

Standard Operating Procedure (SOP)

Store Cleanliness and Merchandising Setup

This SOP details **store cleanliness and merchandising setup** procedures, encompassing daily cleaning routines, product arrangement strategies, display maintenance, and hygiene standards. The goal is to create an inviting shopping environment by ensuring the store is consistently clean, well-organized, and visually appealing to enhance customer experience and drive sales.

1. Objectives

- Maintain a clean and hygienic store environment.
- Ensure products are organized and shelves are fully stocked.
- Create appealing and effective merchandising displays.
- Promote a positive customer experience to boost sales.

2. Scope

This SOP applies to all store team members responsible for cleaning, stocking, and arranging store merchandise and displays.

3. Daily Cleaning Procedures

1. Sweep and mop floors at opening, midday, and closing.
2. Dust shelves, product displays, and counters.
3. Clean and sanitize door handles, counters, and high-touch surfaces.
4. Empty trash bins and replace liners daily.
5. Clean restrooms and restock supplies (soap, paper towels, etc.).
6. Check fitting rooms (if applicable) and keep them tidy.
7. Wipe down windows and glass doors for smudge-free appearance.

4. Merchandising Setup Procedures

1. Restock shelves and ensure products face forward (‘‘œfacing’’).
2. Remove damaged or expired products from display immediately.
3. Rotate stock using First-In, First-Out (FIFO) method.
4. Arrange products by category and in accordance with planograms.
5. Ensure promotional items and featured displays are prominent.

5. Display Maintenance

- Check all displays for neatness and replenish as needed throughout the day.
- Ensure price tags and signage are clean, accurate, and visible.
- Remove clutter and keep aisles unobstructed.
- Update seasonal or promotional displays as per marketing schedule.

6. Hygiene Standards

- Employees must wash hands regularly and wear appropriate PPE (if required).
- Food and beverage should not be consumed in the store area unless in designated spaces.
- Report spills and accidents immediately for prompt cleaning.
- Follow safety procedures for handling cleaning chemicals.

7. Roles and Responsibilities

Role	Responsibility
Store Manager	Supervise overall cleanliness and merchandising; conduct inspections.

Staff Members	Execute cleaning routines and merchandising tasks as scheduled.
Cleaning Crew (if applicable)	Perform detailed cleaning as per schedule and needs.

8. Documentation & Checklists

- Complete daily cleaning checklist after each task is performed.
- Use merchandising checklist to verify planogram compliance and product availability.
- Report any maintenance issues to the manager immediately.

9. Review and Continuous Improvement

- Store managers to review and update SOP quarterly.
- Solicit staff feedback to improve processes.
- Implement changes based on customer and staff suggestions where feasible.

10. References

- Store Cleaning Checklist
- Merchandising Planograms
- Health & Safety Guidelines