

What All Clerks Should Know



ROBBERY PREVENTION STANDARDS

MAKE THE STORE ATTRACTIVE TO CUSTOMERS, UNATTRACTIVE TO THIEVES.

- Keep the store neat and clean.
- Keep it well stocked.
- When there are no customers in the store, get away from the front sales counter by sweeping, dusting, cleaning, stocking, etc.

KEEP THE SALES COUNTER IN CLEAR VIEW FROM OUTSIDE THE STORE.

- Move any posters or displays that block the registers from view outside.
- After dark, remove any displays a robber could possibly hide behind.
- If you stock firewood, keep it low.
- Make sure you can see out and the police and passers-by can see in.

SPOT POSSIBLE HIDING PLACES OUTSIDE THE STORE.

- Notice possible escape routes from the store.
- Locate outside phone booths or other hiding places.
- After dark, observe lighting and dark corners.

KEEP ALERT AT ALL TIMES.

- Notice what is going on outside the store.
- Be aware of cars parked across the street or off to one side of the lot.
- Look for anyone who may be watching the store or loitering in or around it.
- If they do not leave, call the police and ask for a patrol check.

GIVE A FRIENDLY GREETING TO EVERYONE WHO ENTERS THE STORE.

- Look them directly in the eye.
- Ask the customer ahead of someone suspicious, "Are you together?" The customer will usually turn around to look at the person and then may be able to help make an identification.
- Ask persons alone if they need assistance. Customers like the attention and robbers don't.

KEEP THE CASH REGISTER FUND TO A MINIMUM.

- Drop all \$10 and \$20 bills as soon as you receive them. Drop all cheques and food stamps.
- Let customers see you making drops, and tell them why you are doing it.
- Ask customers for exact change or the smallest bill possible.
- Keep a \$2 bill beneath your \$1 bills. Record the serial number and put it in a safe place. If you are robbed, you will be able to identify it later.

TAKE EXTRA PRECAUTIONS AFTER DARK.

- Drop money into your safe. Don't hide it in a drawer or under the counter.
- Check each night to see that outside lights are on and working.
- Operate one register late at night through early morning. Open the empty unused register drawer and tip it for display.
- Run an "empty register" . . . just \$5's, \$1's, and change.