

The Questioner

Suspected Organized Retail Theft Apprehension Form

The key to cracking suspected organized retail theft cases that impact your company on a larger scale is by gathering intelligence. Try using the ten key questions below to guide a conversation instead of an interrogation.

1. Is this the first time you have been here and why did you come here today?
Yes ____ No ____ _____

2. Is it easy to shoplift in our store? Yes ____ No ____
If yes, why? _____

3. Besides this merchandise, what other merchandise have you taken?

4. Are you going to keep this merchandise, or will you sell it (if the merchandise was to be sold, ask how much he/she would receive for it)?

5. What types of merchandise are other people, perhaps your friends, stealing? _____

6. Who buys shoplifted merchandise? _____

7. Do you shoplift and sell directly to a business or to an individual? _____

8. Where are these people or businesses located? _____

9. Do other people who shoplift sell to these same people? _____

10. How many shoplifters work for the person to whom you sell stolen merchandise?

Tips:

- Please keep in mind that there are no threats or promises made during the conversation.
- Do not use interrogation; use conversation and the shoplifter is more apt to talk.
- Please remember, these questions are a template. Try to change them to fit into a conversation that flows easily. The goal is to get as much intelligence as possible without making the shoplifter feel as if he/she is being interrogated.
- This is a fact-gathering conversation. Work at it and fine-tune it to your style of communication. It will improve with practice.
- If you feel the information is of value and will have impact on your company, contact your corporate security department and local law enforcement.

General Comments:

1. What did you learn from this interview? _____

2. What steps should you take based on the information you have gathered? _____

3. Results *(This section may be completed weeks or months after the interview, depending on the extent of the criminal activity discovered.)*

