



Can You Catch These Shoplifters?

The following are three scenarios you might encounter in a typical day at the checkout station. In each case, there is a potential that the customer could also be trying to steal something from the store. You never want to accuse an innocent customer, but you also don't want a dishonest one slip by. What is the best response for each scenario? Write down a few suggestions or discuss with a partner. For Additional Training on how to prevent shoplifters, take NHPA's course in Loss Prevention, External Theft.



Scenario

1

A customer brings a large toolbox up to the counter. One tactic shoplifters use is to hide smaller items inside a larger item they are purchasing. How do you make sure this isn't happening to you?

Scenario

2

A customer has pieced together several plumbing fittings as they try to figure out a complex plumbing problem. They bring the entire assembly to the checkout counter. What is the best way to cash them out?

Scenario

3

A customer comes to the checkout counter with a full cart. They start unloading everything onto the counter but stop before they take everything out of the cart. What is the most tactful way to make sure you scan everything?
