

## **Security In The Shop**

It is so important to remember that 4 is the maximum amount of items that can be shown at one time! Never take more than 4 items out of a case to show to a customer. More than 4 items are hard to keep track of to both yourself and the customer.

A person with criminal intentions will try to trick you into taking many items out of the cases and try to distract you in order to steal an item.

Many times criminals will come into the shop as a group and one of the people will try to distract you while the rest of the group looks for weak spots in the shop that are easy to steal items from.

Criminals always look for a salesperson that seems like an “easy target” in order to steal items.

If a customer asks you to take more than 4 items out of the cases it is okay to say “Out of these 4 pieces, which ones are you interested in?” This will let the criminals know that you cannot be fooled and that you are well aware of what you have out of the cases.

As an example, a person will try on a bracelet while wearing long sleeves and simply slide the bracelet up their sleeve, but the Heard Museum Shop Volunteer will mention that we started with 4 items, Example: “We had 4 bracelets out, do you have one of them on?”

Always remember that it is the responsibility of each and EVERY ONE of us to protect the assets of the Museum. Please be mindful to watch and cover all areas of the store. A well covered store is more difficult for criminals to steal merchandise!

It is important to greet each and every customer so that they know that you have seen them. This makes the customer happy to have been acknowledged and may deter any criminal behavior.