

# SOP: End-of-Day Fitting Room Closing and Inventory Reconciliation

This SOP details the **end-of-day fitting room closing and inventory reconciliation** process, including cleaning and organizing fitting rooms, securely locking all access points, counting and recording merchandise returned or exchanged, updating inventory records accurately, reporting discrepancies or damages, and ensuring a smooth transition to the next business day. The procedure aims to maintain fitting room orderliness, safeguard merchandise, and ensure inventory accuracy for efficient store operations.

## Procedure Steps

- 1. Cleaning and Organizing Fitting Rooms**
  - Remove all items and personal belongings left behind by customers.
  - Return abandoned merchandise to the designated returns rack.
  - Wipe down doors, benches, mirrors, and other common surfaces.
  - Arrange hangers and fitting room ticket tags in proper order.
  - Dispose of any trash in bins and restock fitting room supplies if needed.
- 2. Securing the Fitting Room Area**
  - Check each fitting room to ensure it is clear of people and merchandise.
  - Lock all fitting room doors and access points securely at closing time.
  - Document any issues with locks or doors and notify management if repairs are required.
- 3. Merchandise Reconciliation**
  - Collect all items returned or exchanged by customers throughout the day.
  - Sort items by department, category, or return destination (e.g., re-stock, damages, holds).
  - Count all items and record totals on the Inventory Reconciliation Sheet.
- 4. Inventory Record Updating**
  - Using the store inventory management system, update records for all returned or exchanged merchandise.
  - Verify that physical counts match system entries.
  - File all inventory reconciliation forms for record-keeping.
- 5. Reporting Discrepancies or Damages**
  - Note any merchandise discrepancies, missing items, or damages on the Reconciliation Sheet.
  - Immediately report significant issues to the Store Manager or Loss Prevention Officer.
- 6. Transition for the Next Day**
  - Ensure all fitting room keys are returned to the designated location.
  - Communicate any pending issues or unresolved discrepancies to the opening staff or management via logbook or email.
  - Turn off all lights in the fitting room area and ensure the door is securely locked.

## Documentation & Forms

- Inventory Reconciliation Sheet (Daily)
- End-of-Day Checklist
- Discrepancy/Damage Report Form
- Logbook or Shift Handover Notes

## Responsibilities

Role	Responsibility
Fitting Room Attendant/Associate	Clean, organize, and secure fitting rooms; collect and record merchandise; report issues and discrepancies.
Inventory Clerk/Stock Associate	Reconcile counts, update inventory records, assist in reporting and documenting discrepancies.
Store Manager/Supervisor	Review and resolve discrepancies, oversee closing procedures, and ensure compliance with the SOP.

## Important Notes

- Do not leave fitting room areas unsecured or keys unattended at any time.
- All inventory updates and reconciliations must be performed before leaving the premises.
- Thoroughly check each fitting room to avoid missed items or potential security issues.

## Revision History

Date	Version	Description	Author
2024-06-21	1.0	Initial release	[Your Name/Title]