Store Safety Tips and Tricks

This checklist was made to get you thinking on how you can prevent losing out on customers or product throughout the day as your store runs. If you find that there may be some things missing, consolidate with your team and determine how you can make things better.

Servicing Customers

Nonverbal body language matters- meet your customers eyes, face them when your engaging with them.

When appropriate, lead your customers to where they need to go to get their products, but do not hover! Always remain attentive, but politely so.

Spread staff throughout the store so there are no areas where customers may be hidden.

Education is key- the team should be well informed on the lay out of the store and the procedures they should incur in order to stay safe, keep customers safe, and products from being stolen.

The Store

Make sure that the store is well lit in all areas, there should be no unlit or poorly lit sections of the store.

Make aisles wide, easy to navigate, and easily accessible.

Employees who have access to keys to should know where the keys are located and have knowledge of closing or opening procedures of the store, as well as closing and opening procedures for tills.

Use your signs! Work place signs can remind employees what to do when there is a shoplifter at hand and also warn any potential shoplifters of the consequences that may come from stealing.

Keep the most expensive items locked in cases and secured and make these items only accessible to employees.

If there are any blind spots located within the store set mirrors or cameras there to make sure every area of the store is easy to see.

Stay knowledgeable of the items that are most likely to be stolen, where any cameras or mirrors are located, safety procedures, and how everyone can stay safe each day within the store.