

## Appendix 5-4

### SKILL 1.3 MAINTAIN POINT-OF-SALE SECURITY

To ensure that products that are not paid for do not leave the store, check product(s) carefully.

- Scrutinize product to ensure:
  - Packaging is original and complete
  - Items that could contain other products do not
  - Check carts and baskets to ensure they are empty
- Be discreet when checking product to avoid offending or accusing your customers. When checking inside a product, a customer can be advised that you are checking for damage or ensuring everything is there.
- Be quick to ensure that the customer is not waiting longer than necessary.