

Standard Operating Procedure (SOP)

Cleaning, Sanitation, and Store Appearance Maintenance

This SOP details the procedures for **cleaning, sanitation, and store appearance maintenance** to ensure a hygienic, safe, and welcoming environment. It covers cleaning schedules, approved cleaning agents, proper sanitation techniques for surfaces and equipment, waste management, pest control measures, and guidelines to maintain an orderly and attractive store layout. The goal is to uphold health standards, enhance customer experience, and support operational efficiency through consistent maintenance practices.

1. Responsibilities

- **Store Manager:** Oversee implementation, monitor compliance, and update SOP as needed.
- **Staff:** Execute assigned duties per cleaning schedule and report issues/hazards promptly.
- **Cleaning Personnel (if applicable):** Perform detailed cleaning and maintenance as scheduled.

2. Cleaning Schedule

Area/Item	Frequency	Responsible
Floors (Sales, Stockroom, Restrooms)	Daily & as needed	Staff/Cleaners
High-touch Surfaces (Counters, Handles)	Every 2 hours	Staff
Restrooms	2x daily & as needed	Staff/Cleaners
Windows/Doors	Weekly	Staff/Cleaners
Equipment & Tools	After each use	Staff
Trash Bins	Daily (or when 2/3 full)	Staff
Product Displays & Shelves	Weekly	Staff

3. Approved Cleaning Agents

- Use only store-approved, food-safe cleaning chemicals for respective areas.
- Follow manufacturer's instructions for dilution, application, and contact time.
- Ensure chemicals are properly labeled and stored securely away from customer areas and food items.
- Maintain updated Safety Data Sheets (SDS) on-site for all agents used.

4. Cleaning & Sanitation Procedures

1. **Preparation:** Gather required cleaning equipment/PPE. Put up warning signs if necessary (wet floor, etc.).
2. **Cleaning:** Remove debris, dust, and visible dirt. Apply necessary cleaning agents.
3. **Sanitation:** Use approved sanitizers/disinfectants on high-touch and sensitive surfaces after cleaning.
4. **Verification:** Visually inspect for cleanliness and document completed tasks in the cleaning log.
5. **PPE:** Always wear gloves and, if needed, masks/eye protection. Wash hands after all tasks.

5. Waste Management

- Empty all trash cans before closing or as needed.
- Use sturdy, leak-proof liners for all bins.
- Segregate recyclable, compostable, and general waste as per local policy.
- Store waste in designated, pest-proof areas until removed from premises.

6. Pest Control Measures

- Eliminate food/water sources by regular cleaning and timely waste disposal.
- Seal all cracks, holes, and entry points.
- Report sightings/signs of pests to management for professional intervention.
- Apply only approved, safe pest control treatments after hours if necessary.

7. Store Appearance Maintenance

- Keep aisles, entryways, and exits clear and unobstructed at all times.
- Neatly arrange products on shelves and displays; reposition as needed.
- Ensure store signage is visible and clean, with promotional materials updated regularly.
- Promptly address spills, stains, or disorganization.
- Remove out-of-date or damaged products from public areas.

8. Documentation & Monitoring

- Maintain daily cleaning logs, inspection checklists, and incident reports.
- Supervisors review compliance weekly and address gaps promptly.
- Regularly update training on cleaning procedures and safety protocols.

9. Review & Enforcement

- This SOP is reviewed annually or as required due to operational/legislative changes.
- Non-compliance may result in retraining or disciplinary action.

Approved by: _____

Date Effective: _____

All staff must read, understand, and adhere to this SOP at all times.