

SOP Template: Daily Opening and Closing Store Procedures

This SOP establishes **daily opening and closing store procedures**, detailing tasks such as store inspection, cash register setup and reconciliation, security system activation and deactivation, inventory checks, cleaning routines, and staff responsibilities. The aim is to ensure a smooth, secure, and efficient start and end to each business day, maintaining operational readiness and safeguarding store assets.

1. Purpose

To define the standardized daily procedures for opening and closing the store, ensuring operational efficiency, safety, security, and a consistent customer experience.

2. Scope

This procedure applies to all employees responsible for the store's opening and closing activities.

3. Responsibilities

- **Store Manager:** Ensures all procedures are followed and documented, and provides training.
- **Designated Staff:** Execute all assigned opening and closing procedures.

4. Daily Opening Procedures

Step	Description	Responsible
1. Security System Deactivation	Disarm the alarm system following security protocols.	Authorized Opener
2. Store Inspection	Walk through store to check for signs of break-in, damage, or hazards.	Opener
3. Lights & Equipment	Turn on lights, computer systems, and necessary equipment.	Opener
4. Cash Register Setup	Count and verify opening cash float, log amounts, set up registers for transactions.	Designated Cashier
5. Inventory & Stock Check	Check sales floor and backstock; restock as needed. Note any low inventory items.	Opener/Assigned Staff
6. Cleanliness	Sweep/vacuum floors, wipe down counters/displays, empty trash, and ensure common areas are tidy.	Opener/Assigned Staff
7. Safety & Emergency Equipment	Confirm fire extinguishers, first aid kit, and exits are accessible and functional.	Opener
8. Team Briefing	Brief staff on daily promotions, priorities, and responsibilities before opening to public.	Store Manager/Opener
9. Open Store	Unlock main entrance for customers at opening time.	Opener

5. Daily Closing Procedures

Step	Description	Responsible
1. Cash Register Reconciliation	Close out each register, count cash, record totals, prepare deposits, and resolve discrepancies.	Designated Cashier/Manager
2. Inventory & Stock	Restock shelves, face products, note low/out-of-stock items for next day.	Assigned Staff

3. Cleanliness	Clean floors, counters, workspaces, and bathrooms; empty trash bins.	Assigned Staff
4. Equipment Check	Turn off unnecessary lights, equipment, and secure all POS devices.	Closer
5. Store Inspection	Walk through to check for hazards, ensure all customers have exited, lock windows/doors, and secure all areas.	Closer/Manager
6. Security System Activation	Arm the alarm system according to protocol.	Authorized Closer
7. Final Staff Check-out	Ensure all staff have clocked out and exited the building securely.	Closer/Manager
8. Lock Up	Lock main entrance and confirm all access points are secured.	Closer

6. Documentation

- Complete opening and closing checklists daily (retain for record-keeping).
- Log cash reconciliation reports and deposit slips.
- Report any incidents or discrepancies to the Store Manager.

7. References

- Store Security Policy
- Cash Handling Guidelines
- Emergency Procedures Manual

8. Revision History

Date	Version	Description	Author
2024-06-01	1.0	Initial SOP Template	Admin