

Test Your Team's Loss Prevention IQ

Ask your team the questions before each step in the scenario. Have them discuss the possible next steps or how they would manage the customer(s). Be sure to talk about your operation's policy for dealing with possible shoplifters and other loss incidents.

The Scenario

You're in the paint department at the front of the store cleaning and facing shelves when a group of three teenagers walks into the store, laughing loudly. They each go a different direction as they enter the store. One of the teens grabs a can of spray paint from the shelf and then heads to the back of the store. What do you do?



You walk over to the cash register to check if there are any returns that need to be restocked. The cashier hands you a box of lightbulbs and a garden hose. You head toward lighting first.

What's the difference between asking if you can help and how you can help?

One of the teenagers comes around the corner and starts picking up smart lightbulbs. You ask if they have any smart lighting at home. They say they are just looking and leave the department.

What's the difference between suspicious behavior and general rowdiness?

You pass the group in plumbing on your way to lawn and garden. You ask them what they're looking for. They say they are looking for a new toilet flapper, but they don't know which one they need.

What are some signs that a product has been stolen?

As you're restocking the lightbulb, you see the lid from the spray paint that one of the teens grabbed. You finish your task and head to the lawn and garden department to put away the garden hose, keeping an eye out for the group on the way.

How can you ensure a customer has the right products?

The teen shows you a picture of the toilet on their phone. You grab the right flapper. You ask about the spray paint another one in the group is holding. They are working on a school project and ran out of paint, which is why they came to the store in the first place.

What questions can you ask to create add-on sales?

You ask about the project. They're building a model of a rocket. You lead the way back to the register and ask if they need any snacks to get through the end of their project. Each teen adds a protein bar and a sports drink to the sale.