



Business Builder

Tips & Techniques to Help Your Business Grow

Your Employees & Loss Prevention

According to the book, "Common Sense in Retailing," as much as 65% of all thefts in your store or business occur by your own employees! You'd be amazed at some of the ways people will steal from you. Here are several things to keep an eye on in your business that will help prevent stealing both internally and externally.

- > **Watch Your Garbage.** Employees may try to conceal goods in it and then offer to take out where they can put it in their car or give the goods to a friend.
- > **Inspect All Outgoing Bags.** If you have a policy that allows you to inspect all bags taken out of the store by your employees, they'll be much less likely to try to remove items in their purse, back packs or bags.
- > **Keep the Back Door Locked.** Don't leave your back door open all day— not only does that make it easy for employees to slip out merchandise, it also makes it easier for thieves to get in your store.
- > **Keep Keys Away from Lock.** Keep keys in one central location only accessible by you or with your permission.
- > **Listen for Snapping Hangers.** If you hear a snapping sound from your racks, that means someone may be trying to conceal clothing articles. Get used to listening for that sound and looking for clues of theft.
- > **Check Doors Before Leaving.** This is a common way that theft occurs— an employee leaves a door or window cracked and slips back in after hours.
- > **Don't Allow Employees to Ring Up their Own Merchandise.** Make it a policy that you or a store manager must ring up merchandise purchased by employees— and keep a copy of the receipt.
- > **Make it Clear That Shoplifters will be Prosecuted.** Even employees!
- > **Keep an Eye on Dressing Rooms.** One of the biggest sources of theft, make sure your dressings are observed closely. Make sure employees don't take their bags into dressing rooms while cleaning up.

For more business tips, visit our website
www.wgra.net/business_builder.htm

