

HOW TO SPOT A SHOPLIFTER

1 Watch for attentive behavior.

Most shoppers are absorbed in the browsing process and oblivious to their surroundings. Shoplifters will look around and be highly attuned to the proximity of others.

2 Observe movements.

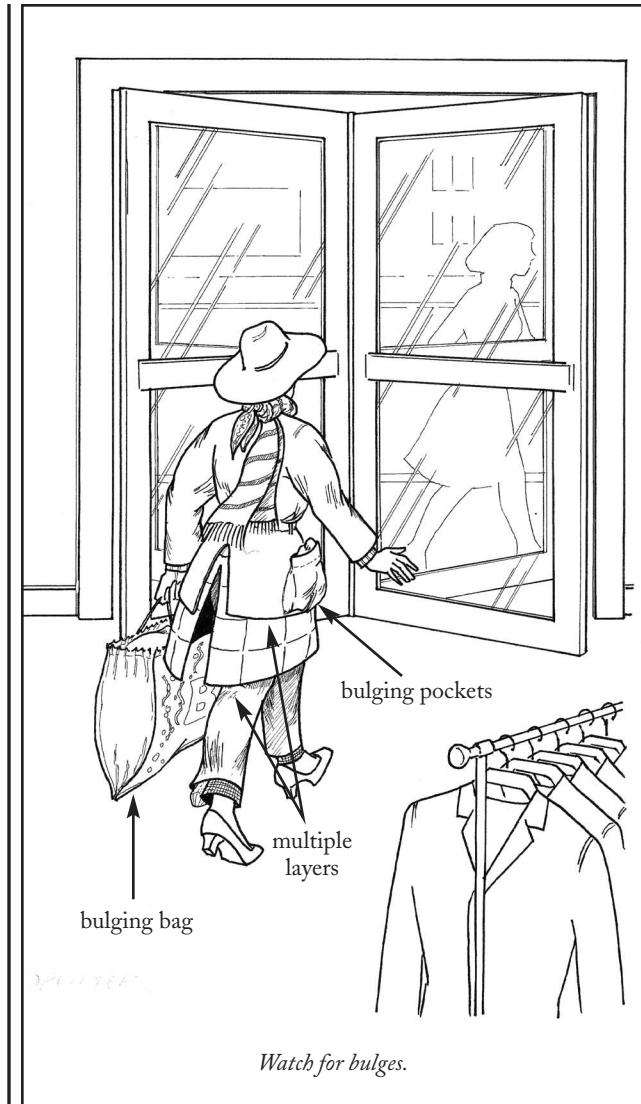
Shoplifters often have a rigid posture and a strained expression. They avoid making eye contact and make quick, jerky movements as they conceal pilfered items.

3 Look for bulges.

Shoplifters may keep a folded bag under their shirt or jacket, or may be carrying a near-empty bag from the same store. Once shoplifters begin acquiring merchandise, they may put on several layers of clothing and fill the bags they are carrying.

4 Watch from above.

If the store has multiple, open floors, observe from a higher vantage point. Alternatively, stand behind a rack of clothing and peer between garments. Do not attempt to look under or above the walls of dressing rooms unless such surveillance is acceptable store policy.



HOW TO THWART A SHOPLIFTER

1 Keep items well organized.

Thieves thrive on disorganization and will take advantage of unshelved stock. Fold clothes well and make sure each pile has the same style and an identical number of items. A quick glance will tell you if something is missing.

2 Employ defensive merchandising.

Do not shelve the newest, trendiest, or most expensive items right by the door where a thief can grab something and run.

3 Make your presence known.

Shoplifters do not want to stand out and be noticed. Regularly walk the floor, make eye contact, and offer to help customers.

4 Monitor changing rooms.

Track the number of items a shopper brings into (and takes out of) the changing room by keeping all rooms empty of merchandise and clean of tags, pins, and labels. Check the room after the shopper exits and make sure all items are accounted for.

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