

SECURITY CHECKLIST FOR GIFT SHOPS

HOTEL

PERIOD/YEAR OF REPORT

NAME OF PERSON COMPLETING CHECKLIST

NAME(S) OF ASSOCIATES(S) ON GIFT SHOP DUTY

DIRECTIONS

This form is to be completed by the Security Director/Supervisor. A copy should be retained for one year in Security.

The checklist is to be completed on a periodic basis.

Due to the nature of some of the questions, it may take several visits to the Gift Shop to completely answer each item.

Results of the inspection should be discussed with the Resident manager and the Gift Shop Managers/Supervisors.

		YES	NO	DATE
1.	Are receipts offered at the close of all transactions?			
2.	Did the sales clerk state the correct amount tendered and also count the correct change back to the customer?			
3.	Was all money placed in the cash register immediately following the transaction?			
4.	Was cashier's area neat and free of loose change, tally sheets or items that could be used as counters, such as matches?			
5.	Were all customers greeted?			
6.	Was eye contact established by the clerk on duty with all customers entering the shop?			
7.	Did associates give maximum attention to customers?			
8.	Did sales clerk follow correct credit card verification procedures?			
9.	Are all physical security equipment items (i.e. CCTV, alarms, locks, clothing theft devices, mirrors, and door chimes) working properly? (If not, please explain in comments sections).			
10.	Are additional items needed? (if so, state in comments section)			
11.	Are high value items secured properly?			

12.	Do sales clerks show only one high value item at a time to a customer?			
13.	Is the Gift Shop Manager's office secure?			
14.	Is the Gift Shop storage area secure?			
15.	Is the Gift Shop Manager the only one having access to the shop storage area?			
16.	Are Gift Shop shipments receipted, logged on a receiving log at dock and shop or storeroom property and promptly?			
17.	Do associates know how to record associate discount sales?			
18.	Are associate IOU sales prohibited?			
19.	Are property removal/red stickers used on associate purchases?			
20.	If appropriate, was quarterly inventory conducted in accordance with SOP?			
21.	Are frequent deposits made to keep operating cash at a minimum?			
22.	Does hotel management set the example? (Use associate entrance, property removal/red sticker policy, alternating period shopping service, etc.)			
23.	Are all procurement vouchers approved by the Resident Manager prior to purchase?			

COMMENTS (Explain all "NO" responses and add remarks as appropriate)
