SOP: End-of-Day Visual Reset and Store Recovery Steps

This SOP details the **end-of-day visual reset and store recovery steps**, including cleaning and tidying store areas, restocking merchandise, resetting displays and signage, checking equipment and facilities for issues, securing cash registers, and ensuring the store is ready for the next business day. The objective is to maintain an organized, safe, and welcoming environment to enhance customer experience and operational efficiency.

1. Cleaning and Tidying Store Areas

1. Remove trash from all stations, sales floor, restrooms, and back rooms.
2. Vacuum, sweep, and mop floors as required.
3. Wipe down counters, display tables, fixtures, and shelves.
4. Ensure fitting rooms are cleared of merchandise and debris.
5. Restock and straighten supplies in customer-facing and employee-only areas.

2. Restocking Merchandise

1. Return misplaced items to proper locations.
2. Replenish low-stock merchandise using back stock.
3. Face-forward, fold, and organize products on shelves, racks, and tables.

3. Resetting Displays and Signage

1. Check that all visual displays align with merchandising standards and promotional guidelines.
2. Update signage as necessary for the next business day.
3. Replace any damaged or missing display materials.

4. Equipment and Facilities Check

1. Inspect store equipment (e.g., registers, POS terminals, lighting) for issues.
2. Report and log any maintenance needs.
3. Secure valuables, electronic devices, and sensitive documents.

5. Securing Cash Registers and Financial Areas

1. Balance, count, and secure cash drawers as per protocol.
2. Lock up all registers and financial storage areas.
3. Store end-of-day reconciliation reports in designated locations.

6. Final Walkthrough and Closing

1. Conduct a final walkthrough of the sales floor and all store areas.
2. Ensure all lights, non-essential equipment, and signage are turned off or set as required.
3. Lock all doors, gates, and exterior access points.
4. Complete end-of-day closing checklist and sign off.

Responsibilities

- Store associates: Execute cleaning, restocking, and visual reset tasks.
- Supervisors/Managers: Oversee recovery steps, conduct final walkthrough, secure cash and sensitive documents, complete the closing checklist.

Documentation

- End-of-day checklist (to be completed and signed by closing manager).
- Maintenance and incident log (for any issues found).
- Reconciliation reports (for cash handling).

Objective

To maintain an organized, safe, and welcoming environment that enhances customer experience and operational efficiency for the next business day.