B00:00:03

>>Stephanie: So, tell me what happened last week Heather.

>>Heather: Ok, well I was restocking the potting soil and I heard this woman start screaming. I looked around and saw this guy standing over her and yanking on her purse. It looked like he was hurting her so I dropped everything and headed over there and starting shouting at the guy.

>>Stephanie: And you took off after him?

>>Heather: Um...yes, I did.

>>Stephanie: So why didn't you stay with the customer?

>>Heather: She was yelling, "Stop! Stop him; he took my purse." And I don't know; it happened so fast. I guess I did what she yelled at me to do.

>>Stephanie: The thief could have been armed?

>>Heather: Well I guess so. It was just my instinct to try to help.

>>Stephanie: Ok, so then what happened?

>>Heather: Well, he took off out the side door and I followed him into the parking lot. I shouted for him to stop. He was pretty fast and after a while, I knew I couldn't catch him.

>>Stephanie: And then?

>>Heather: Well, I went back to the customer to see if she was ok. A helper called the police. The cops asked me a lot of questions; helped me to remember what I saw you know? While I was chasing the guy, I noticed he had on a green t-shirt with white sneakers with a scuff mark on the left heel. The officer seemed glad to have that information.

>>Stephanie: Heather you know that we have a strict policy against doing this kind of thing, right? It's in your employee handbook; it's part of your training.

>>Heather: Yes. I just didn't have time to think of that.

>>Stephanie: Well what was your plan if you caught up to him?

>>Heather: Well I mean for sure I was going to get the lady's purse back. I guess I just didn't have time to think about what would happen after that. ^M00:01:41[ Pause ]^M00:01:48

>>Stephanie: Ok. Thank you. You can go Heather.

^M00:01:51[ Pause ]^M00:01:56So, like tell me about what happened with the shoplifter on Monday?

>>Blake: Ok. So this dude, I'd seen him around before; he never bought anything. Always spent a lot of time looking at iPads.

>>Stephanie: Ok.

>>Blake: Ok, so on Monday he comes in wearing a coat. I mean it's like 75 degrees that day. So I keep an eye on him.

>>Stephanie: Did you call security?

>>Blake: No offense, but those guys are like the laziest guys in the store. I have called them before and it takes them forever to show up so I don't even bother.

>>Stephanie: Ok, is then what happened?

>>Blake: Ok, so I notice he's got something. To me it looks like wire cutters and sure enough, that's what it is.

>>Stephanie: Mm-hmm.

>>Blake: He cut the cord holding the iPad demo; slid the whole thing under his jacket. So I went up to him and said, "Hey," and he tried to take off. So then I tackled him. [laughs]

>>Stephanie: You seem very proud of that.

>>Blake: It was a pretty good tackle.

>>Stephanie: Go on with the story.

>>Blake: So I just kind of sat on him for a while. He struggled at first; eventually gave up. And somebody must have called security because those guys actually did show up and they took him away. And I got the iPad back and it still worked. I slid a new cable through it and it's still our demo.

>>Stephanie: Blake, do you know how much an iPad costs us?

>>Blake: I don't know. We sell them for what, $499? So maybe $399?

>>Stephanie: That's about right. Do you have any idea how much a single lawsuit costs us? If a customer was hurt in the scuffle or if this guy decides he's going to sue us for false imprisonment.

>>Blake: There wasn't false anything. He was stealing from us.

>>Stephanie: That's not the point. The point is a single lawsuit can cost us tens of thousands of dollars in legal fees, and more if we lose a case and have to pay a judgment.

>>Blake: Ok. But how much would you saw we lose in shoplifting in a year?

>>Stephanie: That doesn't matter.

>>Blake: Would you say it's more than $50,000?

>>Stephanie: Well, it might be.

>>Blake: Actually, I've read it's more like a couple hundred grand a year.

>>Stephanie: That might be accurate.

>>Blake: Ma'am, if more people acted like I did, you'd have a lot less shoplifting.

^E00:04:16