



STAFF VIGILANCE PROCEDURE

Staff should be vigilant at all times both within the shop and outside on the forecourt. This could help prevent shoplifting and drive offs:

- During every shift staff should take a few minutes from time to time to ensure that all areas are kept clear of litter
- Watch that no one is smoking within the garage perimeter. This includes mobile phones at pumps. Anyone doing so should be asked to extinguish their cigarette immediately or asked to move to at least the bus shelter. Ensure that they do so.
- Be aware of anyone loitering both inside and outside the shop and use your discretion to deal with the situation. i.e. Make them aware that you have noticed them. Offer your assistance. This can be enough to make them move on
- At no time should staff put themselves at risk
- If at any time you feel threatened or intimidated by a customer, call for another member of staff, the manager or the police
- Do not take your eye off the customers in the shop
- When doing Paypoint keep looking up at the customers
- Do not leave the shop unattended
- Do not leave the till while customers are in the shop
- Make lists as you sell items. Go into the back to obtain these items only after locking the door
- If you are seen leaving the till without locking the door (if you have one) you will be subject to a disciplinary warning
- Your full focus should be in the shop and not in phones, books, magazines or newspapers