Standard Operating Procedure (SOP)

Opening and Closing Procedures for the Retail Floor

Objective: Establish a consistent and efficient workflow that enhances customer experience, maintains store safety, and secures assets at the beginning and end of each business day.

Scope

This SOP covers **opening and closing procedures for the retail floor**, including preparation and setup of merchandise displays, ensuring cleanliness and organization, security checks, cash register reconciliation, and proper shutdown of electronic equipment.

Responsibilities

- **Store Manager:** Ensure SOP compliance, provide necessary training, and address any procedural issues.
- **Floor Staff:** Execute opening and closing checklists and report issues to the manager.
- **Cashiers:** Reconcile and secure cash registers as per procedure.

Procedure

Step	Action	Responsible Party	Notes
Opening Procedures			
1	Arrive at the store at least **30 minutes before opening**.	All Opening Staff	
2	Disarm security system and unlock retail floor doors.	Store Manager/Keyholder	
3	Turn on lights and inspect the premises for signs of unauthorized entry or damage.	All Opening Staff	Report any issues to management immediately.
4	Check and set up merchandise displays. Replenish stock as necessary.	Floor Staff	Ensure displays are neat and products are front-faced.
5	Ensure all areas are clean and organized. Sweep, mop, and sanitize as required.	Floor Staff	Focus on high-touch areas and entrances.
6	Turn on all electronic equipment, including registers, computers, and music systems.	All Opening Staff	Check equipment functionality; address any issues.
7	Cashiers count and log starting cash for registers.	Cashiers	Complete cash log sheet and secure excess cash if needed.
8	Unlock fitting rooms, restrooms, and any restricted public areas.	Store Manager/Floor Staff	
Closing Procedures			
1	Announce store closing to customers 15 minutes prior to closing time.	All Closing Staff	Offer assistance or finalize purchases for remaining customers.
2	Return misplaced items to correct locations and tidy up all displays.	Floor Staff	Check all aisles, fitting rooms, and restrooms.

3	Clean and sanitize all areas, especially high-contact surfaces.	Floor Staff	
4	Reconcile all cash registers, count cash, and complete closeout paperwork.	Cashiers/Manager	Deposit cash as per security protocol.
5	Turn off and secure all electronic equipment.	All Closing Staff	Ensure alarm systems are set for unmanned equipment if needed.
6	Lock all doors, arm security system, and confirm premises are secured.	Store Manager/Keyholder	Document end-of-day checklist completion.

Documentation

- Daily Opening/Closing Checklist
- Cash Log Sheet
- Incident Report Form (if applicable)

Review and Updates

SOP to be reviewed annually or as needed to incorporate changes in operations, safety guidelines, or equipment.