Standard Operating Procedure (SOP): Store Opening and Closing Procedures

This SOP details the **store opening and closing procedures**, covering tasks such as unlocking and securing the premises, performing safety and cleanliness checks, managing cash registers and financial reconciliation, setting up and shutting down electronic systems, restocking and organizing merchandise, and ensuring all security protocols are followed. The goal is to maintain a secure, efficient, and customer-ready environment at the start and end of each business day.

1. Purpose

To ensure consistent, secure, and efficient opening and closing of the store according to company standards.

2. Scope

Applies to all employees responsible for opening and/or closing the store premises.

3. Responsibilities

- **Opening Staff:** Responsible for all procedures listed under opening.
- **Closing Staff:** Responsible for all closing procedures and reporting discrepancies.
- **Store Manager:** Oversees compliance and addresses issues as needed.

4. Store Opening Procedures

- Arrive at least **30 minutes** before opening time.
- Unlock the main entrance and deactivate the security alarm (if applicable).
- Conduct a safety check of the premises for damage, hazards, or signs of forced entry.
- Turn on store lighting, electronic systems, and point-of-sale (POS) terminals.
- Count and verify the opening cash float in each register; record figures as per protocol.
- Restock shopping bags, receipts, and other consumables at tills.
- Perform a cleanliness check (floors, shelves, counters, restrooms) and restock cleaning supplies as needed.
- Ensure all merchandise is organized, displayed neatly, and shelves are stocked.
- Unlock fitting rooms, display cabinets, and other secured areas.
- Check that safety equipment (fire extinguishers, first aid kits) is accessible and in working condition.
- Open doors for business at the designated time.

5. Store Closing Procedures

- Announce store closing to customers at least **15 minutes** in advance.
- Politely direct remaining customers towards the exit at closing time.
- Count and close out the cash registers; complete all required reconciliation forms and report discrepancies to management.
- Remove and secure cash as per company policy; deposit in safe or drop box.
- Shutdown and secure all POS terminals, computers, and electronic systems.
- Restock essential consumables for the next day (bags, receipts, cleaning items).
- Check and tidy merchandise displays and shelves for the next day.
- Clean floors, counters, and common areas; empty trash bins and secure waste for collection.
- Lock fitting rooms, display cabinets, and any restricted-access areas.
- Inspect all sections to ensure everything is secured and nothing is left behind.
- Turn off lights except those designated for security purposes.
- Activate security alarm and ensure all doors are locked before departure.

6. Security Protocols

- Never share security codes, keys, or passwords with unauthorized personnel.
- Report any suspicious activity or security incidents to management immediately.
- Log all opening and closing times in the register or electronic log as required.

7. Records and Reporting

- Maintain accurate records of cash counts and reconciliation forms.
- Document and report any discrepancies, incidents, or maintenance issues to the store manager.
- Ensure all logs (opening/closing, security, incidents) are completed and filed as per company policy.

Failure to adhere to these procedures may result in disciplinary action and compromise store security and operations.