



Making Your Store Safer: A Loss Prevention Checklist

LESSON OBJECTIVE: Help employees learn how they can make your store less attractive to shoplifters.

ESTIMATED COMPLETION TIME: About 5 minutes to discuss the checklist, but you can elaborate on it for as long as you wish.

OPENING COMMENTS: To help prevent theft, there are several security measures we can take, which include sensors or camera systems. But there is a lot each employee can do every day.

HOW TO USE: On the corresponding worksheet is a checklist of what employees can do to make the store less appealing to shoplifters. Instruct employees to review this list. Ask employees to review the list under Customer Service as they think about how they interact with customers every day. Then, use the list under Store Layout and Design to review the store layout. Where are areas that call for improvement? What are some ways to implement those changes? As a group, talk about any additional points that may apply to your store to add to the list.

ADDITIONAL TRAINING: If you want your employees to learn more about loss prevention, have them take NHPA's Loss Prevention training course. This course available to NHPA members at www.yournhpa.org.