

SOP: End-of-Day Cleaning and Store Merchandising Reset

This SOP details the **end-of-day cleaning and store merchandising reset** procedures, including thorough cleaning of all store areas, restocking shelves, organizing product displays, disposing of waste, sanitizing checkout counters, checking for damages, and resetting promotional materials. The objective is to maintain a clean, inviting, and well-organized store environment that enhances customer experience and supports efficient operations for the next business day.

1. Responsibilities

- **Store Associates:** Execute all cleaning & merchandising tasks as assigned.
- **Supervisors/Managers:** Inspect work, ensure completion, and address issues.

2. Required Materials

- Cleaning supplies (brooms, mops, dusters, cloths, cleaning agents, disinfectants)
- Trash bags and waste bins
- Personal protective equipment (PPE)
- Restocking carts/trolleys
- Store planograms/product organization guides

3. Procedures

1. **Cleaning**
 - Sweep and mop floors in all customer and staff areas.
 - Wipe down all surfaces including shelves, counters, doors, and windows.
 - Sanitize high-touch areas (doors, checkout counters, card machines, handrails).
2. **Waste Disposal**
 - Empty all trash bins and replace liners.
 - Safely dispose of waste in designated disposal locations.
3. **Merchandising Reset**
 - Restock shelves to full facing using available backstock.
 - Organize displays and products according to the latest planogram/order guide.
 - Check all products for damages, leaks, or expiration and remove as needed.
4. **Promotional Materials**
 - Update and reset signage and promotional materials for the next business day.
5. **Final Inspection**
 - Conduct walk-through to ensure all tasks are completed.
 - Supervisor/Manager signs off on completion checklist.

4. Documentation

- End-of-day Cleaning and Merchandising Reset Checklist (to be signed by responsible staff and supervisor)
- Incident/Damage Report Form (if applicable)

5. Checklist Example

Task	Assigned To	Completed (Y/N)	Notes
Floors swept & mopped			
Surfaces cleaned & sanitized			
Shelves restocked and organized			
Damaged/expired items removed			
Promotional materials updated			

Trash removed & bins relined			
Final walk-through completed			

6. References

- Store Cleaning Policy
- Merchandising Standards Manual
- Health and Safety Guidelines

7. Revision History

Date	Revision #	Description	Author
2024-06-10	1.0	Initial draft	Admin