

SOP: Staff Briefing and Assignment of Opening Duties

This SOP details **staff briefing and assignment of opening duties**, covering the systematic approach to conducting morning briefings, communicating daily objectives, assigning specific tasks to team members, establishing priorities for the day, ensuring all staff understand their responsibilities, and fostering effective teamwork from the start of the shift. The aim is to promote clarity, efficiency, and a smooth operational flow during opening hours.

1. Purpose

To establish a consistent process for briefing staff and assigning opening duties, ensuring clarity and operational readiness each morning.

2. Scope

This SOP applies to all supervisory and staff members scheduled for opening shifts.

3. Responsibilities

- **Supervisor/Manager:** Conducts the briefing, assigns duties, and monitors completion.
- **Staff:** Attend briefings, acknowledge assignments, and complete tasks as directed.

4. Procedure

1. **Pre-Shift Preparation**
 - Supervisor reviews opening checklist and prepares briefing notes.
 - Staff arrive punctually, ready for briefing.
2. **Morning Briefing**
 - Supervisor gathers staff at designated time and location.
 - Communicate key information:
 - Today's priorities and objectives
 - Anticipated business levels or special events
 - Updates (e.g., policy changes, reminders)
3. **Assignment of Duties**
 - Supervisor assigns tasks using a checklist (see example below).
 - Confirm each staff member understands their responsibilities.
4. **Clarification and Questions**
 - Staff may ask questions or request clarification.
 - Supervisor provides guidance as needed.
5. **Execution of Opening Duties**
 - Staff proceed with assigned tasks.
 - Supervisor monitors progress and assists as necessary.

5. Example: Opening Duty Assignment Checklist

Task	Assigned To	Timeframe	Completed (âœ“)
Unlock entrance and disarm alarm	John Doe	6:00â€“6:10am	
Inspect and clean front area	Jane Smith	6:10â€“6:25am	
Set up POS terminals	Sam Lee	6:10â€“6:20am	
Stock supplies and displays	Maria Gomez	6:20â€“6:40am	

6. Documentation

- Maintain completed assignment checklists for recordkeeping.
- Note any issues or delays and address in future briefings.

