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TOPICS INCLUDE:

Shoplifter Detection - "Who" to look for; "What" to look for; Opportunity, Surveillance; Red zones

Shoplifter Apprehension - Elements of the crime; Basic steps in making an apprehension; Taking control of the situation

Shoplifter Variations - Ticket switching; Theft by Deception; How to handle accomplices

Interrogation Techniques - Juvenile procedures; Professional conduct; Prosecution policy

Employee Theft Detection - Use of CCTV; Interview procedures; Merchandise recovery

Fire Safety Instruction - Proper use of fire extinguishers