



## “MINIMISING THEFT BY CUSTOMERS” (3 HOURS)

- Is shoplifting costing your business money?
- Do you regularly lose stock off the floor but don't know how it is happening?
- Do your team members have the knowledge, skills and confidence to effectively handle customer theft incidents in your shop?
- Do they see or suspect incidents but do nothing for fear of doing the wrong thing or being abused or do they avoid going near suspects so that they don't have to get involved?
- Would you like a cost effective solution to this problem?

**"Minimising Theft by Customers"** is a highly effective program designed to educate and empower team members to deter and prevent shop stealing and to effectively handle any shop stealing incidents that occur. It is delivered by trainers who specialize in this field.

### **Topics covered include:**

- The statistics
- The characteristics of a shop thief
- What, Why, When and from where customers steal
- The impact on you, the business, its customers and the broader community
- The role of customer service
- Conducting bag searches
- What to do and not to do with shoplifters

**Audience and Venue:** Suitable for all team members who serve customers (experienced and inexperienced). The information section can be in an external training venue with no limit on participants. The simulations section is best done in the workplace (preferably when it is not trading) and has a limit of 16 participants.

The program comes with a printed workbook and a range of other resource materials is available. Optional complementary services to this program include:

- A **Theft Simulation** where an AW consultant steals goods from your premises to test your procedures and practices.
- A **Theft Audit** where an AW Security consultant examines your layout, practices and procedures to identify where improvements in these are required.

### **TESTIMONIAL**

“This training made me more aware of every person who enters the pharmacy, including the well dressed. I particularly liked the surprising statistics of who steals and when. I am much more confident to prevent and handle theft by customers.”

Pharmacy Assistant, Maitland, NSW