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

Objective: Maintain store security, operational efficiency, and a safe environment for employees and customers throughout each business day.

1. Store Opening Procedures

- **Arrival:** Designated staff arrives *at least 30 minutes* before opening time.
- **Unlock Entrances:** Unlock main doors and any required access points. Disarm alarm systems if applicable.
- **Safety and Cleanliness Checks:**
    - Inspect all areas for signs of forced entry or hazards.
    - Ensure floors are clean and free of obstructions.
    - Check that emergency exits are accessible.

- **Operational Equipment:**
    - Turn on lights, computers, POS systems, and other equipment as needed.
    - Check that heating/cooling systems are functioning if applicable.

- **Cash Registers:**
    - Retrieve and verify opening cash float. Document amounts as required.
    - Log in to cash register systems and process a test transaction if needed.

- **Inventory and Displays:**
    - Restock front-of-house inventory and straighten displays.
    - Update inventory logs for any stock moved or received.

- **Final Preparation:**
    - Unlock dressing rooms (if applicable).
    - Ensure store is presentable and welcoming.
    - Open doors to customers at scheduled opening time.

2. Store Closing Procedures

- **Customer Check:** Announce closing and ensure all customers have exited the premises.
- **Operational Equipment:**
    - Turn off or secure all equipment (lights, computers, POS, etc.).
    - Shut down heating/cooling systems if required.

- **Cash Registers:**
    - Count cash and reconcile with POS records. Note discrepancies.
    - Secure cash in the safe or prepared deposit as per policy.
    - Log out all users from POS systems.

- **Inventory and Security Checks:**
    - Restock shelves as needed for next day.
    - Update inventory logs for sales and restocked items.
    - Check all windows, doors, and back entrances are secured.

- **Cleanliness:**
    - Remove waste/trash, tidy common areas, and sanitize surfaces.

- **Secure the Store:**
    - Arm alarm systems and confirm activation.
    - Lock all entrances and exits.
    - Complete and sign any required closing checklist or logbook.

3. Documentation & Communication

- Complete all opening/closing checklists provided by management.
- Report any unusual situations, incidents, or maintenance issues to the manager/supervisor immediately.

Note: These procedures should be reviewed and updated regularly to reflect changes in store policies or operational

practices.