

Module 1 - Retail Environment

1. Foundations of Loss Prevention

- Emergence As A Profession
 - Crossing Into Non-Traditional Markets
 - Transformation From A Reactive Force To A Proactive Asset
 - Security Vs. Loss Prevention Vs. Asset Protection
 - Embracing New Roles And Challenges
 - Comprehensive Training
 - Establishing A Command Structure
- The Importance Of Our Profession
 - What We Do
 - Employ Methods Of Deterrence
 - Conduct Investigations
 - Perform Apprehensions
 - Interact With Law Enforcement Agencies
 - Impact On The Bottom Line
 - Our Importance To The Organization
 - Maximize Profits
 - Reduce Shrinkage
 - Effective Inter-department Interaction
 - Our Importance as a Profession
 - Build Credibility
 - Recruit Top Quality

2. Basic Retail Business Operations

- The Business Relationship
 - Sales, Profitability and Other Important Concepts
 - Retail - A Global Concept
- Inventory Management & Supply Chain Operations
 - Merchandising
 - Buyers
 - Marketing
 - Logistics / Receiving
 - Distribution Centers
 - Return Process
- Sales & Customer Service
- The Emergence of E-Commerce
- Management Roles & Responsibilities
 - The Front Line

- Daily Operations
 - Financial Documents Overview
 - Registers Operations
 - Service Desk Operations
 - Cash Office Operations
 - Layaway
 - Store Value Cards & Gift Cards
 - Fraudulent Transactions
- Additional Business Partners
 - Human Resources
 - Finance / Audit
 - Operations
 - Legal
 - Risk Management
- LP Organization within the Company
 - Support
 - LP Role In the Business Flow

3. The Causes Behind Loss

- Finance, Profit & Margin
 - Retail Math Made Simple
- Shrink - What is it?
- How Shrink Occurs
 - Internal
 - External
 - Operational
 - Paperwork
 - Product Handling
 - Vendor
- Effects On The Business

4. Shrink Awareness

- Understanding The Impact
- Training & Awareness
 - Communicating Current Trend Information
- Pulling Everyone Together
 - Associate's Role in Prevention
 - The Loss Prevention Front line
 - The Benefits Of A "Meet And Greet" Philosophy
 - Culture of Honesty

- The Value of Deterrence & Apprehension

5. Establishing A Controlled Environment

- The Necessity for Control
- Essential Tools
 - Technology
 - Product Placement
 - Merchandising
 - Floor Plans
 - Open Sale vs. Secured Product
- Public Notices That Get Noticed
 - Return Policy
 - Fitting Room Standards
 - Restricted Areas
 - Consequences of Shoplifting
- Effective Preventative Methods
 - Visible Deterrence
 - Concealed Surveillance
 - Customer Service
 - Locked/Secured “High Value” Merchandise
- Loss Prevention and The Customer’s Shopping Experience
 - Balance

6. Workplace Safety

- Why it’s important
- Safety Standards / Awareness
 - Cleanliness
 - Fire Safety
 - Accidents
 - Workplace Violence
 - Equipment
 - OSHA
- Accident Response
 - Employee
 - Customer
- Emergency Response
 - Response Plans
 - Types

- Food / Drug Safety
 - Proper Storage
 - Proper Hygiene
 - Proper Refrigeration
 - Audits
 - Inventory Turnover
 - Product Tampering
 - Regulatory Food Safety And Hygiene Requirements