

Emergency and Security Procedures

(The following procedures are specifically for shop volunteers.)

EMERGENCY:

In the event of fire, or other emergency, leave the shops and the gallery immediately using the closest door.

Assemble outside the North entrance (central), away from the building, and check that all shop workers on your shift are present.

In the event that someone is missing, notify Security.

Do not return to the building until the security officers issue an "All Clear".

Shop volunteers are not responsible for clearing customers or vendors out of the building.

If you note that a customer, volunteer or staff member is injured, notify security immediately. **Injury reports must be completed.**

SECURITY:

The major deterrent to theft is to acknowledge the arrival of each customer.

Greet him/her pleasantly, and directly, so that they realize that you are there. Offer to remove items from the cases for the customer's inspection. If you are with another customer, nod and tell them you will be with them shortly.

Help one customer at a time. Take only one tray from the case at a time. Return that tray before removing another one.

LIMIT THE AMOUNT OF JEWELRY YOU SHOW A CUSTOMER. Open one case at a time, and close it promptly when finished. Please have only FOUR pieces of jewelry or ONE ring tray out at one time. The customer will understand if you place merchandise back in the case before showing other merchandise.

Return each item to the case as soon as the customer has completed their inspection.

Do not leave items unattended while going to the back room.

Do not turn your back while merchandise is left on the counter.

Security tags on rugs and other merchandise must be removed or deactivated at the time of purchase. Do not tell customers that only certain merchandise has tags.

DO NOT ALLOW CUSTOMERS BEHIND THE COUNTER. Take the merchandise to them.

Be alert to anyone in the shop attempting to switch tags. This is a major problem at all retail establishments. If an item is brought to you with a retail price that looks low, have the staff check the item in the system to verify the correct retail price.

If the security gate sounds, call regular staff or the security officer who is in the shop. Never try to detain or chase the person. Be aware that certain things other than security tags may set off the gate alarm. It is important to be sure that unpaid merchandise is not leaving the shop.

When helping customers, move around the shop. **Do not congregate in one area behind the counter.** Be alert and aware that areas of the shop are difficult to see from behind the counter, walk around and report anything that seems to be out of order. **Do not stand behind the counter with your back to the selling floor.**

The shop is monitored by cameras and by a security guard, but your presence is the chief aide to these services. ***This cannot be stressed strongly enough....the basic deterrent to theft is a human being with a pair of eyes!!!!***

IMPORTANT: IN THE EVENT OF A HOLDUP, GIVE THE PERSON THE ITEM OR MONEY. YOUR SAFETY IS OF PARAMOUNT IMPORTANCE.

Note details of appearance and call security as soon as the thief leaves the shop.

DO NOT attempt to converse with, follow or detain the suspect.