

Appendix 5-9

SKILL 1.9 ALERT OTHERS TO SUSPICIOUS CUSTOMERS

Preventing loss is a team effort. Teamwork is an effective way of protecting company assets because a team can monitor a customer much more effectively than one person can.

Attend training seminars on security issues or procedures. Determine store policy on whether only security is to be involved.

Guidelines to alert other staff of suspicious customers are:

- Call other sales associates when a suspicious customer is noticed.
- Use predetermined coded language on sales receipts or over the telephone to alert co-workers and security staff of possible theft.
- Alert the appropriate people if you see a customer conceal something. Do not let this customer out of your sight.
- Help new sales associates to recognize suspicious customers.
- Notify other departments or stores in the area of suspicious individuals.