**Loss Prevention Champion Toolkit**

**Master Theft Detection Skills That Lead to Security Manager Roles**

*A practical workbook for aspiring loss prevention leaders in convenience retail.*

**1. Theft Detection Skills Assessment**

**“Can You Spot the 5 Most Common Theft Types?” Diagnostic Quiz**

|  |  |  |  |
| --- | --- | --- | --- |
| # | Theft Type/Scenario | How Confident Are You? (✓) | Notes/Questions |
| 1 | Internal theft (employee steals cash or product) |  |  |
| 2 | Sweet-hearting (unauthorized discounts for friends) |  |  |
| 3 | Returns fraud (fake/duplicate receipt, gift card) |  |  |
| 4 | Grab-and-dash (customer runs out with unpaid goods) |  |  |
| 5 | Shoplifting (hiding items, switching tags) |  |  |
| 6 | Surveillance: Spotting suspicious behavior on video |  |  |

**Score:** \_\_\_\_ / 6

*5–6: Security Pro!*

*3–4: Strengthen your detection game!*

*0–2: Start building your skills below.*

**2. Loss Prevention Response Procedures**

|  |  |  |  |
| --- | --- | --- | --- |
| Theft Type | Key Warning Signs | Immediate Response Action | Documentation Needed |
| Internal theft | Repeated voids, cash shortages | Review camera, audit drawer, report | Incident log, camera footage |
| Sweet-hearting | Unusual discounts, familiar faces | Review POS transactions, interview | POS report, employee statement |
| Returns fraud | Frequent returns, missing receipts | Check original sales, flag accounts | Copy of receipts, return log |
| Grab-and-dash | Customer loiters, eyes exits | Alert team, note appearance, do not chase | Incident report, witness notes |
| Shoplifting | Baggy clothing, nervous behavior | Monitor, offer help, call security | Surveillance video, suspect description |

**3. Surveillance Monitoring & Analytics Guide**

* **How to review video footage:**
  1. Start with flagged time periods (cash shortages, odd returns)
  2. Watch for hand-offs, quick movements, item concealment
  3. Log each incident with time/date, description, and outcome
* **POS Analytics Tips:**
  1. Run “voided sales” and “discounts” reports weekly
  2. Track employee transaction patterns for red flags
  3. Integrate camera review with POS event logs

**4. Incident Reporting Template**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Date & Time | Theft Type | Description of Incident | Action Taken | Evidence Collected | Reported By | Outcome/Follow-Up |
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**5. Interview & Promotion Prep Guide**

* **Sample questions:**
  + “How would you detect and respond to internal theft?”
  + “Describe your process for documenting and reporting a shoplifting incident.”
  + “What steps would you take to prevent sweet-hearting at your store?”
* **Portfolio tip:**  
  Save completed incident logs and skills checklists as proof of your expertise!

**6. Career Advancement Planner**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Goal/Position | Skill to Build or Practice | Resources Needed | Target Date | Status |
| Security Supervisor | Surveillance review, POS analytics | Online course, mentor |  |  |
| LP Certification | Complete training, pass exam | Study guide, videos |  |  |
| Store Manager | Team training, loss prevention drills | Checklist, script |  |  |