***NOTICE****: The following has been provided by WBA committee and section volunteers for use by member banks.   
It should be reviewed and revised as appropriate to the user-bank’s own policies, procedures, and practices.*

**Lobby Loitering**

Almost all robberies start with some information gathering by the potential criminal. Be aware of anyone loitering in the lobby. That person or persons could be casing the office for a possible robbery. Pay attention to someone who comes in and doesn’t come right to the counter for service. If they are looking all around the office like a tourist, be sure to ask if you can help them. A robber won’t want any attention focused on him and will probably leave and never come back.

We have greatly improved our response to a person entering our lobbies. This is not just good service; it is a great security tool. Wal-Mart is a strong believer in the greeter program they use. The greeters there are a proven deterrent to shoplifting. Wal-Mart would not do anything unless it either makes money or reduces costs. Calling attention to a potential robber or shoplifter as they enter the building is just not what those people want. They will believe that there will be too many people who will remember them. Keep up the “good service.”