

SOP: Store Cleanliness and Merchandising Standards

This SOP establishes **store cleanliness and merchandising standards** to maintain a safe, attractive, and customer-friendly shopping environment. It covers guidelines for regular cleaning schedules, waste management, product display arrangements, shelf organization, signage accuracy, and compliance with health and safety regulations. The aim is to enhance the overall shopping experience, promote brand image, and ensure product accessibility and safety for both customers and staff.

1. Purpose

To define standards and procedures for maintaining store cleanliness and effective merchandising that align with company values and regulatory requirements, thereby ensuring a positive shopping experience.

2. Scope

This SOP applies to all store staff, including management, frontline staff, and cleaning personnel.

3. Responsibilities

- **Store Manager:** Oversee compliance and assign duties.
- **Supervisors:** Monitor daily tasks and schedules.
- **Staff:** Perform cleaning, merchandising, and organization as assigned.
- **Cleaning Personnel:** Execute cleaning plans and report issues.

4. Procedures

1. **Cleaning Schedule**
 - Daily cleaning of floors, restrooms, checkout areas, and frequently touched surfaces.
 - Weekly deep-cleaning of shelves, displays, and storage spaces.
 - Monthly cleaning of vents, lighting fixtures, and hard-to-reach areas.
2. **Waste Management**
 - Empty waste bins regularly (at least twice daily, or as needed).
 - Dispose of waste in accordance with local regulations.
 - Keep waste and recycling areas tidy and sanitized.
3. **Product Display and Merchandising**
 - Arrange shelves neatly with products faced forward and within reach.
 - Implement FIFO (First-In, First-Out) to ensure optimal stock rotation.
 - Remove expired, damaged, or non-compliant items promptly.
4. **Shelf Organization**
 - Maintain orderly and fully stocked shelves at all times.
 - Regularly check and correct misplaced items.
 - Ensure promotional materials are displayed accurately.
5. **Signage Accuracy**
 - Check signs and pricing labels daily for accuracy and clarity.
 - Update promotional and regulatory signage as required.
6. **Health & Safety Compliance**
 - Adhere to all company, local, and national health and safety regulations.
 - Report spills, hazards, or non-compliance immediately to management.

5. Documentation and Records

- Maintain cleaning and inspection logs.
- Record all incidents and corrective actions.
- Keep records for a minimum of 12 months (or as per company policy).

6. Training

- Staff must be trained on this SOP upon hiring and receive annual refreshers.
- Conduct additional training as needed when procedures or regulations change.

7. Review and Improvement

- Review and update this SOP annually or as needed.
- Collect feedback from staff and customers to identify opportunities for improvement.

8. Approval

Name	Role	Date	Signature