

Standard Operating Procedure (SOP)

Monitoring Store Cleanliness and Organization

This SOP details the procedures for **monitoring store cleanliness and organization**, encompassing regular inspections, cleaning schedules, waste management, inventory arrangement, and maintenance of hygiene standards. The goal is to ensure a safe, efficient, and visually appealing store environment that promotes customer satisfaction and operational excellence.

1. Scope

This SOP applies to all staff responsible for maintaining the cleanliness and organization of the store premises, including sales floor, storage areas, employee zones, and restroom facilities.

2. Responsibilities

- **Store Manager:** Oversee implementation; review inspections; address issues.
- **Supervisors/Team Leaders:** Assign cleaning tasks; ensure compliance with schedules.
- **Staff:** Perform assigned cleaning and organizational duties; promptly report any issues.

3. Procedures

1. **Daily Store Inspection**
 - Conduct opening and closing inspections of the entire store.
 - Use the store inspection checklist (see Appendix A).
 - Document any cleanliness or organizational issues and assign corrective actions.
2. **Cleaning Schedules**
 - Follow the established daily, weekly, and monthly cleaning schedules for all areas (see Table 1).
 - Record completion of cleaning tasks in the cleaning log for accountability.
3. **Waste Management**
 - Empty trash bins at least twice daily or as needed.
 - Dispose of waste in designated receptacles following local regulations.
 - Replace waste bin liners and clean bins regularly.
4. **Inventory Arrangement**
 - Maintain shelves and displays in a neat and organized manner.
 - Restock items according to store layout and facing standards.
 - Keep aisles free of clutter and obstructions.
 - Return misplaced items to their correct locations promptly.
5. **Hygiene Maintenance**
 - Clean and sanitize high-touch surfaces (counters, doors, POS terminals) multiple times daily.
 - Maintain restrooms with adequate supplies and cleanliness throughout operational hours.
 - Encourage regular hand washing and use of sanitizers among all staff.
6. **Reporting and Follow-up**
 - Report any maintenance or hygiene issues immediately to the store manager.
 - Follow up on corrective actions within 24 hours, documenting resolution in the inspection log.

4. Records & Documentation

- Inspection checklists
- Cleaning logs
- Maintenance and incident reports
- Corrective action records

Table 1. Sample Cleaning Schedule

Area	Frequency	Assigned Staff
Sales Floor	Daily	All staff (by rotation)
Restrooms	2x Daily	Maintenance/Janitorial
Storage/Backroom	Weekly	Stock team
Entrance/Exits	Daily	All staff (by rotation)

POS Terminals & Counters	Hourly	Cashiers
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Appendix A: Store Inspection Checklist (Sample)

- Floors free of debris and spills
- Shelves organized and dust-free
- Displays neat and fully stocked
- Restrooms clean and stocked
- Trash bins emptied and clean
- High-touch surfaces sanitized
- Backroom organized, no trip hazards

5. Revision History

- Version 1.0 — Created: [Date]
- Review Date: [Date]