



Immigrant Centre

I.C. STAR Service Workshop

**Customer Service &
Loss Prevention
Training**

Employment Services



Customer Service Training

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Acknowledgement of Treaty Land

Our workshop today is located on original lands of Anishinaabeg, Cree, Oji – Cree, Dakota, and Dene peoples, and on the homeland of the Métis Nation.

We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and dedicate ourselves to move forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.

[Video – Canada's cultural genocide of Indigenous Peoples](https://www.youtube.com/watch?v=w5Gi0ycmekE)

<https://www.youtube.com/watch?v=w5Gi0ycmekE>

For more information see the booklet:

INDIGENOUS PEOPLE OF MANITOBA a guide for newcomers.

<https://www.icmanitoba.com/new-resource-indigenous-peoples-of-manitoba/>

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Workshop Format

- 1. You will be asked to share your ideas and actively participate in today's workshop**
- 2. Active participation in this workshop may help you develop skills to bring your ideas to the workplace**
- 3. To help you with active thinking, please do not turn workbook pages ahead!**

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CUSTOMER SERVICE TRAINING



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Before We Start...

1. Introduce yourself (**Name**)
2. In which **position(s)** do you have **Customer Service** experience? (e.g. Cashier, Server, Call Centre, etc.)
3. What are you **expecting to learn** about **Customer Service** today?

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Tool Collection

- You have the Tool Collection sheet in the workbook and you have also received the sheet file (Word/PDF) with the materials by email
- Challenge to collect 100 Key Words for **Customer Service (50 words)** & **Loss Prevention (50 words)** in 2 sessions
- Keep writing down on the paper the words you would like to keep from the training. E.g. customer, polite, etc.
- We will collect words throughout each session to complete 'Tool Collection of STAR Service 100 Key Words' as one of your assignments



Q: Any words you can collect from the introduction?

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TOOL COLLECTION

STAR Service 100 Words Challenge!

Customer Service Words				Loss Prevention Words			
1		26		1		26	
2		27		2		27	
3		28		3		28	
4		29		4		29	
5		30		5		30	
6		31		6		31	
7		32		7		32	
8		33		8		33	
9		34		9		34	
10		35		10		35	
11		36		11		36	
12		37		12		37	
13		38		13		38	
14		39		14		39	
15		40		15		40	
16		41		16		41	
17		42		17		42	
18		43		18		43	
19		44		19		44	
20		45		20		45	
21		46		21		46	
22		47		22		47	
23		48		23		48	
24		49		24		49	
25		50		25		50	



I.C. STAR Service

I.C. STAR Service

Smile to customers
Thank customers
Assist customers
Respect customers

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Today You Will Learn

Chapter 1: What's Customer Service?

1. **Good/Bad Customer Service**
2. **Customer Loyalty**
3. **First Impressions**
4. **Importance of Teamwork**

Chapter 2: Customer Service Practice

1. **How to Greet Customers**
2. **Dealing with a Difficult Situation or an Unhappy Customer**
3. **Apology is Immediately Effective!**

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**“When the Customer comes first,
the Customer will last”**

By Robert Half

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What's Customer Service?

Activity:

Each participant writes down ideas about each concept in **Customer Service**.

1. **How** (**how** customer service works, **how** to provide it, etc.)
2. **Where** (**where** do you see customer service?)
3. **Who** (**who** are involved, and for **who**?)

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Customer Service is the act of assisting customers with their needs and desires ensuring customer satisfaction with a product or service in a professional and respectful manner.



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**“Customer Service is
not a department,
it’s everyone’s job”**

Anonymous

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What is Good Customer Service? 1/2

Think of a time when you received **GOOD Customer Service**...

Activity:

1) Choose one of answers:

"We experience Good Customer Service all the time in Winnipeg"

1. Strongly Agree 2. Agree 3. Disagree 4. Strongly Disagree

2) Share your good customer service experience

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What is Good Customer Service? 2/2

3) Choose one of answers:

"You can tell if the store workers are sincerely trying to help you when you enter the business"

1. Strongly Agree 2. Agree 3. Disagree 4. Strongly Disagree

4) How do you know it? – share your ideas

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What is Bad Customer Service?

Think of a time when you received **Bad Customer Service**...

Watch this video: Mr. Bean – Bad Customer Service

<https://www.youtube.com/watch?v=IZXVyXyg4as>

- What kind of bad customer service did you see in the video?
- Share your bad customer service experience

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GOOD vs BAD Customer Service

1. Read: 'WestJet pilot buys pizza for stranded Air Canada passengers in Fredericton'

<https://www.thestar.com/business/2017/02/15/westjet-pilot-buys-pizza-for-stranded-air-canada-passengers-in-fredericton.html#:~:text=WestJet%20pilot%20buys%20pizza%20for%20stranded%20Air%20Canada,WestJet%20pilot%20stepped%20in%20to%20buy%20them%20pizza>

- Find out which airline provided good customer service and the reason

2. Watch this video: Good vs Bad Customer Service

https://www.youtube.com/watch?v=OOFXRPn7A_4

3. Read: 10 Common Customer Service Problems and How to Resolve Them

<https://www.proprofsdesk.com/blog/customer-service-problems/>

4. Write down: a customer service Problem or Complaint (use only 2 sentences maximum)

- We will use this for an activity later

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Write Customer Service Problem or Complaint (1-2 sentences):



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Effective Customer Service- 1/2

Efficiency: customers want quick delivery of products or service

Politeness: greeting people with a smile or friendly 'hello' or 'good afternoon' can make a big difference in a business

Professionalism: customers want to feel they are cared for. When you have in-depth product knowledge and/or service information, you will be able to treat customers professionally.

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Effective Customer Service- 2/2

Personalization: using the customer's name will help build a good relationship with the customer. Customers like a personalized care. Their loyalty will grow with the personalized service.

Quality: high quality of products or service is the key to increase repeat customers. If you provide more than what customers are looking for, they will come back to the business again and moreover they will recommend the business to others.

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**“Friendly makes sales– and
friendly generates repeat
business”**

Jeffrey Gitomer

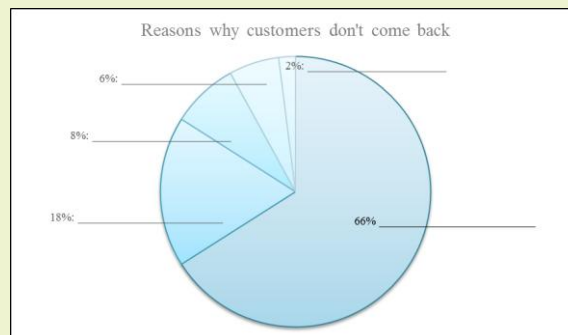
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Learning to Build Customer Loyalty

Q1: What's 'Loyalty'?

**Q2: Do you know the reasons why customers don't
come back to a business? – fill in the reasons**



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Loyal: giving firm and constant support

Reasons why customers don't come back:

66%: Uncaring/poor service

18%: Dissatisfied with product/service

8%: Better prices

6%: Found another company

2%: Location



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What Makes a Customer Loyal?

Loyalty makes a big difference in business

Q: What made you loyal to a business?



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Things that make a customer loyal to a business

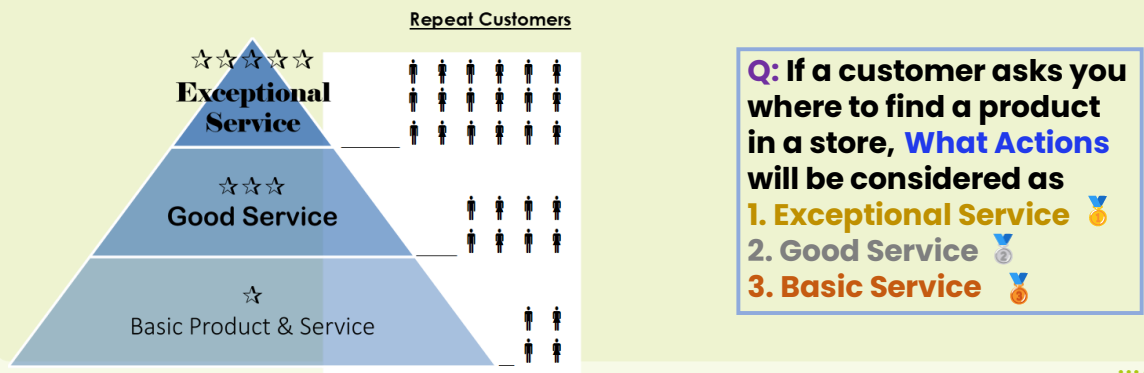
- Product Quality
- Greeting/Welcoming
- Honesty
- Returns/Warranties
- Product Knowledge
- Cleanliness
- Product Availability
- Display
- Location
- Referrals
- Incentives
- Personalized Service



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Loyalty

Loyalty increases as service gets better. You can achieve the highest loyalty when your service is the best in the market.

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Show your **Heart** to Customers

If you speak and act with your **Kind Heart**, customers can feel it, and then they will trust you and become loyal to your business.



"Serve your customers with your **Heart** instead of with your Head"

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**"There is only one boss – The Customer.
And he can fire everybody in the company
from the chairman on down, simply by
spending his money somewhere else"**

Sam Walton, Founder of Wal-Mart

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More than 70% of customers prefer human interactions over online/automated info service!

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Making the Best First Impressions

Most of us have experienced the fact that **First Impressions last for a long time.**

We can provide good service through some contacts with customers and gain repeat customers.

However, it's even better to **start with a 'Good Perception'.**

"You only have one chance to make a first impression."

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How do you perceive people and businesses when you try a new business?

- How do you check if it's a good service for you?
- How do you judge the sales person?
- How do you explain about the business?

It's important to start off with the best possible impression.

**“You never get a second chance
to make a first impression”**

Will Rogers



First Impressions Exercises

Look at next two pictures and answer questions:

Q1: What do you see?

Q2: Why?



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Picture 1



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Picture 2



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Perception – Customer ⇄ You

When you look at a customer, you make some **assumptions about the customer.**

Q1: What are important things to remember when you look at a customer?

Customers also make some **assumptions about you.**

Q2: What are important things to remember when your customer looks at you?

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Important: do not make assumptions about your customers from your first impressions!



Importance of Teamwork

Why is 'Teamwork' important?

Q1: for **YOU**

Q2: for your **COMPANY**

Q3: for your **CUSTOMERS**



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Importance of Teamwork Resources 1/2

For YOU:

1. Sharing work load
2. Team spirit/effort
3. Positive work environment
4. Enjoying working together
5. Learning from each other

For your COMPANY:

1. More accomplishment (productivity/new ideas)
2. Increased sales
3. Greater resources
4. Healthy image

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Importance of Teamwork Resources 2/2

For your CUSTOMERS:

1. Efficiency
2. More information/service
3. Faster service
4. Selection of staff
5. Friendly and positive atmosphere

TEAMWORK is important for all three parties!!!

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Practice Time!!!

Q: How do you greet customers?



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**“Your customer doesn’t care how much
you know until they know
how much you care”**

Damon Richards

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Be a Happy Greeter!!!

When you greet customers, you should give the customer the impression that you are telling them, **"I'm so happy that you came here!"**

Make sure to greet customers as soon as they arrive.

Examples:

"Hello! How can I help you today?"

"Hi, how is your day so far? What can I do to help you today?"

"Welcome, is there anything I can help you with?"

Use friendly body language & cheerful tone of voice!

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Be Aware and Give Attention

If you are already dealing with a customer, make sure to let the **other customers know you have noticed** and they will be **taken care of as soon as possible**.

Examples:

"Good morning, someone will be with you shortly."

"Hello, I will be helping you as soon as possible."

Please have a seat here."

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Greeting Exercises

Activity: Role Play

- **Customer Service Staff:** greet the Customer
- **Customer:** ask for a product
- ➔ **Customer Service staff finds out the product is sold out**
- **Customer Service Staff:** think about what should be done and what you should tell the customer
- **Customer:** give feedback (happy with the customer service? STAR Service?)
- Switch roles

Use STAR service!

Don't forget to smile as you greet customers!!



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Greeting Exercises Resources

If a customer asks for a product which is out of stock, make sure to:

1. Check with other store locations
2. Find out when it's going to be in stock
3. Offer a raincheck if it's a sale item
4. Offer similar products
5. Offer to place an order and give an estimate delivery date

Do not just say:

1. 'I don't know...'
2. 'We don't have the product'



Use STAR service!

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Key Points for Good Customer Service

How do you demonstrate the following?

Q1: Professionalism

Q2: Manners

Q3: Respect

Q4: Patience

Q5: Efficiency

Q6: Personalization

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Key Points Resources 1/2

- 1. Professionalism:** product knowledge, professional attire, customer care, clean/appealing displays/business settings
- 2. Manners:** proper greeting, body language and response
- 3. Respect:** personal space, valuing customer's expectations and feedback, appreciating customers

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Key Points Resources 2/2

4. **Patience:** staying calm, listening, handling angry customers, empathizing customer's bad experience
5. **Efficiency:** minimal wait time, prioritizing, solid judgement, analyzing logistics, immediate action, good communications, organization of business setting/system
6. **Personalization:** remembering/using customer names, personalizing service, follow-up

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**“When the Customer comes first,
the Customer will last”**

By Robert Half





How to Demonstrate Strong Customer Service

Following the '**LEARN**' style, you will be able to provide the customer service that brings repeat customers

- L** Listen → Welcome the customer and listen to needs
- E** Expectations → Find out what the customer expects
- A** Analyze → Analyze how you can meet the needs
- R** Respond → Respond by making an action
- N** Navigate → Navigate the customer to another visit

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If you don't genuinely like your customers, chances are they won't buy

Thomas Watson, former CEO IBM





Mystery Shoppers 1/3

What are '**Mystery Shoppers**'?

Often businesses send **Mystery Shoppers** to their stores. Mystery Shoppers will visit the business and pretend as a customer. Then assess/audit various aspects as you can see on the sample form.

The business will receive the completed assessment form. This means any workers/managers who don't follow standard procedures and meet expectations (customer service, business organization, safety, etc.) will get reported. It's important to know how to do your part properly as a worker in a business.

Check out the sample **Mystery Shopper Assessment Form (next slide)**

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Mystery Shoppers 2/3

Mystery Shopper Assessment Sample Form (Retail Business)					
Name of Business:			Date:		
Name of Assessor:					
Rate each of following aspects about the Establishment and Customer Service using the following rating scale					
1	2	3	4	5	
Very Poor	Poor	Acceptable	Good	Excellent	
Business Appearance					
1	2	3	4	5	
1 Outside appearance of business is attractive?					
2 Outside appears to be clean: sidewalks, business front, windows and doors?					
3 Inside of business is clean: floors, shelves, counters, checkout areas, etc.?					
4 Washrooms are clean and well -stocked? (skip if no washrooms)					
First Impressions					
1 Welcoming greeting and smile					
2 Speed of response to your arrival					
3 Atmosphere of staff					
Customer Service Communication					
1 Eye contact and body language					
2 Interest in assisting you to find what you need					
3 Use of appropriate language - no jargon/slang					
4 Overall attitude of staff					
Merchandising and Displays					
1 Products clearly displayed and easy to find					
2 Layout invites more browsing					
3 Pleasant shopping experience					
4 Deals, promotions and limited sales are well displayed					
Meeting Customer Expectations					
1 Level of product knowledge					
2 Stocked shelves and merchandise availabilities					
3 Ability to find solutions that meet your needs					
4 Use of listening and questioning techniques					
5 Prompt and efficient cashier service					
6 Cashier/staff thank customers					
Total Scores:					
Any details of above assessment, other aspects, comments and recommendations for improvement:					

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Mystery Shoppers 3/3

What kind of questions will appear on the assessment forms of different workplaces?

Q1: Restaurant

Q2: Call Centre

Q3: Hospital*

*Standardized Patients are sent unannounced into physician's practices to evaluate the standards of care

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Dealing with a Difficult Situation or an Unhappy Customer 1/2

It's important to know how to handle difficult situations and dissatisfied customers.

Situations vary from frustrated or concerned customers to very angry, emotional and/or vocal customers.

Activity:

Choose one of answers:

"Sometimes you walk into a store in a bad mood as a customer"

1. Strongly Agree 2. Agree 3. Disagree 4. Strongly Disagree

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Don't take it personally, but take it professionally!

Q: How do you handle an upset customer?

Watch this video: Dealing with an Angry Customer Training

<https://www.youtube.com/watch?v=T20hV4ynU7o>

Watch this video: How to Handle Rude Customers Listen and Understand

<https://www.youtube.com/watch?v=jZlxxm2xpm4>

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If you have noticed the customer doesn't look happy and the customer expresses his/her complaint, practice following steps:

1. Listen to the customer sincerely and acknowledge the situation. Find out details.
2. Help with customer's emotion first.

e.g. I'm sorry to hear you had the bad experience...

e.g. I see you are disappointed with the service...

3. Investigate/Resolve – find a solution or offer something that will make up with the issue. You might have to talk to your manager about what you or the business can offer to the customer.
4. Thank the customer and follow up.



**Don'ts**

- Don't ignore the customer
- Don't argue and blame someone
- Don't interrupt

Do's

- Listen actively
- Stop what you are doing and give a full attention to the customer
- Remain calm and act professionally
- Let the customer vent
- Use proper body language
- Appreciate and value customer's concerns although your thoughts might not be the same as customer's

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**" I'm sorry... "****Apology is immediately effective!**

Just saying, '**I'm sorry**' will make the upset customer feel better. You are not admitting a fault but acknowledging customer's bad experience. As you show your **empathy** and listen to their concerns, they feel they are important to you and you value their thoughts and feelings.

Empathy: understanding feelings and concerns of another person

Watch this video: How to Handle Customer Complaints

www.youtube.com/watch?v=0k1Nj8cRlzk

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Upset Customer Exercises

Activity: Role Play Variation

- **Customer Service Staff:** greet the Customer
- **Customer:** read the complaint you wrote earlier
- **Customer Service Staff:** think about what should be done and what you should tell the customer
- Give feedback (a positive feedback and a suggestion)
- Switch roles



Use STAR service!

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Appreciate your Customer Feedback

Feedback is very important for the business!

When a customer gives you feedback – negative or positive, it helps your business.

Why???



Q1: How can Positive Feedback help the business?

Q2: How can Negative Feedback help the business?

Watch this video: Good Customer Service – Let Customers Know You Appreciate Them

https://www.youtube.com/watch?v=S_elj54TRns

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**Your most unhappy customers are
your greatest source of learning**

Bill Gates



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Give them the Pickle!

Let's watch this video and see what you can learn from it!

<https://www.youtube.com/watch?v=ISJIV8vBiil>

Q: What is your special PICKLE?

- Share it after the video



Watch: The Mad Walk | Baroness von Sketch Show

<https://www.youtube.com/watch?v=sNS4a4sLgd4>

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*** It is also important to ask your supervisor how much discount/extra service you can offer to customers.**



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Ready to Provide STAR Customer Service?

Let's complete the "Customer Service Check List" in the workbook!

Or, use the list in the next slides



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Customer Service Check List

Rate each of the following questions and total your score at the bottom:

1 = Never 2 = Sometimes 3 = Always

Do you...

- ___ **Greet** customers in a friendly manner as soon as you notice a customer walks in the business?
- ___ Give your full **attention** to customers?
- ___ Show your **appreciation** to customers for coming to your business?
- ___ Use a polite and calm **speaking manner** in all situations?
- ___ Provide **respectful, honest** and **sincere** service?
- ___ **Treat your team members** as if they are your customers?
- ___ Keep **personal business** aside?
- ___ Maintain **confidentiality** of customers and business?
- ___ Use **smiles** and **happy voice** and show you enjoy working and helping customers?
- ___ Maintain professional **appearance** and **image** so you can represent your business well?
- ___ **Know** about your products and update related information?
- ___ **Listen** to customers carefully and recognize customers' **needs** and **expectations**?
- ___ **Follow through** on your commitments and promises?
- ___ **Help** customers and co-workers even if it's not your duty?
- ___ Offer **extra service/suggestions** and **referrals** if you can't meet customer's needs?
- ___ **Adjust** your conversation with customers to suit to their expectations?



- ___ Maintain a **clean and organized** environment in the business?
- ___ Demonstrate **patience** with any customers and co-workers?
- ___ **Balance** time for each customer, not spending too much time for one customer while other customers are waiting?
- ___ Avoid **judging** customers by their appearance?
- ___ Do you give appropriate **personal space** and comfortable **service approach** to customers?

___ **Total**

Your Current Customer Service Skills:

55-63 Superior Customer Service Giver!!!

You rock in Customer Service and achieve high loyalty and business goals. You will be able to help your co-workers acquire some of your good customer service skills.

31-54 Good Customer Service Rep!

Your Customer Service brings some repeat customers and provides day-to-day service sufficiently. Pay attention to what Customers want and how to treat them in the way they would like to come back to see you again

11-30 Customer Service Learner

You might not have much experience in customer service and need to learn effective customer service skills from this training. Think about 'Take initiative' 'Go the extra mile' 'Appreciate the customer' and 'Keep proficiency and consistency.'

LOSS PREVENTION TRAINING



Today You Will Learn

1. Definition of Loss Prevention
2. Types of Retail Crime
3. Shrink
4. External Theft
5. Amateur vs Professional
6. Organized Retail Crime – Boosters & Fences
7. How to Prevent Theft
8. Identifying Potential Shoplifters
9. What to do – when Suspecting or Witnessing Theft
10. Procedures after Theft
11. Racial Profiling
12. Vendor Theft
13. Internal Theft
14. Retail Violence – Do's & Don'ts
15. "Safety and Health Guide for NEW RETAIL WORKERS"

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Loss Prevention

Q1: What do you think 'Loss Prevention' is?

Workbook Resources

Q2: Any ideas about where 'Loss Prevention' should be used?



"Canadian Retail Businesses suffered losses
at a rate of 1.44% of sales in 2017 – over 5 billion dollars!"

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A List of Words for 'Stealing'

1. Pocketing
2. Pick-Pocket
3. Heisting
4. Robbery
5. Burglary
6. Break-in
7. Mugging
8. Larceny
9. Appropriation
10. Shoplifting
11. Pilfering
12. Nicking
13. Theft
14. Thieving (Thievery)
15. Holdup
16. Embezzlement

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- * **Once gone, it's gone – you can't get it back**
- * **You can't expect police to help with the loss**
- * **Safety First!**
- * **Knowledge of the theft is important**
- * **Prepare to prevent**
- * **Know what you can do and can't do when you witness a crime**

Read: Definition of Loss Prevention in your workbook

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Definition of Loss Prevention





Retail Loss Prevention is a set of practices employed by retail companies **to reduce preventable losses = to preserve profit.**

Deliberate human actions that cause loss to a retail company can be theft, fraud, vandalism, waste, abuse, or misconduct. Inadvertent human actions attributable to loss are poorly executed business processes, where **employees fail to follow existing policies or procedures** – or **cases in which business policies and procedures are lacking**. Loss prevention is mainly found within the retail sector but also can be found within other business environments.

Traditional approaches to retail loss prevention have been through visible security measures matched with technology such as CCTV and electronic sensor barriers. Most companies take this traditional approach by either having their own in-house loss prevention team or using external security agencies.



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Loss Crimes

Q1: What kind of Loss Crimes do you know?

[Workbook Resources](#)**DID YOU KNOW?**

"Theft of a \$2.00 item from a store operating on a 10% profit margin requires the sale of \$20.00 in merchandise to make up the loss"

Q2: "Supermarkets and others operating on low margins of 1% must sell \$??? in merchandise, just to cover the theft of a \$3.00 item"

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Types of Retail Crime



- **Shoplifting** is a common crime committed against retail business. It involves stock being stolen by a thief posing as a customer. It may be committed by individuals or organized groups.
- **Money fraud** is when criminals use an illegal method to pay for goods. This may include counterfeit cash, stolen credit cards or fraudulent cheques.
- **Checkout fraud** includes a number of tactics where criminals avoid paying in full for goods when paying at the tills. Examples include swapping barcodes or price stickers for a less expensive item or deliberately failing to swipe a product at a self-checkout.
- **Refund fraud** is another crime that can happen at the till. It can take the form of an offender attempting to return a stolen item in exchange for money or credit, or falsifying receipts.
- **Burglary** can be committed against retail stores, usually when the shop is closed. These 'smash and grab' crimes involve forcing entry and stealing merchandise.
- **Vandalism** is also a risk for retail businesses. It could include graffiti, smashed windows or damaged signs.
- **Online scams** are a risk for retailers, particularly those who sell online or hold customer data digitally. They could become a victim of online fraud or cyber security breaches.
- **Vendor fraud** is schemes in which a company's accounts payable and other payment systems are manipulated for illegal personal gain – billing, invoice and cheque tampering schemes, etc.
- **Sweethearting** is when you have an employee that gives discounts to their friends, family, or significant others while they're on shift. It could escalate and causes loss to business when it exceeds the employee advantage policy.



Causes of Loss in Business

Q: Who causes the loss to businesses?

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External Theft: customers, organized gangs, online scams and vendors

Internal Theft: employees and managers

Trust Nobody?

Theft could be committed by your co-worker or manager, delivery person or anyone such as an elderly lady, mother & daughter, security guard, etc.





Mother and Daughter?!

Watch: "Mom and teen daughter arrested over alleged shoplifting"

<https://abc13.com/NEWS/MOM-AND-DAUGHTER-ARRESTED-FOR-ALLEGED-SHOPLIFTING/1748358/>

Q: How did they steal?



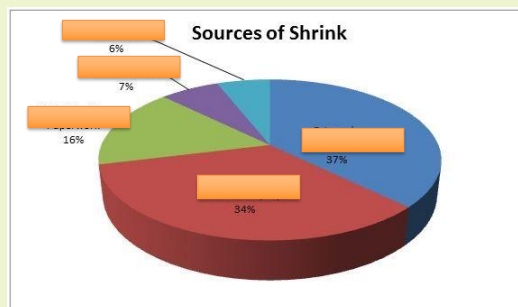
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Your Employer's Business is Shrinking??

Q1: What's "Shrink"?

Q2: Fill in Sources of Shrink



Sources of Shrink

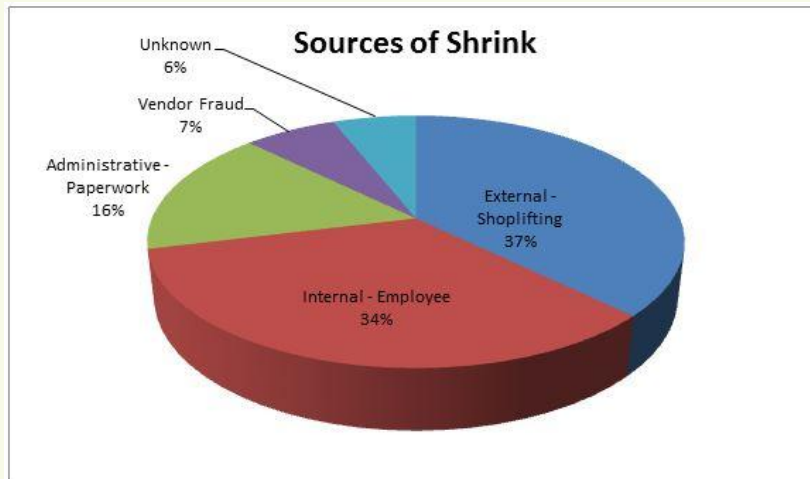
- External-Shoplifting
- Vendor Fraud
- Administrative Error
- Internal-Employee
- Unknown

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Shrink: periodically retail business inventories all of the merchandise in the store. Items that are unaccounted for compared to what the inventory system believes the store should have are losses or "shrink".



It's Happening Around You...

Q: How does it make you feel when you think you have witnessed a theft (Coworker/Customer)?





Getting to know External Theft

Watch: "Types of Thieves Exposed"

<https://www.youtube.com/watch?v=-O6MsLhivP4>

Q: Can you list types of Retail Thieves?

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7 Types of Retail Thieves

- 1. Opportunists:** 75%
- 2. Professionals:** 5%
- 3. The Impoverished:** 5%
- 4. Drug and Gambling Addicts:** 5%
- 5. Thrill Seekers:** 5%
- 6. Kleptomaniacs*:** 1%
- 7. Absent Minded:** 1%

*Kleptomaniacs is the inability to resist urges to steal items that you generally don't really need and that usually have little value.

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THE OPPORTUNIST





The opportunist is an amateur shoplifter and likely to steal something just because they can, targeting goods that aren't secured or monitored adequately. This shoplifter may even be a regular customer, who feels entitled to a discount due to their ongoing, repeat clientele.

- Work alone or in pairs

THE PROFESSIONAL

The professional shoplifter steals for profit (selling stolen items) as a living

- either working alone or in small groups
- one of the hardest shoplifters to spot
- usually targets popular consumer goods with a high resale value; steal multiples of the same item
- if they belong to a large organized group, they are dangerous

THE IMPOVERISHED

The impoverished shoplifter steals out of need, but despite their disadvantaged socio economic situation may still be hard to pick.

THE DRUG USER/ADDICT

This shoplifter steals to feed a habit either re-selling the items they take or attempting to return them for a financial refund.

THE THRILL SEEKER

Usually egged on by a dare, the thrill seeker tends to steal on a whim and as part of a group. Teenagers often fall into this category.

THE KLEPTOMANIAC (inability to resist urges to steal items that are usually needed)

This type of shoplifter generally targets low value items and steals out of compulsion.

THE ABSENT MINDED

This unintentional shoplifter steals by pure mistake, and may include the elderly, and parents distracted by young children.



Why???

Q: What are the emotional reasons for stealing?



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The top 10 emotional motivations for stealing

1. Anger—to try to take back, to make life fair
2. Grief—to fill the void due to a loss
3. Depression—to distract from sadness, to get a lift
4. Anxiety—to calm fears, to comfort
5. Acceptance/Competition—to fit in
6. Power and Control—to counteract feeling lost or powerless
7. Boredom/Excitement—to live life on the edge
8. Shame/Low Self-Esteem—to create a reason to feel bad, or to feel competent at something, even if it's a bad act
9. Entitlement/Reward—to compensate oneself for overgiving
10. Rebellion/Initiation—to locate one's identity





Amateur v.s. Professional?

Q: What are the differences between Amateur Shoplifters and Professional Shoplifters?



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Amateur VS Professional

Shoplifters come from all walks of life. Basically, however, they fall into two broad categories: amateurs and professionals who steal for a living.

Amateur

- Majority of shoplifters
- More opportunistic in nature
- Not as skilled as professionals
- Generally nervous and self-conscious
- Steals for personal profit – wants the item for self
- Conceals the item in pockets, stroller, clothes, bag, etc.

Professional

- Smaller percentage of shoplifters
- Steals for living – selling stolen items for profit
- Account for more significant loss for businesses – stealing multiples of the same item
- Most difficult shoplifter to deal with – a lot of planning goes into their acts of thievery – always ahead of loss prevention plans
- Typically operates in a team* – plans to delegate each role and what to do if any occurrence happens
- Often uses booster bags Some are large organized groups



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What's this??



See a website for another picture

<https://theknowledgenexus.files.wordpress.com/2011/08/6a00e54f03ea5c8834010535cd33e8970600wi.jpg>www.icmanitoba.com

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Professional Shoplifters - 1/2

Professionals often use what are known as "**booster bags**", bags lined with tin foil. The booster bags prevent security alarms from going off when merchandise with anti-theft devices are moved through them. This allows professionals to save time in their operation and make concealment easier.

Most shoplifters attempt to take concealed merchandise into a bathroom or corner of the store, where they then remove the actual product from its protective packaging. The booster bag allows for merchandise to be stolen faster, in a much greater quantity, and with less risk of getting caught.

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Professional Shoplifters – 2/2

Professionals will typically have one **team member** distract **Loss Prevention officers or employees** near the area where they wish to commit the theft. This distraction normally consists of elaborate questions that the employee will need to concentrate on or request assistance for.

Many **professionals** utilize **blue tooth headsets**, allowing communication between every member of the team. Finally, as shoplifting is their profession and **only means of making money**, professional shoplifters **rarely give up without attempting to flee the scene**. This means having a **getaway car** ready, and being **ready to fight employees** as a group.

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Why do they steal Tide Detergent?



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What would the thief be doing with stolen items?

Read this article and think about what the thief would be doing with stolen items

“Police Seek Man who Stole 22 Bottles of Tide Detergent from Stop & Shop”

STOUGHTON (CBS) – Stoughton police want to know who stole a large amount of Tide laundry detergent from a Stop & Shop on Valentine’s Day.

Someone left the supermarket without paying for about 22 bottles of Tide Thursday. The department has released a surveillance image of the man.

Police are looking for this man after Tide was stolen from a Stop & Shop (Image credit: Stoughton Police)

Anyone with information is asked to call police. (2019-02-15)

<https://boston.cbslocal.com/2019/02/15/stoughton-stop-shop-tide-stolen-police/>



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Organized Retail Crime Methods

The Booster-Fence Ecosystem

Q: What are “Boosters” and “Fences” in Organized Retail Crime?

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The Booster-Fence Ecosystem

Boosting

Professional shoplifters – Boosters steal products from retail stores

Fencing

Buyers or Boosters themselves sell stolen items through various fencing operation:

- **Traditional Venues** (30% retail value – much less expensive, so people get attracted) – flea market, pawn shops, house garage, etc.
- **E-Fencing** (70% or more retail value) – selling through online marketing
- **Fraudulent Refunds** (up to 100% plus sales tax) – returning products to retail store (if you leave your receipt on a counter or drop it on the floor in a store, the shoplifter will pick it up and use it to get refunds)

Detailed information is in your Workbook

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Boosters – The people who steal products intending to resell them

Level 1 Booster: someone who steals relatively small amounts, works alone, and operates locally. If they live in Winnipeg, they might never leave Winnipeg to steal. They might steal things from their neighborhood store and walk right across the street to another store to sell them.

Level 2 Booster: a booster begins to travel to nearby cities to steal, when they increase their sophistication and volume, often teaming up with a partner or a group.

Level 3 Booster: a team of coordinated criminals who operate nationally and may sell their product directly to diverters.





Fences – The buyers of stolen goods

Level 1 Fence: directly reselling product to consumers. They often appear to be legitimate businesses – they might be a local corner market, a swap shop, or a booth at a flea market. They sometimes recruit and train boosters, and they may buy product from level 1, 2, or 3 boosters.

Level 2 Fence: the middleman between boosters and wholesalers. The primary function of the level 2 fence is to repackage stolen product and sell it to the level 3 fence – the diverter. They typically operate out of a residential house, a warehouse, or a storage unit.

Level 3 Fence: these diverters complete the circle, selling stolen product back to retailers. They operate as a legitimate wholesaler or distributor, mixing legitimate product with stolen product and selling it back into the retail commerce stream.



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Shoplifting Videos

Watch:

Professional Shoplifter At Work In Front of Her Daughter!

<https://www.youtube.com/watch?v=ZwKNz2UaNIIs> (no sound)

Watch:

ORGANIZED GANG OF SHOPLIFTERS IN A LOCAL SUPERMARKET

<https://www.youtube.com/watch?v=nzvXaHzaulk> (no sound)

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Crime keeps growing??

Q: Why does stealing continue?

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Top Stolen Items

Designer Clothes
Laundry Detergent
Infant Formula
Razors
Designer Handbags
Denim Pants
High-end Liquor
Deodorant
Teeth Whitening Strips
Cell Phones

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The reasons retail crime continues:

- The risk versus reward is in favor of the thieves.
- Ease of the activity – stealing product or selling it; mostly online (often with social media).
- Gift cards or return policies related to them have made it easier to steal from retailers.
- Retailers are often unable to counteract the problems due to staff shortages, a “do-nothing” policy and lowered supply chain security.
- Brand names and/or demand for specific products can bring increased stealing.
- Criminals know they won’t face serious jail time for stealing from retailers.
- Retailers don’t get enough support from police
- Police haven’t developed adequate resources and are not able to fight the crime.



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Controlled Entrances

Decreased Thefts in Liquor Stores in Winnipeg

Up to date Manitoba Liquor Mart status:

- What can I expect at a Liquor Mart with a Controlled Entrance?
- Is it making a difference?

Read: Controlled Entrances

<https://www.mbl.ca/controlled-entrances>



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Prevention is Most Important!

1. Things to do ahead of time
2. Identifying shoplifters
3. Things to do at the scene
4. Things to do afterwards



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Q: Can you list things you can do to prevent theft ahead of time and during customer interaction?

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To prevent theft...

1. Eliminate blind spots in the store by rearranging racks, counters, cash registers, etc.
2. Use mirrors or closed circuit TV cameras.
3. Know your sales area – knowledgeable sales clerk is in a much better position to spot items that have been moved or are missing.
4. Display Strategies
 - Display small items and expensive items in a showcase that can be locked.
 - Don't display expensive merchandise in the front of the store or near entrances or exits unless they are secured – place items that are often targeted in an area in the front of the store, near cashier or another highly visible area.
 - Never put out more than one expensive item on a counter top for a customer to look at.
 - Keep shelves and displays low – if shelves are high and merchandise is stack high, sales people can't see over them.





They should be able to see what a customer is doing from anywhere in the store.

- Arrange merchandise so that customers must pick it up – otherwise merchandise can be pushed off the counter into a bag.
 - Install adequate lighting to maintain visibility throughout the store – dark areas are an invitation for criminals.
 - Keep commonly stolen items in plain view to discourage shoplifters.
 - Display only one item when merchandise comes in pairs such as shoes.
 - Attach merchandise to something, so that it will be difficult to remove.
 - Alternate direction of hangers for merchandise on racks to prevent sweeps.
5. Return to stock any merchandise which was taken out for a customer's inspection and was not sold.
 6. Keep the area clear of discarded sales receipts – shoplifters may use them as evidence as purchase.
 7. Maintain a clean and organized store including racks, shelves and dressing rooms – a disorganized, dirty store tells a shoplifter the employees are not paying attention.
 8. Increase personnel during rush hours or busy holiday seasons.
 9. Allocate employees throughout the store so that each zone is covered including the front door – it disables the potential thief from finding privacy and doing all the shoplifting in that employee-free zone.
 10. Actions in the store
 - **Be Active:** activity shows that the business personnel are alert and well trained and it gives an aura of professionalism to the business. Being stationary and behind the counter allows criminals to conceal and steal merchandise.



- **Make customers feel important: “The best prevention of crime is good customer service.”** – Thieves love anonymity (secrecy/not identified); Attention is good for business and bad for shoplifters.
 - ✓ Greet everyone that comes into the business as soon as possible. Look the customer in the eye with a smile and let them know you are there, “Hey, I’ve been watching you and it looks like you might need some help” – this deters loitering and increases risk of identification.
 - ✓ If you are occupied with another customer, verbally acknowledge them and let them know that you will be right with them or request assistance from your colleague.
 - ✓ If a customer is acting suspiciously, ask open ended questions then state, “I’ll be right over here if you need help or have any questions.” This lets the potential thief know that you are aware of their presence – thieves hate attention so if you are engaging and acknowledging them, they are unlikely to steal as you can now easily identify them.
 - ✓ Be aware of customers that loiter in and outside of the store, look at the cash drawer for an extended period of time, and/or sit outside in a car for long periods of time
 - If a customer is carrying multiple items, offer to put them aside at the front desk.
11. Establish a Fitting Room policy
- Limit the number of items that can be taken into a fitting room.
 - Check items to be taken into a fitting room and watch for other merchandise concealed in pockets or underneath clothing.
 - Display the number of items taken into a fitting room on the fitting room door to match in & out counts.
 - Lock the fitting room door when it’s not used.
12. Establish a Register policy
- Open the register drawer only when a sale has been rung up.
 - Close the drawer before packaging the merchandise.



- Don't allow any customers to distract the cashier who is ringing up a sale.
 - Keep registers locked when not being used.
 - Don't exceed the maximum amount of money allowed in the cash drawer. Periodically remove excess banknotes from the register and place directly into a drop safe if available or a secondary secure location – small amounts of cash in the register will discourage criminal activity.
 - ✓ Bait Money: record serial numbers of different denominations and be prepared to give this information to police in the event of a robbery.
 - ✓ Do not use pre-marked money bags.
 - ✓ Vary time and route.
 - ✓ Do not draw attention to the fact that money is being carried.
 - ✓ Make frequent deposits – don't let deposit amounts get too large.
13. Establish a Merchandise Return policy
- Do not allow cash returns without store receipts.
 - Make sure to get a full original store receipt – thieves will often paste together receipts or photocopy it.
 - Limit the dollar amount of any return without direct manager's approval.
14. Communicate with neighbor store clerks and exchange information.
15. Follow the store policy on shoplifting and prosecutions set by the business owner/manager.
16. Business owner/manager can decide to install signs at the entrance and other prominent locations – “shoplifting is a Crime! Violators will be Arrested and Prosecuted”.

**It is Easier and Safer
to Prevent Shoplifting
than to Deal with a Shoplifter.**

What are theft and robbery?

Theft refers to someone stealing something in secret. *Robbery* usually refers to someone stealing something using force or the threat of violence.



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Prevent, Prevent and Prevent!

Watch: "Preventing Shop Theft, Employee Training – Take a Good Look"

https://www.youtube.com/watch?v=vwo_GwdtROY

Detailed information in your Workbook

Watch: Retail chains start using body cameras on employees to stop shoplifting

<https://www.nbcnewyork.com/news/retail-chains-start-using-body-cameras-on-employees-to-stop-shoplifting/5495291/>

It is Easier and Safer to Prevent Shoplifting than to Deal with a Shoplifter.



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Spot the Shoplifter

Q: Can you list suspicious behaviours or incidents to identify potential shoplifters?



Workbook Resources

You are to prevent it, not to apprehend!

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How to spot the shoplifter

- Someone who...
 - ✓ Seems nervous or avoid eye contact
 - ✓ Wanders around the store without buying anything
 - ✓ Leaves the store and come back soon after
 - ✓ Stays in a part of the store where it is difficult to see him/her
 - ✓ Keeps looking around or watching you
- Be aware when an individual is dressed unusually in a bulky clothing or inconsistently with the weather ie: large over coat in the summer.
- A person who is paying more attention to the employees or keeps looking at cashier rather than the merchandise should be considered suspicious.
- Someone who picks up items to look at, but never checks the price.
- "Shoppers" coming in with large duffle bags, backpack, purses or worn out, wrinkled empty bags from other retailers.
- Shoplifting tools: large bags/purses, bulky clothing, clothes with pockets, baby stroller, newspaper (to hide small items), umbrellas, hats, etc.
- Be cautious when a shopper asks the employee to check the back room for certain models or having them write down model numbers under the guise they want to compare item online. This distracts the employee for their purpose.
- An uptick (small increase) in false alarms from security products. Thieves will watch to see how staff react or don't react.
- Someone refusing customer service.
- A person who stays in the store for an unusually long time or is often in the store but doesn't purchase anything.
- Person lingering or staying in an area in the store where employee visibility is limited ie: corners, behind pillars.
- Shelves or displays purposely disorganized to hide "holes" should be a flag.



- “Crotch-walking” is a technique used by women wearing full skirts and dresses. They simply place the merchandise between their thighs and walk away.
- Some shoplifters just grab stuff and walk out with it. They rely on the trustfulness and slow response time of sales clerks.
- Some shoplifters grab garments from racks close to the door and run off. This can be prevented easily by alternating the directions of hangers.
- The really brazen thieves simply walk out with large items that are not ordinarily put in bags.
- Shoplifters put on merchandise under their clothing in fitting rooms and walk out.
- Customers come in the store without any jewelry or accessories but wears or carries items of this type when they leave.
- Someone wearing a shirt, slacks or other garment with an elastic waistband or wearing “shoplifter bloomers” can hide merchandise in them.
- A pair of shoppers comes in and while one distracts you with questions, the other steals.
- Be careful when a group of three or more than either swarming the employee or distracting them while the others steal.
- You never think of these people would steal: ages, gender, professional appearance and your neighbor don’t matter – anyone can be a thief.
- When you notice the same individual in the store but they never make a purchase.
- Beware of the customers that might switch price tags in order to get them cheaper
- Waiting for peak selling times when the employees are busy helping other customers.
- Targeting new employees or employees working alone.



- Same customers keep coming back – to steal until you make it difficult for them – they become more confident and brave each time they successfully steal from you.

Thieves are always ahead of us...

Although all theft negatively impacts the profitability and bottom line of the business, the professional shoplifter and organized retail crime groups have the biggest negative impact. This is due to the large quantities they steal that are often higher ticket items as they have more value when re-sold on the street. If they were successful, they will continue to target that location or other stores in the chain. One incident can result in several thousands of dollars in losses. Ultimately, the losses will impact the price the consumer pays, product not being available for the consumer to purchase and possibly the future growth of the company.



At the Scene of the Crime

List things you can do if...

Q1: You SUSPECT someone might be stealing

Q2: You WITNESS someone is stealing

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Play it safe! Do not be a hero; your life is more important than money or merchandise.

**SUSPICIOUS case:**

When you **SUSPECT** that a customer may steal, the employee should attempt to **provide extra customer service** to the individual. Open ended questions such as “Are you finding everything ok?” or “Do you need any help?” will only result in the individual refusing service. Employees need to engage the individual by introducing a new product, asking questions about what they are specifically looking for or find a “conversation piece” about the customer ie: “I love your shoes, I used to have a pair that looked identical” or “Wow! For a second there I thought you were my uncle....you look JUST like him!” This tells the suspect he would easily be identified.

WITNESSED case:

When you have **WITNESSED** the SELECTION and CONCEALMENT, **safety comes first!! Do NOT confront or accuse the shoplifter or ask them to empty out their pockets/bag**, etc. and **DO NOT search them** as these can lead to violence and aggressive behavior. If you saw the theft, **notify other employees or your Manager** and advise them of the incident. At this point, you could approach the suspect and begin a conversation such as “I see you’ve selected the brown ‘xxxx’, “Let me show you something similar that you may like...”, “I see you’ve selected ‘xxxxx’....can I show you where the register is or start a fitting room for you?”. Then, give the shoplifter a little bit of space to be able to “ditch” the product and if possible, position yourself close to the entrance.

Make sure to obtain the procedure manual from your employer and follow the steps.



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Your Right

Exercise the Shop Keeper's Right to Refuse Act for all known shoplifters

If you encounter a known shoplifter, call mall security in advance if you believe the individual may become violent or aggressive. It is better to have mall security at the store right away to assist you in case something happens.

You are to prevent it, not to apprehend!

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- Afterwards -

Q: Can you list things you should do afterwards (after the business was robbed)?

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See a Sample "Suspect and Vehicle Identification Sheet" on next slide

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**Suspect and Vehicle Identification Sheet****A Sample "Suspect and Vehicle Identification Sheet"**

Sex ○ Male ○ Female ○ Other	Age	Height	Weight	Race	Facial Appearance (draw below)	Vehicle (draw below)				
Hair (colour/style)				Hat (colour/style)		 				
Eyes (colour/glasses)				Coat	Colour	Make	Model	Licence#		
Complexion				Shirt	Specific Facial Details		Body Style		Damage/Rust	
Jewelry				Pants/Skirt	What did the Suspect Say?		Antenna	Bumper Sticker	Wheel Covers/Other	
Scars/Marks				Shoes	Any Tool/Weapon?		Direction of Travel			
Tattoos/Piercings				Accessories/Other						

www.icmanitoba.com**After the shoplifter has left...**

Fill out the Incident Report and/or Suspect Description Form and give the form(s) to your supervisor. This will also provide valuable information for the police. Record the date and time of the incident and write down as much information about the shoplifter as possible:

- Height and weight
- Hair style and colour
- Skin colour
- Other notable features such as scars or tattoos
- Mannerisms
- Clothing and footwear
- Vehicle make, colour, year and licence plate number as well as direction of travel

Make a point of try to describe the suspect's footwear. Many thieves and robbers will change their clothing afterwards but not their shoes.



Identification Exercise 1/2

1. Look at this picture for 10 seconds



2. And then, follow instructions on the next slide

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Identification Exercise 2/2

Activity

- 1. Fill out the Suspect Identification Sheet in your group with what you remember from the picture (in Breakout Rooms)**
- 2. Share the information in the class**

How much do we remember?

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Racial Profiling

What's Racial Profiling?

Monitoring shoppers based on the colour of their skin violates Human Rights Codes. This shouldn't happen.

Watch: "Shopping while black: Mary's story (CBC Marketplace)"

<https://www.youtube.com/watch?v=riPydAtFV-0>

Read: "Shopping while black: Marketplace finds some shoppers targeted by retailers because of race" – *read about racial profiling test results by CBC Marketplace*

<https://www.cbc.ca/news/business/marketplace-racial-profiling-retail-stores-1.3460747>

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Racial Profiling

Monitoring shoppers based on the colour of their skin violates human rights codes, but it does happen often. It is very important to follow your employer's guidelines and human rights codes.





Vendor Theft

Q: Can you list examples of Vendor Theft?

[Workbook Resources](#)

Watch: Vender Theft

<https://vimeopro.com/memorytree/animations/video/111777460>



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Vendor Theft

A type of loss crime caused by vendors including service people that have access to business areas – electricians, contractors, sales reps, cleaners and mall security. They have easy access and retail workers tend to trust them.

Delivery Fraud

More than received products are invoiced for.

Stealing Products/Supplies/Money

Products, supplies, equipment or even cash are stolen while no one is present in warehouse or store, or workers are too busy to notice.

Replacing Merchandise

Products are switched in boxes with lesser, old or used items.





How to Prevent Vendor Crime

- ✓ Check delivered items carefully – invoice amount, product name, any signs of opened/alterd packaging, etc.
- ✓ Get a copy of invoice/delivery slip
- ✓ Take time to receive and check delivered items
- ✓ Do not sign until everything is checked completely
- ✓ Do not accept extras that are not on the invoice – might be charged later
- ✓ If any items are missing from the invoiced list, make sure to update it on the invoice and get the name of the delivery person and signature; call their company to confirm
- ✓ Do not trust any service people during your shift – keep cautious

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Internal Theft – 1/2

Q1: Who steals?

Q2: What's stolen?

Q3: What's employee's rationale for theft?

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Statistics show that fraud by employees is a significant problem for Canadian businesses

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Statistics show that fraud by employees is a significant problem for Canadian businesses.

On average, employees steal \$2,500 from their employers before they're caught while customers steal about \$175. (Retail Council of Canada)

Internal Theft is the single largest source of theft to business – 75% of employees have stolen once, 50% steal more than once.

Internal Theft is committed by employees including managers.

Employers often trust their employees and don't suspect internal theft.

However, employees have access to cash, products, supplies, customer account information, keys/codes to security systems, doors, cabinets, register, safe, etc. If they decide to steal, it's easier for them to steal than for the customers.

A list of common theft items/ways

- Cash
- Merchandise
- Supplies (shopping bags, toilet papers, garbage bags, sugar, pictures, chair, copy papers, etc.)
- Use of voids and refunds
- Sweet-hearting (put unpaid items in a bag for family/friends)
- Give-aways
- Service (no-charge service for another employee/family e.g. tire change, installation, delivery)
- Personal use of company properties (car, camera, computer, washing machine, etc.)
- Extra breaks or extended break time
- Report extra working hours

Dishonest employees use the knowledge of the business, security, manager/employer's routine, etc. to find the right timing and methods



to steal – usually start with a small amount of stealing to see if anyone would notice and then it becomes a routine to steal on a regular basis.

Those dishonest employees are often friendly, cooperative, honest-looking, dedicated employees that you never think they would steal from the business. Even wealthy employees can be stealing.

Internal theft often hurts the business significantly and it is much more dangerous to the business. It could lead to bankruptcies for the business owner.

Employee Rationale for Theft

- My company doesn't pay me enough for what I do.
- I work harder than other workers, so I deserve it.
- I don't take breaks, so I'm entitled to their owning.
- I don't make enough money for living. I need it.
- Other employees get extras from the employer, but me.
- Everyone does it.
- I made more sales than other employees. I should get rewards.
- This is not stealing.
- Loss is covered by the business insurance, so why not.
- My employer makes a big amount of profits. I deserve the share.
- I'm so stressed and can't help taking stuff from my work.
- My company was unfair when they gave the position to someone else – revenge.



Internal Theft – 2/2

“On average, employees steal \$2,500 from their employers before they're caught while customers steal about \$175”

– Retail Council of Canada

READ: A company's most costly thieves already have keys to the building

<https://www.cbc.ca/news/canada/nova-scotia/employee-theft-business-loss-money-1.3983773>

*** Despite the numbers, the owner said only a small percentage of employees steal from their employers and most people are putting in an honest day's work.**

Internal Theft is the single largest source of theft to business – 75% of employees have stolen once, 50% steal more than once

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'Employee Theft Quiz'

Is it Stealing?

1. “Borrowing” money from the cash register at work? (Y/N)
2. Running personal errands on company time? (Y/N)
3. Making long distance phone calls at work against company rules? (Y/N)
4. Using or bringing home office supplies for personal use? (Y/N)
5. Allowing a friend or family member to get an unauthorized discount? (Y/N)
6. Fudging your time card by a few minutes? (Y/N)
7. Padding an expense account for items bought for personal use? (Y/N)

<https://theshulmancenter.com/pdf/employee-theft-facts.pdf>

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What if you witness your co-worker is stealing

Employers can't expect employees to report it. If there is a procedure to report anonymously, employees often consider to report it.

However, when it's your duty to do something about it, speaking to your employer about it is a delicate matter that you should approach with ample preparation and certainty and an extremely careful manner.

- Refrain from talking to your boss about the stealing unless you're **completely sure about it**. Theft is a serious matter and one that often leads to the termination of the guilty party's position.
- **Don't allow yourself to be tempted to share your suspicions** with your co-workers, no matter how close you feel to them. Rumors spread fast and can be extremely dangerous in a work environment.

Read: "How to Tell a Boss That a Co-worker Is Stealing Money"

<https://work.chron.com/tell-boss-coworker-stealing-money-26729.html>

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Retail Violence

Q: What are Do's and Don'ts when you encounter a Violence?



Workbook Resources

Remember that you can't control other people. The best thing you can do is to control your own feelings, words, and actions

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Retail Violence

Some do's and don'ts for preventing retail violence

Do's

- Be polite and friendly to all customers.
- Make eye contact and greet customers as they enter the store.
- Look for signs that customers are upset or under the influence of alcohol or drugs.
- Learn to recognize customers who are likely to cause trouble.
- Stay calm. Listen to customers and respond calmly.
- Try to steer customer anger away from you. For example, if a customer is angry because you won't sell him or her cigarettes, explain that you are just following the law.
- Encourage customers who are angry or upset to talk to the manager. If the manager is not available, give the customer a phone number to call.
- Make sure important signs stay posted. For example, the front door might have signs that say: "Store has limited cash after dark" and "Time-lock safe – Clerk cannot open."
- Keep emergency numbers on hand. Stick them on each phone.

Don'ts

- Trade insults with customers or react to their anger.
- Take customer complaints personally.
- Talk down to customers.
- Try to physically stop or hold someone.
- Put up displays, signs, or posters that block the view of the cash register or exit doors from inside or outside the store. (Thieves hate to perform for an audience.)



Retail Safety, Security and Health Guide for WORKERS

Please read further important information on the following links:

“Safety and Health Guide for NEW RETAIL WORKERS”

Read:

<https://www.safemanitoba.com/Page%20Related%20Documents/resources/Safety%20and%20Health%20Guide%20for%20New%20Retail%20Workers.pdf>

- Leading causes of injury in retail industry
- How to deal with various safety and health issues
- Handling Potentially Dangerous Situations and Biological Hazards
- Shoplifting and Robbery
- Dealing with Harassment
- Dealing with Emergencies

“Retail Safety and Security Guide”

Read:

https://www.safemanitoba.com/Page%20Related%20Documents/resources/GD_RetailSafetyAndSecurity.pdf

- Making Business Less Vulnerable to Crime
- Crime Prevention Checklist
- Incident Report Template
- Types of Incidents
 - Thefts
 - Intoxicated Person
 - Suspicious Individual
 - Evacuation
 - Lockdown
 - Active Shooter

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Acknowledgements

This presentation was prepared by the Immigrant Centre Employment Services Department.

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