

# SOP: Cleaning and Restocking of Shelves and Displays

This SOP details the **cleaning and restocking of shelves and displays**, covering procedures for maintaining cleanliness, organizing products systematically, checking inventory levels, removing damaged or expired items, and ensuring attractive visual presentation. The goal is to enhance customer experience, promote product visibility, and maintain a hygienic and well-organized retail environment through consistent and efficient shelf maintenance practices.

## 1. Purpose

To establish standardized procedures for cleaning and restocking shelves and displays to maintain a safe, visually appealing, and well-organized retail environment.

## 2. Scope

This SOP applies to all staff involved in the maintenance, cleaning, and restocking of shelves and product displays across the retail space.

## 3. Responsibilities

- Store staff: Responsible for daily cleaning and restocking tasks.
- Supervisors: Oversee adherence to SOP, provide necessary resources, and conduct spot checks.

## 4. Materials and Equipment

- Clean, lint-free cloths or dusters
- Sanitizing sprays or cleaning solutions (store-approved)
- Disposable gloves
- Stock carts or baskets
- Inventory list or scanner
- Product labels and price tags
- Trash bags and bins

## 5. Procedure

### 1. Preparation

- Wash hands and wear gloves if handling cleaning agents or perishable goods.
- Gather all required cleaning materials and stock for restocking.

### 2. Cleaning Shelves and Displays

- Remove all products from the shelf/display carefully.
- Dust and wipe surfaces with appropriate cleaning solutions.
- Allow surfaces to dry before restocking.

### 3. Checking Inventory

- Check products for damage or expired items; remove these promptly.
- If inventory is low, note products or communicate replenishment needs to supervisor.

### 4. Restocking Shelves

- Arrange products by category, brand, or alphabetically as per store guidelines.
- Place items with nearest expiry dates at the front (‘‘first-in, first-out’’).
- Face products forward with labels visible to shoppers.
- Ensure price tags and labels are accurate and visible.

### 5. Visual Display Presentation

- Ensure displays are tidy, symmetrical, and uncluttered.
- Highlight promotional or featured products as directed.
- Remove or replace outdated or excess display materials.

### 6. Final Checks

- Dispose of trash, expired, or damaged goods appropriately.
- Report any issues (damaged shelves, missing signage, etc.) to supervisor.

## 6. Safety and Hygiene

- Use cleaning agents as per safety data sheets and store policy.
- Wear gloves and wash hands after handling cleaning chemicals or waste.
- Ensure aisles are clear of cleaning or stocking equipment during store hours.

## 7. Documentation

- Complete cleaning and restocking checklist after each shift.
- Log out-of-stock or damaged items for inventory tracking.

## 8. Review

This SOP will be reviewed quarterly and updated as necessary to ensure effectiveness and compliance with store protocols.

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*Approval Date:* \_\_\_\_\_

*Approved By:* \_\_\_\_\_

*Next ReviewDate:* \_\_\_\_\_