

# SOP Template: Store Opening and Closing Procedures

This SOP details **store opening and closing procedures**, including steps for unlocking and securing entrances, inspecting the premises for safety, preparing the sales floor and checkout areas, managing cash registers and inventory, setting up or shutting down electronic systems, conducting daily cleaning routines, and completing necessary documentation. These procedures ensure a smooth, secure, and efficient start and end to the business day while maintaining store safety and operational readiness.

## 1. Store Opening Procedures

### 1. Unlock and Secure Entrances

- Arrive at scheduled time.
- Ensure exterior and surroundings are safe before unlocking doors.
- Deactivate alarm systems as needed.
- Unlock main and relevant secondary entrances.

### 2. Inspect Premises for Safety

- Walk through all areas to check for security or safety issues.
- Report any suspicious activities or hazards immediately.

### 3. Prepare Sales Floor and Checkout Areas

- Restock shelves and displays as needed.
- Arrange promotional materials and signage.
- Ensure checkout counters are clean and organized.

### 4. Manage Cash Registers and Inventory

- Count and document cash drawer start amounts.
- Refill coins and bills as required.

### 5. Set Up Electronic Systems

- Turn on lights, POS systems, computers, and other necessary equipment.
- Check that all systems are functioning properly.

### 6. Conduct Daily Cleaning Routines

- Sweep and mop sales floor.
- Empty trash/recycling bins.
- Sanitize high-touch areas.

### 7. Complete Opening Documentation

- Sign opening checklist and log any issues.

## 2. Store Closing Procedures

### 1. Secure Cash Registers and Inventory

- Count out each cash drawer; log totals and discrepancies.
- Prepare bank deposits according to company policy.
- Secure all cash and valuables in safe/vault.

### 2. Shut Down Electronic Systems

- Turn off/unplug non-essential equipment and lights.
- Log off or power down POS and computers.

### 3. Conduct Daily Cleaning Routines

- Sweep, mop, and clean sales floor and back rooms.
- Wipe down counters, fixtures, and sanitize necessary areas.
- Empty trash/recycling.

#### 4. Inspect Premises

- Check all sections for safety, cleanliness, and security risks.

#### 5. Lock and Secure Entrances

- Ensure all customers have vacated the premises.
- Set security alarms as required.
- Lock all doors and exit through designated exit route.

#### 6. Complete Closing Documentation

- Sign closing checklist.
- Log any incidents, discrepancies, or notes.

### 3. Responsibilities

- Managers are responsible for verifying that all opening and closing procedures are followed and documentation is complete.
- Staff members are responsible for completing assigned tasks and reporting any issues to management.

### 4. Safety & Security

- **Always prioritize personal and team safety. Do not open or close the store alone if possible.**
- Follow emergency protocols for any incidents during opening or closing.
- Keep emergency contact numbers readily accessible.

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