Safer: A Loss Prevention Checklist

INTRODUCTION: Take a look at the list below and check off all points that describe your store and the way you offer customer service. For any items not checked off, talk with other employees to determine how you can make those a top priority. Following the items on this checklist will help make your store less attractive to shoplifters.

CUSTOMER SERVICE

- You make eye contact with every customer that comes in the store.
- After you ask how you may help a customer, walk them to the correct area of the store.
- If customers don't appear to need any help, don't hover around them, but stay close by in case they have a question.
- Make sure sales staff is spread throughout the store, so customers are never alone in a hidden area of the store.
- You have completed any loss prevention training that's available to you.

STORE LAYOUT AND DESIGN

- You are knowledgeable of the most commonly stolen products among your store's inventory so that you can keep a closer watch on those products.
- There are no blind spots on the sales floor (or if there are, mirrors have been installed to make it easier to see in these areas).
- High-dollar items are locked in glass cases or secured with sensors that can only be removed by an employee.
- If applicable, there's a sign clearly posted stating that shoplifters will be prosecuted.
- Employees who have access to keys keep them on their person at all times.
- The aisles of the store are wide and easy to navigate.
- There are no poorly lit areas of the sales floor.
- All light bulbs are in working order.

