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Section: Operations	
Subject: Procedure in Case of Theft by Customer	

Procedure in Case of Theft by a Customer:

It is imperative that we act appropriately in handling theft from our operations at the lowest level possible yet at the same time keep the safety and well-being of our employees and guests in mind. The level of punishment should fit the crime and management should act accordingly. Note: Misuse of Meal Plans is addressed in a separate Policy 117. Counterfeit Bills are also addressed in a separate Policy 126.

Procedures:

When possible and only if the supervisor feels comfortable doing so, the employee should approach the individual and confront them with respect to their actions. Try to ascertain the circumstances, use their best judgment, and respond accordingly. If the supervisor is concerned in any way about confronting the individual, contact the police immediately. Possible actions are:

1. Contact the USU Police at 797-1939 and report it immediately to your immediate supervisor.
2. If you honestly feel that it is an honest mistake on the person's part, simply have the person pay for the theft and let them go with a warning. Report it to your immediate supervisor.

In every instance, write down what happened as soon as possible and inform the Executive Director about the incident and what the actions were.