

FREE OPERATIONAL TEMPLATE

Convenience Store Audit Checklist

Use this 60-point checklist to audit store readiness, customer areas, food safety, cold chain, expiry, merchandising, pricing, receiving, inventory, checkout, cash, people, safety, security, maintenance, and corrective-action closure.

STORE / LOCATION

AUDIT DATE

AUDITOR

STORE MANAGER

1. Audit setup, store profile, trading context, and ownership

- 1 Confirm the store, inspection date, auditor, store manager, operating hours, format, location type, and areas included in the audit.

STORE AUDIT

NAME | Enter

TIME | :_

SIGNATURE | Sign

 Execution tip: Define the store format and services before starting so only relevant controls are scored and ownership is clear.

- 2 Record whether the location includes fuel, foodservice, bakery, coffee, alcohol, tobacco, lottery, parcel pickup, ATM, or other controlled services.

STORE AUDIT

Compliant

Partial

Non-compliant

N/A

 Execution tip: Define the store format and services before starting so only relevant controls are scored and ownership is clear.

- 3 Verify the team has the latest operating standards, food safety limits, merchandising guides, price files, promotion briefs, and emergency contacts.

STORE AUDIT

SKU	Shelf	Promo	POS	Match

 Execution tip: Define the store format and services before starting so only relevant controls are scored and ownership is clear.

- 4 Review the previous audit score, repeat findings, unresolved actions, customer complaints, incidents, shrink results, and equipment breakdowns.

STORE AUDIT

Compliant

Partial

Non-compliant

N/A

 Execution tip: Define the store format and services before starting so only relevant controls are scored and ownership is clear.

- 5 Define critical-failure rules for food safety, expired products, temperature deviations, blocked exits, cash security, unsafe equipment, and legal compliance.

CRITICAL

STORE AUDIT

READING | Enter

LIMIT | Enter

DEVICE ID | Enter

 Execution tip: Define the store format and services before starting so only relevant controls are scored and ownership is clear.

- 6 Confirm ownership for store operations, foodservice, stock, pricing, maintenance, security, cash, and corrective-action approval.

STORE AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Define the store format and services before starting so only relevant controls are scored and ownership is clear.

2. Exterior, forecourt, parking, entrance, and first impression

- 7 Inspect the building exterior, fascia, brand signs, windows, lighting, opening-hours notice, and promotional graphics for cleanliness and damage.

STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Capture exterior and entrance evidence before entering because this preserves the original customer view and access conditions.

- 8 Check parking spaces, pedestrian routes, kerbs, ramps, bollards, bicycle areas, delivery zones, and accessible bays for safety and obstruction.

STORE AUDIT

Compliant

Partial

Non-compliant

N/A

 Execution tip: Capture exterior and entrance evidence before entering because this preserves the original customer view and access conditions.

- 9 Where applicable, verify the fuel forecourt, pump islands, spill kits, fire equipment, traffic flow, warning signs, and customer routes are safe and orderly.

CRITICAL

STORE AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Capture exterior and entrance evidence before entering because this preserves the original customer view and access conditions.

- 10 Confirm waste bins, smoking areas, outdoor displays, vending units, ice freezers, air and water points, and parcel lockers are clean and serviceable.

STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Capture exterior and entrance evidence before entering because this preserves the original customer view and access conditions.

- 11 Check entrance doors, mats, sensors, security gates, handles, glass, and weather protection for safe operation and a clean first impression.

STORE AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Capture exterior and entrance evidence before entering because this preserves the original customer view and access conditions.

- 12 Verify emergency access, fire-service routes, exits, and accessible entrances remain clear of vehicles, stock, cages, promotional displays, and waste.

CRITICAL

STORE AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Capture exterior and entrance evidence before entering because this preserves the original customer view and access conditions.

3. Sales floor, customer areas, cleanliness, safety, and accessibility

- 13 Walk all aisles and confirm floors are clean, dry, even, uncluttered, and free from slips, trips, damaged tiles, trailing cables, and unstable displays.

STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Walk the route a customer uses and isolate any immediate safety hazard before continuing the audit.

- 14 Verify aisle widths, turning spaces, checkout routes, doorways, and access to essential products support customers with mobility needs.

STORE AUDIT

Compliant

Partial

Non-compliant

N/A

 Execution tip: Walk the route a customer uses and isolate any immediate safety hazard before continuing the audit.

- 15 Inspect shelves, gondolas, endcaps, chillers, freezers, counters, impulse units, baskets, trolleys, and customer equipment for cleanliness and damage.

CRITICAL

STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Walk the route a customer uses and isolate any immediate safety hazard before continuing the audit.

- 16 Check lighting, ventilation, temperature, odors, music, digital screens, and general ambience support a comfortable and safe shopping environment.

STORE AUDIT

READING | Enter

LIMIT | Enter

DEVICE ID | Enter

 Execution tip: Walk the route a customer uses and isolate any immediate safety hazard before continuing the audit.

- 17 Confirm spills, broken glass, leaks, damaged fixtures, pest evidence, and other hazards are isolated immediately and recorded for corrective action.

STORE AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Walk the route a customer uses and isolate any immediate safety hazard before continuing the audit.

- 18 Verify customer toilets, handwashing areas, baby-care facilities, seating, ATMs, parcel points, and shared amenities are clean, stocked, and functional where provided.

CRITICAL

STORE AUDIT

Pass

Partial

Fail

RESULT | Enter

 Execution tip: Walk the route a customer uses and isolate any immediate safety hazard before continuing the audit.

4. Foodservice, fresh food, beverage, hygiene, and preparation controls

- 19 Verify food handlers are fit for work, correctly dressed, following hand-hygiene rules, and using required hair restraints, gloves, and protective equipment. CRITICAL STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Observe a live foodservice cycle so hygiene, allergen, preparation, cleaning, and holding controls can be verified in practice.

- 20 Inspect coffee, fountain drinks, bakery, hot food, sandwiches, fresh produce, dairy, grab-and-go, and condiment stations for cleanliness and product quality. STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Observe a live foodservice cycle so hygiene, allergen, preparation, cleaning, and holding controls can be verified in practice.

- 21 Confirm food-contact surfaces, utensils, preparation areas, sinks, probes, machines, and small equipment are cleaned and sanitized to schedule. STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Observe a live foodservice cycle so hygiene, allergen, preparation, cleaning, and holding controls can be verified in practice.

- 22 Check raw, ready-to-eat, allergen, vegetarian, halal, and other controlled products are separated and handled according to the store standard. CRITICAL STORE AUDIT

Compliant

Partial

Non-compliant

N/A

 Execution tip: Observe a live foodservice cycle so hygiene, allergen, preparation, cleaning, and holding controls can be verified in practice.

- 23 Verify ingredient, allergen, date, batch, preparation, use-by, and holding information is accurate, visible, and traceable for prepared or unpackaged food. CRITICAL STORE AUDIT

SKU	Batch	Expiry	Qty	Action

 Execution tip: Observe a live foodservice cycle so hygiene, allergen, preparation, cleaning, and holding controls can be verified in practice.

- 24 Confirm waste oil, food waste, cleaning chemicals, cloths, disposable service items, and pest-control devices are stored and managed without contamination risk. CRITICAL STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Observe a live foodservice cycle so hygiene, allergen, preparation, cleaning, and holding controls can be verified in practice.

5. Cold chain, temperatures, expiry, rotation, and product integrity

- 25** Record current temperatures for selected chillers, freezers, hot-holding units, food displays, and storage areas using a calibrated device.

CRITICAL

STORE AUDIT

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter

 **Execution tip:** Use a calibrated probe or approved logger and record the actual reading, product status, and response to every deviation.

- 26** Check automatic temperature logs, alarms, min-max readings, manual checks, corrective-action records, and calibration status are complete and current.

CRITICAL

STORE AUDIT

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter

 **Execution tip:** Use a calibrated probe or approved logger and record the actual reading, product status, and response to every deviation.

- 27** Verify chilled, frozen, hot-held, and temperature-sensitive products remain within approved limits during receiving, storage, preparation, display, and service.

CRITICAL

STORE AUDIT

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter

 **Execution tip:** Use a calibrated probe or approved logger and record the actual reading, product status, and response to every deviation.

- 28** Inspect date codes, batch information, packaging integrity, freshness, leakage, swelling, freezer burn, damage, contamination, and signs of temperature abuse.

CRITICAL

STORE AUDIT

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter

 **Execution tip:** Use a calibrated probe or approved logger and record the actual reading, product status, and response to every deviation.

- 29** Confirm FEFO and FIFO rotation are followed across shelves, chillers, freezers, foodservice ingredients, backstock, and promotional displays.

STORE AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Use a calibrated probe or approved logger and record the actual reading, product status, and response to every deviation.

- 30** Remove and quarantine expired, recalled, damaged, unlabelled, contaminated, or temperature-affected stock and document its final disposition.

CRITICAL

STORE AUDIT

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter

 **Execution tip:** Use a calibrated probe or approved logger and record the actual reading, product status, and response to every deviation.

6. Merchandising, availability, pricing, promotions, and customer information

31

Compare selected bays, endcaps, coolers, counters, and impulse areas with the current planogram, assortment, and promotional brief.

STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Sample the same SKU across shelf, promotion, digital content, and POS to identify pricing and customer-information gaps.

32

Verify products are correctly faced, grouped, labelled, clean, undamaged, and positioned according to category, brand, size, flavor, or customer mission.

STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Sample the same SKU across shelf, promotion, digital content, and POS to identify pricing and customer-information gaps.

33

Check high-demand, essential, seasonal, promotional, and impulse products are available in the expected quantity and replenished from backstock.

STORE AUDIT

EXPECTED | Enter

ACTUAL | Enter

VARIANCE | Enter

 Execution tip: Sample the same SKU across shelf, promotion, digital content, and POS to identify pricing and customer-information gaps.

34

Compare shelf labels, promotional signs, digital prices, product labels, and POS prices for sampled items and record every mismatch.

CRITICAL

STORE AUDIT

SKU	Shelf	Promo	POS	Match

 Execution tip: Sample the same SKU across shelf, promotion, digital content, and POS to identify pricing and customer-information gaps.

35

Confirm promotion dates, eligibility, multibuy mechanics, loyalty offers, legal text, age restrictions, and local exclusions are accurate and current.

CRITICAL

STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add

 Execution tip: Sample the same SKU across shelf, promotion, digital content, and POS to identify pricing and customer-information gaps.

36

Verify out-of-stock gaps, substitutions, discontinued lines, damaged labels, missing prices, and unavailable promotional products are managed using the approved process.

STORE AUDIT

SKU	Shelf	Promo	POS	Match

 Execution tip: Sample the same SKU across shelf, promotion, digital content, and POS to identify pricing and customer-information gaps.

7. Receiving, stockroom, inventory, waste, and back-of-house control

- 37 Inspect the delivery area, receiving route, dock, cages, pallets, doors, lighting, floor condition, and security for safe and controlled receipt of goods.

STORE AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add



Execution tip: Reconcile receiving records, physical stock, system movements, waste, and adjustments instead of reviewing each record in isolation.

- 38 Verify deliveries are checked against purchase records for supplier, quantity, condition, seal, temperature, batch, expiry, price, and discrepancies.

CRITICAL

STORE AUDIT

READING | Enter

LIMIT | Enter

DEVICE ID | Enter



Execution tip: Reconcile receiving records, physical stock, system movements, waste, and adjustments instead of reviewing each record in isolation.

- 39 Check stockrooms, cold rooms, freezers, cages, high-value storage, chemical areas, and foodservice backstock are organized, labelled, clean, and access-controlled.

STORE AUDIT

Compliant

Partial

Non-compliant

LIVE PHOTO | Add



Execution tip: Reconcile receiving records, physical stock, system movements, waste, and adjustments instead of reviewing each record in isolation.

- 40 Confirm physical stock, system stock, transfers, returns, damages, write-offs, wastage, and adjustments are reconciled and approved.

CRITICAL

STORE AUDIT

EXPECTED | Enter

ACTUAL | Enter

VARIANCE | Enter



Execution tip: Reconcile receiving records, physical stock, system movements, waste, and adjustments instead of reviewing each record in isolation.

- 41 Inspect waste segregation, food waste, recycling, cardboard, used oil, hazardous items, returned goods, and disposal records for control and cleanliness.

STORE AUDIT

Current

Incomplete

Missing / expired

RECORD | Attach



Execution tip: Reconcile receiving records, physical stock, system movements, waste, and adjustments instead of reviewing each record in isolation.

- 42 Verify stock does not block fire equipment, electrical panels, exits, ventilation, pest devices, cleaning access, or safe manual-handling routes.

CRITICAL

STORE AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add



Execution tip: Reconcile receiving records, physical stock, system movements, waste, and adjustments instead of reviewing each record in isolation.

8. Checkout, POS, cash, age-restricted sales, and customer service

- 43 Observe checkout readiness, queue management, greeting, speed, accuracy, bagging, receipt handling, and customer support during a live transaction.

STORE AUDIT

Compliant

Partial

Non-compliant

N/A



Execution tip: Observe a live transaction and sample exceptional activity such as refunds, voids, restricted sales, and shift handover.

- 44 Verify POS terminals, scanners, payment devices, printers, customer displays, loyalty functions, and backup processes are working correctly.

STORE AUDIT

Pass

Partial

Fail

RESULT | Enter



Execution tip: Observe a live transaction and sample exceptional activity such as refunds, voids, restricted sales, and shift handover.

- 45 Check till floats, cash counts, safe drops, refunds, voids, discounts, coupons, lottery, prepaid products, and shift handovers follow approved controls.

STORE AUDIT

EXPECTED | Enter

ACTUAL | Enter

VARIANCE | Enter



Execution tip: Observe a live transaction and sample exceptional activity such as refunds, voids, restricted sales, and shift handover.

- 46 Confirm age-verification prompts, challenge procedures, refusal records, warning notices, staff knowledge, and restricted-product storage meet local requirements.

CRITICAL

STORE AUDIT

Current

Incomplete

Missing / expired

RECORD | Attach



Execution tip: Observe a live transaction and sample exceptional activity such as refunds, voids, restricted sales, and shift handover.

- 47 Verify customer complaints, refunds, returns, delivery issues, payment disputes, and service failures are recorded, resolved, and escalated when required.

CRITICAL

STORE AUDIT

Compliant

Partial

Non-compliant

N/A



Execution tip: Observe a live transaction and sample exceptional activity such as refunds, voids, restricted sales, and shift handover.

- 48 Check personal data, receipts, payment information, parcel records, loyalty details, keys, codes, and confidential documents are protected from unauthorized access.

CRITICAL

STORE AUDIT

Current

Incomplete

Missing / expired

RECORD | Attach



Execution tip: Observe a live transaction and sample exceptional activity such as refunds, voids, restricted sales, and shift handover.

9. People, security, emergency readiness, maintenance, and compliance

- 49 Confirm staffing levels, role coverage, attendance, uniforms, name badges, grooming, break plans, and shift responsibilities support safe store operation.

STORE AUDIT

Pass

Partial

Fail

RESULT | Enter

 Execution tip: Test critical safety and security controls where permitted and record the maintenance owner for every failed device.

- 50 Verify employees have current training for food safety, allergens, age-restricted sales, robbery response, fire safety, first aid, manual handling, and incident reporting.

STORE AUDIT

Current

Incomplete

Missing / expired

RECORD | Attach

 Execution tip: Test critical safety and security controls where permitted and record the maintenance owner for every failed device.

- 51 Inspect CCTV, alarms, panic buttons, mirrors, security gates, locks, keys, access codes, safes, and high-risk product controls for functionality and authorization.

CRITICAL

STORE AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Test critical safety and security controls where permitted and record the maintenance owner for every failed device.

- 52 Check fire extinguishers, emergency lighting, exit signs, evacuation plans, first-aid supplies, spill kits, and emergency contacts are available and current.

CRITICAL

STORE AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Test critical safety and security controls where permitted and record the maintenance owner for every failed device.

- 53 Review open maintenance issues for refrigeration, HVAC, plumbing, electrical systems, doors, lighting, foodservice equipment, and customer facilities.

CRITICAL

STORE AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Test critical safety and security controls where permitted and record the maintenance owner for every failed device.

- 54 Verify required licenses, permits, inspection certificates, safety records, pest-control reports, cleaning records, and mandatory notices are current and accessible.

CRITICAL

STORE AUDIT

Current

Incomplete

Missing / expired

RECORD | Attach

 Execution tip: Test critical safety and security controls where permitted and record the maintenance owner for every failed device.

10. Findings, corrective actions, verification, and management sign-off

- 55 Record each finding with the area, requirement, observed condition, risk, product or asset affected, evidence, and immediate containment taken.

STORE AUDIT

Finding	Priority	Owner	Due	Proof

 **Execution tip:** Keep actions open until objective evidence confirms the risk is controlled and the corrected condition is sustained.

- 56 Classify findings as critical, major, minor, or observation using the approved scoring and escalation rules for the business.

CRITICAL

STORE AUDIT

Finding	Priority	Owner	Due	Proof

 **Execution tip:** Keep actions open until objective evidence confirms the risk is controlled and the corrected condition is sustained.

- 57 Assign every corrective action to a named owner with priority, due date, required evidence, escalation route, and temporary control where needed.

CRITICAL

STORE AUDIT

Finding	Priority	Owner	Due	Proof

 **Execution tip:** Keep actions open until objective evidence confirms the risk is controlled and the corrected condition is sustained.

- 58 Verify closure through repeat inspection, live photos, temperature records, stock reconciliation, repaired equipment, corrected pricing, or updated documents.

CRITICAL

STORE AUDIT

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter

 **Execution tip:** Keep actions open until objective evidence confirms the risk is controlled and the corrected condition is sustained.

- 59 Review repeat failures, overdue actions, recurring equipment issues, product losses, customer impact, and trends requiring regional or head-office support.

STORE AUDIT

Compliant Partial Non-compliant N/A

 **Execution tip:** Keep actions open until objective evidence confirms the risk is controlled and the corrected condition is sustained.

- 60 Record the final score, critical failures, unresolved risks, next review date, store manager, auditor, reviewer, date, time, and signatures.

CRITICAL

STORE AUDIT

NAME | | Enter

TIME | | :_:

SIGNATURE | | Sign

 **Execution tip:** Keep actions open until objective evidence confirms the risk is controlled and the corrected condition is sustained.

RUN THIS CHECKLIST DIGITALLY

Turn convenience store findings into verified operational improvement

Use Taqtics to schedule audits, capture live store evidence and temperature readings, escalate critical failures, assign actions, verify closure, and compare recurring risks across every location.

Try the Convenience Store Audit Checklist in Taqtics

Scheduled store audits Temperature and critical-control scoring Live photo and record evidence
Immediate risk escalation Corrective-action tracking Multi-store compliance dashboards