# Standard Operating Procedure (SOP)

## Monitoring Fitting Room Occupancy and Safety Checks

This SOP details procedures for **monitoring fitting room occupancy and safety checks**, including regular occupancy assessments, ensuring adherence to safety protocols, maintaining cleanliness and hygiene, conducting routine inspections of fitting room facilities, managing customer flow to prevent overcrowding, and addressing any safety hazards promptly. The objective is to provide a safe, comfortable, and secure environment for customers while complying with health and safety standards.

## 1. Purpose

To establish standardized procedures for monitoring fitting room use and conducting safety checks, aiming to ensure safety, comfort, cleanliness, and operational compliance.

## 2. Scope

This SOP applies to all staff responsible for administering, supervising, and maintaining fitting rooms in the retail store.

## 3. Responsibilities

- **Store Manager:** Oversee compliance and implementation of this SOP.
- **Floor Supervisors:** Supervise staff, customer flow, and respond to incidents.
- **Sales Associates:** Monitor occupancy levels, conduct regular safety and hygiene checks, and address customer needs.

## 4. Procedures

### 4.1 Occupancy Monitoring

- Check maximum occupancy limits for the fitting area as per local guidelines.
- Use occupancy counters or manual tallies to track the number of customers using fitting rooms at any time.
- Manage and direct customer flow, using queue markers or waiting areas as needed.
- Display occupancy limits visibly at fitting room entrances.

### 4.2 Safety Protocols

- Ensure emergency exits and pathways are clear and unobstructed.
- Check for and immediately report or address hazards (e.g., spills, sharp objects, broken hooks).
- Confirm each fitting room is equipped with appropriate locks and privacy features.
- Conduct regular checks for suspicious behavior or unauthorized use.

### 4.3 Cleanliness and Hygiene

- Clean high-touch surfaces (handles, benches, mirrors) at scheduled intervals.
- Discard left-behind items, hangers, or trash promptly.
- Stock fitting rooms with necessary supplies (seat covers, cleaning wipes, etc.).

### 4.4 Routine Facility Inspections

- Document and carry out inspections at the start, during, and at the end of each shift.
- Log issues such as maintenance needs, unsafe conditions, or unusual incidents.

- Refer persistent or serious issues to management or facilities teams immediately.

### 4.5 Managing Customer Flow

- Implement and enforce waiting queues when occupancy limits are reached.
- Inform waiting customers of estimated waiting times and offer assistance as needed.
- Encourage efficient use of fitting rooms to minimize wait times.

### 4.6 Emergency Procedures

- Follow established protocols for emergencies (e.g., fire, medical incidents).
- Alert emergency services and management as required.
- Assist staff and customers in evacuating if necessary.

## 5. Records & Documentation

- Maintain a log of occupancy checks, safety inspections, and cleaning schedules.
- Record all incidents, maintenance needs, and resolutions.

| Inspection Checklist | Frequency |
| --- | --- |
| Occupancy Level Count | Every 30 minutes |
| Safety Hazard Check | Hourly |
| Cleanliness/Trash Removal | Every 2 hours or as needed |
| Facility & Equipment Inspection | Start & end of shift |

## 6. Review

This SOP must be reviewed annually or as needed to reflect regulatory changes or operational updates.