

# HOW TO PROTECT REVENUE

## Safeguarding Revenue Through Compliance and Serve Legal Audits

Compliance with industry regulations plays a pivotal role in safeguarding revenue and maintaining a positive reputation. An integral aspect of this strategy involves incorporating comprehensive audits, such as those offered by Serve Legal, into your business framework.

## Understanding the Role of Compliance in Revenue Protection

**Risk Mitigation:** Compliance ensures adherence to legal and industry standards, mitigating the risk of fines, legal actions, and reputational damage. Serve Legal's audits specifically target areas prone to risks, offering a proactive approach to safeguarding revenue.

**Enhanced Customer Trust:** Compliance signals a commitment to integrity and ethical business practices. This builds trust amongst customers, fostering loyalty and repeat business. Serve Legal's audits, focused on customer experience and regulatory adherence, contribute significantly to reinforcing this trust.

**Avoidance of Penalties:** Non-compliance can result in substantial penalties and fines. By aligning with industry regulations and leveraging audits like those provided by Serve Legal, businesses can avoid financial setbacks which will protect their revenue streams.

## Serve Legal Audits: Elevating Revenue Protection Strategies

Serve Legal's Revenue Protection Audits provide a robust, independent tool to test operational compliance. They can identify potential vulnerabilities, and also empower you to address and rectify issues before they impact your revenue. Our programmes cover three key areas of shop-floor compliance:

**1. Staffed Till Compliance:** This audit analyses the correct scanning of items by employees, ensuring customers are accurately charged. Measurements may include checks for trolley items at the till not loaded onto the belt and the accurate scanning of loose items packed together, such as in bakery or vegetable bags.

**2. Self Check Out Compliance:** This audit is geared towards preventing customers from obtaining items without proper payment. Assessments may include monitoring if employees adequately oversee customers weighing loose items and ensuring that every item leaving the store has been correctly scanned by the customer.

**3. Absent Customer Audit:** This audit focuses on the safe delivery of orders when customers are not in to accept them. It ensures that customers still receive products even if they miss their delivery slot, emphasising the continued satisfaction of your customer base.