SOP Template: Store Opening and Closing Routines

This SOP details the **store opening and closing routines**, including procedures for preparing the store for operation, conducting safety and cleanliness checks, handling cash registers and financial transactions, securing merchandise, managing inventory, and ensuring the store is safely locked and alarmed at closing. The goal is to maintain operational efficiency, security, and a welcoming environment for customers and staff.

1. Purpose

To establish uniform procedures for opening and closing the store to ensure safety, efficiency, and exceptional customer service standards.

2. Scope

This procedure applies to all employees responsible for opening and closing the store.

3. Responsibilities

- **Store Manager:** Oversee staff adherence to SOP, secure cash, and address security issues.
- **Designated Openers/Closers:** Execute tasks as described, report any discrepancies or issues.

4. Procedures

4.1 Store Opening Routine

1. **Arrive early:** Arrive at least 15 minutes prior to opening time.
2. **Security check:** Survey exterior for suspicious activity before entering. Unlock doors using authorized keys or codes.
3. **Disarm alarm:** Enter alarm code within the required time frame to avoid security response.
4. **Visual safety inspection:** Walk through premises to ensure no unauthorized persons are present and check for safety hazards.
5. **Set up sales floor:** Turn on lights, restock shelves, arrange merchandise displays, and ensure cleanliness.
6. **Cleanliness check:** Empty trash, clean counters, floors, and public areas.
7. **Cash register setup:** Retrieve cash drawer, count starting cash, and verify amounts. Log entries as required.
8. **Equipment check:** Turn on POS systems, computers, music, HVAC, and any required appliances.
9. **Open doors:** Unlock main entrance and confirm open sign is displayed.

4.2 Store Closing Routine

1. **Announce closing:** Provide customers with 15 and 5-minute warnings before closing time.
2. **Secure registers:** Close out POS transactions, count cash, prepare deposits, and balance against register records.
3. **Inventory check:** Check shelves for low/out-of-stock items and note for reorder.
4. **Clean:** Sweep and mop floors, clean surfaces, restrooms, and empty trash bins.
5. **Secure merchandise:** Lock up high-value items and close display cases as required.
6. **Turn off equipment:** Shut down nonessential electronics, lights (except security lights), and other equipment.
7. **Final walkthrough:** Inspect premises for hazards, ensure all exits are locked, and that no persons remain inside.
8. **Set alarm:** Activate security system before exiting. Lock exterior doors behind you.

5. Documentation

- Opening and closing checklist (to be signed daily)
- Cash count log
- Incident report form (if applicable)

6. References

- Company Safety Policy
- Cash Handling Procedures
- Emergency Contact List

7. Revision History

Date	Revision	Description	Approved By
2024-06-01	1.0	Initial template release	Store Manager