

Reading: Shoplifting

1 Imagine you are a store detective. Which people in the picture do you need to watch carefully? Why?



2 Read about how to spot a shoplifter and find out if you are right.

How to spot a shoplifter

Shoplifters come in all ages and sizes and you have to watch carefully to catch them. Look for unusual behaviour. They might walk strangely, seem nervous or spend more time looking for CCTV cameras than looking at goods. They might go into a fitting room carrying clothes on hangers and come out later with nothing but a bag.

Shoplifters sometimes work in pairs. One can engage a sales assistant in conversation while the other steals the goods. Of course, they need places to hide the things they steal. They sometimes have a large bag that they place at their feet and drop things in. Some wear large coats with big secret pockets inside. They can also slip small items into an umbrella or a newspaper. Baby buggies* are another good hiding place, especially if the baby is sitting on a blanket*.

Shoplifting costs UK stores £1.6 billion every year. And unfortunately, shoplifters aren't the only thieves. Dishonest shop staff cost stores another £1.4 billion. In some ways, theft by employees is worse. The stores are paying their wages, after all.

buggy: a light folding chair on wheels that you push small children in

blanket: a thick warm cover for a bed

3 Complete these sentences with words from the text.
1 People who s_____ something are t_____ and the crime they commit is t_____.

2 S_____ is the crime of stealing things from shops and the people who do it are s_____.

4 Circle all the examples of possible shoplifting behaviour in the picture. Can you see any possible employee theft? Which one do you think is hardest to spot? Why?

Listening: Security issues

5 Think of some different things a department store can do to prevent theft. Make a list.

6 2.3 Listen to some store managers discussing a security problem. What ideas do they discuss? Do they suggest any ideas you thought of?

7 Listen again and answer these questions.

1 What don't they like about electronic tags? (Name three things)

2 Why is a digital security camera system better?

3 Why don't they want to install one?

4 What kinds of searches does the woman suggest?

5 Why don't her colleagues agree?