

A Successful Store Controls Shrinkage

By Preventing Pilfering

Letter Number 16

A CONTENTED, loyal, enthusiastic girl will touch neither our merchandise nor our money. *Loyalty* here is the battle-cry. A loyal girl will not allow another employe to touch our merchandise or our money. She will realize her guardianship and will refuse to be an accessory to stealing by either condoning it or protecting it. If she knows you have a dishonest employe she will tell you *at once*. This is not "snitching" but is a matter involving her *Honor* and an obligation she assumes when she joins your organization. This point should be very carefully, tactfully, and forcefully brought home to your organization. Persistent cash register errors are a red flag of warning. Look out for them.

Pilfering on the part of the customer can be almost entirely eliminated by watchfulness on the part of the girls. Make it impossible for one of them to steal. Teach the girls to watch their entire counters, to face always in opposite directions, to glance around before working in the understocks and to look up frequently. Well filled displays are a help here, and your girls should be trained to replace immediately any article sold. Merchandise easily stolen should always be displayed in a conspicuous place on the counter where it can be watched.

Teach your girls to approach suspicious characters with a "May I wait on you, please?" and then to *stay with them* until they purchase or leave.

Teach your girls to protect you by never under any condition accusing anyone of stealing, but teach them to make stealing impossible by being always on the alert.