



## Helpful Holiday Market Hints From Your Holiday Market Committee



### Hint Sheet #3: Shoplifting & Security

- ❄️ Shoplifting and thefts take place at Holiday Market, just like in any retail establishment. The first safeguard against this is awareness of who is around your booth at all times.
- ❄️ Shoplifters frequently work in pairs or groups – one engages you with questions or knocking something over while the other pockets items. When dealing with a group of customers, step back so you can see all of the people in the group. Chat with the whole group. If you are talkative they'll know you are paying attention.
- ❄️ Make a habit of watching people's hands. Watch for nervous body language or aimless dawdling.
- ❄️ Find a place for your cash that is not visible to customers and away from public areas of your booth. Fanny packs are a good way to keep your cash on you. Cash boxes are especially vulnerable during load in and out and early in the morning and late in the afternoon.
- ❄️ Neighborhood Watch! Get to know your neighbors and keep an eye out for them and their stuff too.
- ❄️ Check over your display frequently, to be sure nothing is missing.
- ❄️ Plan to stay until after the building closes, after the sweep has cleared the building, around 6:20 p.m. Feel free to talk to anyone unfamiliar you see lingering around your neighborhood and remind them that the Market is closed and it's time to leave.
- ❄️ When closing, move vulnerable items away from the front of your booth. Use a booth cover and plenty of clamps to secure the front, or drape table.
- ❄️ Don't leave anything valuable in your car. Parking lot thefts also occur.
- ❄️ If you would like, we can walk you to your car at night. Come by the office for assistance. Or time your departure with a neighbor who can walk with you.
- ❄️ What to do if a theft occurs? Get information about the theft, including a description of the suspect, to the Info Booth or Security Personnel right away. **If possible, snap a cell phone photo.** We will send a call out on the radio and have Security attempt to locate the person. Even if you discover the theft and have no suspect, please let the Office Staff know so that it can be logged. We want to keep track of all thefts, in case a pattern emerges.
- ❄️ Counterfeit money – always unfold money that is given to you and make sure the amount is correct. Along with looking for the watermarks and embedded strips, you should always be able to feel etching ridges on the lapels of the Presidents. The ink never completely dries, so rubbing it on white paper should make a mark. If you feel uncomfortable or unsure about accepting large bills, they can always be traded for smaller cash at the Office by you or the customer.
- ❄️ **Extra: In case of Flu or Other Emergency.** If you are ill, you can have someone sell for you. Please let the office know who will be filling in.
- ❄️ In case of illness or weather emergency that keeps you from opening your booth, please let the office know so we can cover and sign your booth for the day, or until you arrive.
- ❄️ Reminder from Mom: Eat right, get plenty of rest, drink lots of water and wash your hands or use hand sanitizer frequently.