Flow Chart – Customer Theft

Customer observed behaving suspiciously

→ If items have been hidden with no intention to pay, or staff member has witnessed this

Approach and offer normal customer

Theft deterred?

NO → (back to "If items have been hidden…")

YES

Ensure another member of staff calls the Manager or Security for advice, so that you can discreetly maintain observations at all times. Make sure, throughout, you don't lose sight of the customer.

Advice obtained?

NO

YES → Follow advice. Ensure at all times that we do not lose sight of the customer

Offer customer service to deter theft, eg.
"Can I help you with anything today?"
"Would you like a basket for…..?"
"Can I take the items to the till for you?"

Theft deterred?

NO

YES

Alert other stores nearby → Send Incident Report to Loss Prevention