

Appendix 5-3

SKILL 1.2 MONITOR CUSTOMERS

Although customers are the strength of a store's business, they may also be potential shoplifters.

Guidelines for monitoring customers include:

- Make eye contact with customers even when on the telephone or with other customers.
- Offer assistance to all customers as your presence will deter potential shoplifters.
- Note anything suspicious:
 - Carrying product from another department
 - Wearing inappropriate clothing
 - Pushing empty baby carriages
 - Shopping in groups of more than three
- Offer to hold or store bags, packages and backpacks.
- Stay visible to all customers.
- Watch suspicious customers carefully.
- Never accuse anyone directly of shoplifting.
- Ensure all customers have left the store at closing time.