GROCERY STORE OPERATIONS AUDIT TEMPLATE

Grocery Store Audit Checklist

Audit food safety, product condition, shelf availability, pricing, inventory, checkout, service, security, facilities, and corrective actions across every grocery store.

STORE / LOCATION	AUDIT DATE	AUDITOR	APPROVER

1. Audit setup, scope, and trading context

1 Confirm the grocery store, audit date, operating status, auditor, store manager, and escalation owner. METADATA + SIGN-OFF

NAME | Enter   TIME | __:__   SIGNATURE | Sign

Execution tip: Verify the location and responsible people before starting so findings route to the correct owners.

2 Define the zones included, such as exterior, grocery aisles, produce, chilled and frozen, checkout, stockroom, receiving, and restricted areas. ZONE CHECKLIST

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Match the scope to the store format and record every excluded area with a reason.

3 Review previous audit scores, overdue actions, complaints, incidents, recalls, shrink results, and repeat non-compliance. RECORD REVIEW

Current | Incomplete | Missing / expired | Attach record

Execution tip: Start with repeat and overdue issues so recurring risks receive deeper sampling.

4 Verify current SOPs, licenses, food safety records, emergency contacts, certificates, and required customer notices are available. CRITICAL DOCUMENT VERIFICATION

Current | Incomplete | Missing / expired | Attach record

Execution tip: Check dates and document versions, not only whether a file or notice is present.

5 Record current footfall, staffing, deliveries, promotions, maintenance work, and unusual trading conditions. TRADING CONTEXT

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Capture conditions that may explain performance without using them to excuse uncontrolled risk.

6 Capture the audit start time, geo-location, and an approved exterior reference photo. CRITICAL GEO-LOCATION + TIMESTAMP + PHOTO

Compliant | Issue found | Critical gap | Add live photo

Execution tip: Take the reference photo only after the correct location and audit window are confirmed.

2. Exterior, entrance, parking, and first impression

7 Inspect parking, pedestrian routes, kerbs, ramps, lighting, drainage, and external surfaces for hazards or damage.

CONDITION + SAFETY CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Walk the customer route from arrival to entrance and photograph material hazards from a clear angle.

8 Verify entrance doors, mats, trolley bays, baskets, and accessibility features are clean, available, and functional.

ENTRANCE READINESS

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Test moving parts and confirm entrance equipment can support expected customer volume.

9 Confirm trading hours, branding, promotional messages, service information, and customer notices are current and readable.

VISUAL VERIFICATION

Compliant | Issue found | Critical gap | Add live photo

Execution tip: Compare external messaging with the current campaign and approved operating information.

10 Check loading areas, external waste zones, cages, pallets, and delivery activity are separated from customer movement.

SEGREGATION CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Record any point where customers can enter a delivery, waste, or vehicle movement route.

11 Confirm emergency vehicle access, hydrants, fire exits, and evacuation assembly routes are clear.

CRITICAL | CRITICAL ACCESS CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Treat any obstruction as an immediate containment issue, not a routine maintenance note.

12 Rate the overall exterior and entrance first impression and capture supporting evidence.

RATING + PHOTO

Strong | Needs attention | Critical gap | Create action

Execution tip: Base the rating on cleanliness, safety, accessibility, signage, and readiness, not appearance alone.

3. Customer areas, cleanliness, accessibility, and safety

13 Verify aisles, queue lanes, service counters, and emergency routes are clear and meet approved width requirements.

CRITICAL | AISLE AND ROUTE CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Measure or compare narrow points against the approved layout where obstruction is uncertain.

14 Inspect floors for spills, moisture, damaged tiles, loose mats, trip hazards, and incomplete warning controls.

CRITICAL | HAZARD OBSERVATION + PHOTO

Compliant | Issue found | Critical gap | Add live photo

Execution tip: Confirm the hazard is contained before continuing and record who owns permanent correction.

15 Check shelves, gondolas, displays, refrigeration units, and customer fixtures are stable and free from unsafe damage.

CRITICAL | FIXTURE CONDITION

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Apply light physical checks where safe and escalate leaning, sharp, loose, or overloaded fixtures.

16 Verify lighting, ventilation, temperature, odor, noise, and general customer comfort meet store standards.

ENVIRONMENT RATING

Strong | Needs attention | Critical gap | Create action

Execution tip: Record readings where standards use measurable limits rather than relying only on perception.

17 Confirm trolleys, baskets, customer scales, price checkers, seating, and shared equipment are clean and functional.

EQUIPMENT SAMPLE CHECK

Sample	Expected	Actual	Result	Evidence

Execution tip: Sample equipment from different store areas and record the number checked and failed.

18 Verify accessible routes, help points, checkouts, toilets, and customer facilities are available and unobstructed.

CRITICAL | ACCESSIBILITY VERIFICATION

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Review the full accessible journey, including approach, service, payment, and exit.

4. Grocery aisles, product condition, and category execution

19 Inspect packaged grocery products for intact seals, clean packaging, readable labels, and freedom from leaks, swelling, rust, or damage.

CRITICAL | PRODUCT CONDITION + PHOTO

Strong | Needs attention | Critical gap | Create action

Execution tip: Sample different shelves and heights, including products at the back of the display.

20 Check produce and unpackaged items for freshness, cleanliness, protection, correct handling, and removal of unfit stock where offered.

CRITICAL | FRESH CATEGORY COMPLIANCE

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Use the approved quality guide and isolate any product that could affect food safety.

21 Verify chilled, dairy, and ready-to-eat products have intact packaging and no signs of leakage, swelling, contamination, or temperature abuse.

CRITICAL | CHILLED PRODUCT CONDITION

Current | Incomplete | Missing / expired | Attach record

Execution tip: Inspect both the product and the surrounding cabinet for evidence of a recurring control failure.

22 Check frozen products remain hard frozen and free from thawing, heavy ice build-up, damaged packaging, or freezer burn.

CRITICAL | FROZEN PRODUCT CONDITION

READING | ___ °C | LIMIT | Enter | Add photo | Create action

Execution tip: Sample items from different cabinet zones, especially near doors and loading limits.

23 Verify high-value, age-restricted, allergen-sensitive, and controlled products are displayed and secured according to policy.

CRITICAL | RESTRICTED PRODUCT CONTROL

READING | ___ °C | LIMIT | Enter | Add photo | Create action

Execution tip: Confirm controls work during normal customer service, not only when a manager is present.

24 Confirm category bays, endcaps, private-label blocks, and seasonal displays follow the approved layout and presentation standard.

CATEGORY EXECUTION + PHOTO

Current | Incomplete | Missing / expired | Attach record

Execution tip: Compare with the current planogram or campaign reference and capture the full display in evidence.

5. Food safety, temperature, expiry, and hygiene

25 Measure sampled chilled products and equipment against approved operating and product temperature ranges.

CRITICAL | TEMPERATURE READING

READING | ___ °C

LIMIT | Enter

Add photo

Create action

Execution tip: Use a calibrated device and record the exact product, location, time, and reading.

26 Measure sampled frozen products and cabinets and check for thawing, ice build-up, or door-seal failure.

CRITICAL | FROZEN TEMPERATURE + CONDITION

READING | ___ °C

LIMIT | Enter

Add photo

Create action

Execution tip: Take readings from more than one cabinet zone and investigate repeated borderline results.

27 Where hot-held or prepared foods are offered, verify approved minimum temperatures and time-control requirements.

CRITICAL | HOT-HOLD TEMPERATURE

READING | ___ °C

LIMIT | Enter

Add photo

Create action

Execution tip: Record both the temperature and the holding or preparation time where the control requires both.

28 Sample expiry, use-by, best-before, preparation, and open-date labels and verify FEFO rotation.

CRITICAL | DATE-CODE SAMPLE

Sample	Expected	Actual	Result	Evidence

Execution tip: Include slow-moving, promotional, damaged-packaging, and short-life products in the sample.

29 Verify allergen, ingredient, batch, origin, traceability, and recall information is accurate and accessible.

CRITICAL | TRACEABILITY VERIFICATION

Current | Incomplete | Missing / expired | Attach record

Execution tip: Trace at least one sampled item from shelf to receiving or supplier record.

30 Inspect handwashing, personal hygiene, PPE, cleaning chemicals, pest controls, and hygiene records.

CRITICAL | HYGIENE CONTROL AUDIT

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Check observed practice against the record and investigate any gap between the two.

6. Shelf availability, pricing, promotions, and planogram execution

31 Check on-shelf availability for priority, high-volume, promotional, and essential grocery products.

AVAILABILITY SAMPLE

Sample	Expected	Actual	Result	Evidence

Execution tip: Use a defined sample and separate true out-of-stock from poor replenishment or incorrect placement.

32 Verify products are correctly located, faced, rotated, and presented according to the approved planogram.

PLANOGRAM COMPLIANCE + PHOTO

Compliant | Issue found | Critical gap | Add live photo

Execution tip: Capture the full bay and close-up evidence for material placement or facing gaps.

33 Sample shelf labels and confirm product, barcode, pack size, price, unit price, and tax information are correct.

CRITICAL | PRICE ACCURACY SAMPLE

Sample	Expected	Actual	Result	Evidence

Execution tip: Compare shelf, product, system, and transaction information for the same sampled item.

34 Confirm promotional displays, offer mechanics, dates, signage, and supporting stock match the approved campaign.

CRITICAL | PROMOTION COMPLIANCE

Compliant | Issue found | Critical gap | Add live photo

Execution tip: Test multi-buy, loyalty, and conditional offers at POS where practical.

35 Record out-of-stock items, backroom availability, replenishment owners, expected resolution, and recurring causes.

OUT-OF-STOCK ACTION

Finding	Owner	Priority	Due	Evidence

Execution tip: Assign action based on the actual cause, such as ordering, receiving, location, or replenishment.

36 Remove or isolate damaged, opened, contaminated, expired, incorrectly priced, or recalled products from sale.

CRITICAL | PRODUCT DISPOSITION

Finding	Owner	Priority	Due	Evidence

Execution tip: Verify the item is physically controlled and the inventory or waste record is updated.

7. Receiving, stockroom, inventory, and waste controls

37 **Verify sampled deliveries match the purchase order, supplier, delivery note, quantities, and authorized receiving window.**

CRITICAL | RECEIVING DOCUMENT CHECK

Current | Incomplete | Missing / expired | Attach record

Execution tip: Select recent deliveries from different suppliers and trace each from document to stock.

38 **Inspect received goods for damage, contamination, seal integrity, labeling, and correct acceptance or rejection.**

CRITICAL | RECEIVING QUALITY CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Capture evidence before affected goods are moved, returned, or disposed of.

39 **Confirm temperature, batch, expiry, and traceability checks are completed for controlled deliveries.**

CRITICAL | COLD-CHAIN RECEIVING RECORD

READING | ___ °C
LIMIT | Enter
Add photo | Create action

Execution tip: Compare recorded results with actual product condition and receiving timestamps.

40 **Verify stockroom aisles, racking, location labels, segregation, capacity, and product storage are controlled.**

STOCKROOM CONDITION

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Check top shelves, corners, quarantine zones, and temporary staging areas, not only main aisles.

41 **Compare sampled physical quantities with system balances and investigate material variances.**

CRITICAL | PHYSICAL VS SYSTEM COUNT

EXPECTED | ___
ACTUAL | ___
VARIANCE | ___
Investigate

Execution tip: Count independently before viewing the system balance to reduce confirmation bias.

42 **Verify damages, expiry, waste, donations, returns, quarantine, and disposal are recorded and authorized.**

CRITICAL | WASTE AND DISPOSITION RECORD

Sample	Expected	Actual	Result	Evidence

Execution tip: Trace selected records to physical goods, approval, inventory adjustment, and final disposition.

8. Checkout, POS, cash, queue, and customer service

43 Record queue length, waiting time, open checkout capacity, and staffing during the audit window.

QUEUE TIMING + COUNT

EXPECTED | | ___ ACTUAL | | ___ VARIANCE | | ___ Investigate

Execution tip: Observe more than one time period where trading conditions change during the visit.

44 Test sampled products for barcode recognition, price, promotion, tax, loyalty, and receipt accuracy.

CRITICAL POS TRANSACTION TEST

Sample	Expected	Actual	Result	Evidence

Execution tip: Use items from different categories and include at least one current promotion.

45 Verify each cash drawer is assigned, secured, counted, and used only by the authorized operator.

CRITICAL TILL CUSTODY CHECK

Compliant Partially compliant Non-compliant N/A

Execution tip: Review both observed behavior and supporting drawer or shift records.

46 Confirm card terminals, self-checkouts, loyalty tools, customer displays, scanners, and receipt printers are functional.

CHECKOUT EQUIPMENT SAMPLE

Sample	Expected	Actual	Result	Evidence

Execution tip: Test a representative sample and create an issue for equipment that disrupts service or control.

47 Observe greeting, assistance, speed, accuracy, bagging, farewell, and support for customers who need help.

SERVICE BEHAVIOR RATING

Strong Needs attention Critical gap Create action

Execution tip: Use observable behaviors and timings rather than general impressions.

48 Review refunds, voids, discounts, overrides, suspended transactions, and no-sale activity for authorization and evidence.

CRITICAL TRANSACTION EXCEPTION REVIEW

Current Incomplete Missing / expired Attach record

Execution tip: Sample high-value and unusual transactions and trace them to the approving person and reason.

9. People, security, compliance, and emergency readiness

49 Verify staffing, attendance, department deployment, break coverage, and responsible managers match the trading plan. STAFFING REVIEW

Sample	Expected	Actual	Result	Evidence

Execution tip: Compare the roster with actual deployment and identify uncovered critical responsibilities.

50 Confirm employees meet grooming, hygiene, uniform, training, food-handler, and role-authorization requirements. CRITICAL PEOPLE COMPLIANCE SAMPLE

Current | Incomplete | Missing / expired | Attach record

Execution tip: Sample employees across shifts and roles, then verify current training or authorization records.

51 Verify keys, restricted areas, high-value stock, controlled products, visitor access, and contractor access are secured. CRITICAL ACCESS CONTROL CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Test the control at selected doors or zones and review exceptions, not only the access list.

52 Test CCTV, alarms, EAS gates, panic devices, radios, and incident communication systems. CRITICAL SECURITY SYSTEM TEST

Sample	Expected	Actual	Result	Evidence

Execution tip: Record the device or zone tested, result, fault owner, and target restoration time.

53 Confirm fire exits, emergency lighting, extinguishers, alarms, evacuation plans, and assembly information are ready. CRITICAL EMERGENCY READINESS

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Treat blocked exits, missing critical equipment, or failed alarms as immediate escalation items.

54 Review first aid, incidents, near misses, customer accidents, aggressive behavior, and emergency contacts. CRITICAL INCIDENT AND READINESS REVIEW

Current | Incomplete | Missing / expired | Attach record

Execution tip: Confirm every material incident has documented response, follow-up, and preventive action.

10. Findings, corrective actions, review, and sign-off

55 Rate overall grocery store compliance across food safety, availability, service, pricing, inventory, people, and safety.

CRITICAL | COMPLIANCE SCORECARD

Strong | Needs attention | Critical gap | Create action

Execution tip: Keep critical failures visible even when the overall percentage appears acceptable.

56 Record the highest-priority findings, affected zones, customer or business impact, likelihood, and severity.

CRITICAL | PRIORITY FINDING REGISTER

Strong | Needs attention | Critical gap | Create action

Execution tip: Use standard severity definitions so stores and categories can be compared consistently.

57 Create corrective actions with owner, priority, due date, interim control, evidence requirement, and escalation path.

CRITICAL | CORRECTIVE ACTION + SLA

Finding	Owner	Priority	Due	Evidence

Execution tip: Write each action so another person can understand the issue, location, and expected closure proof.

58 Confirm every critical food safety, customer safety, security, or compliance failure is contained or formally escalated.

CRITICAL | CONTAINMENT VERIFICATION

Finding	Owner	Priority	Due	Evidence

Execution tip: Do not close the audit while an uncontrolled critical risk remains available to customers or staff.

59 Set the follow-up date and confirm overdue actions escalate to store, regional, quality, and operations leadership.

CRITICAL | FOLLOW-UP SCHEDULE + ESCALATION

Finding	Owner	Priority	Due	Evidence

Execution tip: Base the review date on risk and verify escalation recipients before submission.

60 Complete store manager and audit reviewer approval with comments, timestamp, and signature.

CRITICAL | MANAGER + REVIEWER SIGN-OFF

NAME | Enter
TIME | __:__
SIGNATURE | Sign

Execution tip: Sign-off must state open risks, interim controls, overdue actions, and the next review date.