Commercial robberies of cell phone stores have been on the rise. It is important to alert employees and management of this crime trend and also provide them with some best practices to reduce the likelihood of being targeted. While Metro PCS stores seem to be the most common target, other commercial retailers are also being victimized.

Review Video Surveillance System to ensure it is properly recording. Use and properly maintain a visible recording system in the cash register area. A visible video recording system acts as a deterrent to crime and helps identify criminals who commit a crime in your premise. All visible cameras should be protected in a tamper-proof housing. A properly installed and maintained video security system can be a great assistance to law enforcement.

Front windows are clear enough to allow passersby to see into the store. Keep window signs and posters displayed in such a way as to allow viewing from the street of cash register area.

Opening and closing poses the greatest risk. Do not open or close the store alone. Open and close the store with at least two employees. Have at least (2) persons behind the counter at all times.

The store should be well lighted, even when closed.

Keep the amount of cash in the register to a minimum. Bank deposits should be made daily to reduce the amount of cash on the premise. Travel with someone when making a bank deposit. Vary the time and the routes taken and do not make other stops between the store and the bank.

Never let a stranger into your store before or after business hours. Check carefully the identity of all delivery personnel and other workers. Robbers have posed as delivery personnel in order to gain entrance.

With respect to alarms: Manual hold-up buttons should be placed in more than one location in the premise. This device is intended for a specific purpose. Don’t set off a hold-up alarm for a petty crime.

**WHAT TO DO IN A ROBBERY:**

The Basic Rule Is: Do not resist and cooperate fully. Keep calm. Be a good witness.

Don’t be a hero. Attempt to keep all concerned calm.
Be observant. Things to look for: Skin coloring, age, height, weight, clothing, voices, scars, tattoos, deformities, nicknames used. Watch to see whether anything is touched so you can preserve it for evidence.

**AFTER A ROBBERY OCCURS:**

When the thieves leave - lock the door and call 911 immediately. Protect the scene - Do Not Touch Anything.

Remain in the premise for your safety and stay calm.

Ask all witnesses to remain until the police arrive.

All managers should develop a proper attitude toward security that can best be summarized as Alert, Vigilant, Suspicious and Skeptical.

You must constantly strive to keep risks at a minimum.