

THE NEW

Best practice

in reducing employee
theft at QSRs

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None of us wants to believe that our employees are stealing from us. But, a lack of belief doesn't make loss from employee theft any less real. And, as restaurant headlines report, the impact can be significant.

“Employee arrested for allegedly stealing approximately \$15,600 from restaurant over the course of a year.”

Source: www.poughkeepsiejournal.com

“Former restaurant hostess accused of pocketing more than \$112,000.”

Source: www.orlandosentinel.com

“Fast food employee stands accused of stealing \$2,263.36 from a deposit envelope.”

Source: www.patch.com

“Restaurant faces \$75,000 loss after employee makes fraudulent cash refunds to help pay bills.”

Source: www.yakimaherald.com

The reality is, employee theft is happening everywhere. In fact, the U.S. Chamber of Commerce estimates that 75% of employees steal from the workplace at least once—and that most will do so repeatedly.

Source: www.cbsnews.com

Unfortunately, employee theft can be difficult to uncover and often happens after the money (or the employee) has left the building. Traditional restaurant loss prevention techniques can take you hours each day to find loss. Simple exception reports that are part of your point-of-sale or back-of-house systems provide you with plenty of data, but few real answers. You may invest hours of time, struggling to figure out which exceptions are worth investigating further and what to do about them, only to discover the exception was legitimate or had minimal monetary impact.

“I was spending hours a day manually pulling and analyzing 10 reports. I needed to find a better way.”

– Kevin Conrad,
Above Store Leader
at Bravo Foods

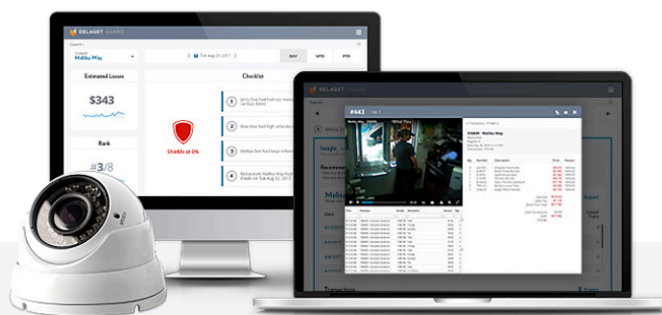


POS exception reporting is not the answer—

Here's what is:

You may be surprised to learn that restaurant operators who successfully minimize loss due to employee theft are not relying on POS exception reports alone to guide their LP efforts. These operators know that traditional practices are time intensive, moderately fruitful at best, and fail to provide important context that could be found with video.

Nor are successful operators depending solely on cameras which can leave them sorting through hours of footage.



Instead, these savvy restaurateurs are using technology solutions that do the work for them—solutions that identify monetarily-significant instances of employee theft and present the evidence in the form of transaction-level detail alongside corresponding video footage. Not only is this a much more efficient means of identifying loss, it helps remove doubt in loss prevention investigations. Interviews and investigations will go more smoothly if you can confirm suspicious behavior with a ticket-level detail, and if you have corresponding video footage to provide further context.

[Learn tips for conducting a successful loss prevention investigation](#)



The new best practice for addressing employee theft is to:

1

Leverage advanced analytics to quickly find substantive theft.

2

Use video surveillance to validate and fully understand the context of those suspicious activities.

3

Guide restaurant managers on the immediate actions to take with prescriptive intelligence.

Recent technological developments have made it easier and faster than ever to follow this best practice with solutions that integrate all three elements into one interface. In fact, these integrated solutions can dramatically reduce the amount of time spent searching for loss, swiveling between systems, and even traveling between stores. Because these integrated solutions are highly effective, restaurant operators are recouping the costs in a matter of months, and sometimes in a matter of weeks or even days.

Below are guidelines for selecting a best-of-breed loss prevention program to minimize employee theft at your QSRs.



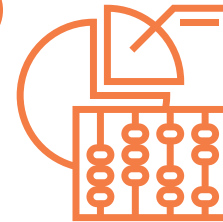
1

Use analysis tools that give you and your team detail down to the transaction level; this eliminates guess-work and tells you exactly what happened.



2

Quit spending hours analyzing exception reports, and instead leverage solutions that recommend actions for the highest-risk areas; this will dramatically cut back on the time you spend looking for loss and ensure there is a strong ROI for your efforts.



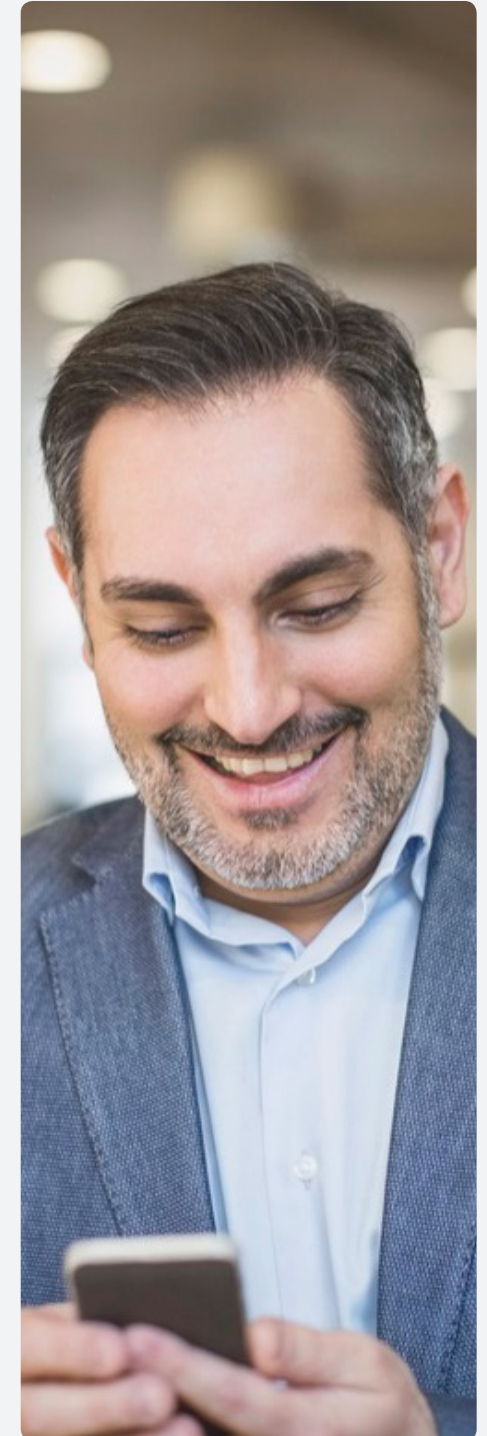
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Use a solution with benchmarking capabilities to compare store and employee performance; these comparisons will point to trouble areas that you can immediately address.



4

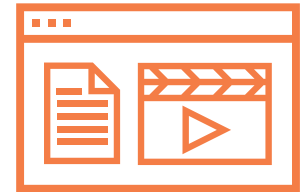
Monitor the degree each store is acting on loss prevention recommendations, so managers can be held accountable and coached.





5

Stop toggling between systems, and look for a solution that shows ticket-level detail and video footage side-by-side to save time and reduce frustration.



6

Use a video monitoring solution that has audio capabilities so you can see and hear the interactions between customers and employees; this additional context will make your investigations faster and more effective.



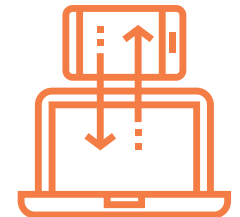
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Choose a solution that allows you to save, archive, or access tickets and video footage for future reference; you never know when you'll need to access information from a couple of years ago.

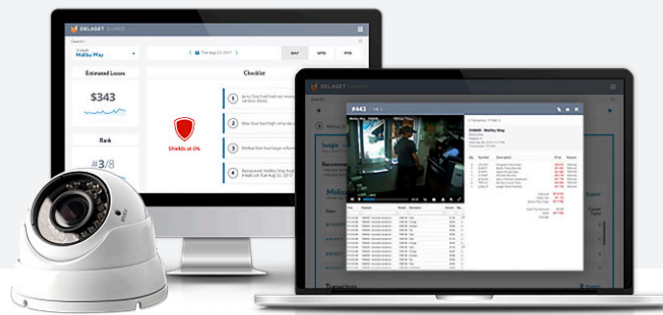


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Make sure your solution is accessible on any device and from any location; this will make it easy for you to monitor activities and take action when you're on the go.



Following the guidelines above, you and your team will be able to identify, address, and reduce loss due to employee theft quickly and effectively—by as much as tens of thousands of dollars per month, per store. Plus, there's the added benefit that once employees know an integrated analytics and video surveillance system is in place, they'll more readily follow corporate guidelines and make fewer attempts to steal. By implementing a comprehensive loss prevention program such as the one described above, you'll not only be detecting more instances of theft, you'll be discouraging bad behavior from occurring in the first place.



One such integrated solution combines the advanced analytics and prescriptive intelligence of Delaget Guard with the video monitoring capabilities of Envysion. To learn more about Envysion and Delaget, visit www.envysion-delaget.com.

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