

Deter and disrupt process

If you see someone you think is shoplifting:

- Approach them and smile

- Make and maintain eye contact (shoplifters think twice)

- Always be polite, courteous and helpful

- Say hello and ask an open customer service question

- Ask the person open questions where they have to answer more than “yes” or “no”

Examples of good open questions include:

- “Hi. What is it you’re looking for?”
- “Hello. What can I help you with?”

If the shopper looks like they’re leaving without paying, ask a closed question:

- “Are you ready to pay for that?”
- “Can I get you a basket for that?”
- “Shall I show you where the quickest till is?”

Remember

DO assist colleagues if they look like they need help

DO call security if you are unsure about someone

DON'T directly accuse someone of stealing. Call security instead

For more information about how to protect your business, visit lancashire.police.uk and search Business Crime

