

FREE RETAIL STORE TEMPLATE

Retail Store Checklist

Use this 60-point checklist to manage daily retail store execution across setup, storefront, customer areas, staffing, POS, cash, inventory, replenishment, VM, safety, security, facilities, maintenance, handover, and corrective action.

Store / location

Date

Shift / daypart

Manager / supervisor

1. Daily store setup, priorities, handover, ownership, and operational blockers

- 1** Review the previous shift or day handover and confirm open customer issues, maintenance faults, stock gaps, cash notes, security concerns, and pending actions are understood.

RETAIL STORE TASK

CRITICAL

OWNER / MANAGER

Enter

DATE / TIME

Enter

SIGN-OFF

Sign

● Execution tip: Start with the previous handover. The fastest way to understand today's operating risk is to see what the last shift could not close.

- 2** Confirm the trading schedule, staffing plan, deliveries, campaigns, appointments, events, contractor visits, and other operational priorities for the day.

RETAIL STORE TASK

Area / Task	Status	Evidence	Owner	Action
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● Execution tip: Start with the previous handover. The fastest way to understand today's operating risk is to see what the last shift could not close.

- 3** Verify the team is using the current store SOPs, checklists, escalation contacts, customer policies, pricing references, and campaign instructions.

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: Start with the previous handover. The fastest way to understand today's operating risk is to see what the last shift could not close.

- 4** Assign clear ownership for customer service, tills, cash, replenishment, receiving, visual merchandising, housekeeping, security, facilities, and shift supervision.

RETAIL STORE TASK

CRITICAL

Area / Task	Status	Evidence	Owner	Action
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● Execution tip: Start with the previous handover. The fastest way to understand today's operating risk is to see what the last shift could not close.

- 5** Identify any critical blocker that can affect safe or reliable trading, such as failed payment capability, unsafe equipment, serious hygiene issues, major security gaps, or unavailable essential utilities.

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Start with the previous handover. The fastest way to understand today's operating risk is to see what the last shift could not close.

- 6** Record approved temporary controls, external dependencies, delayed deliveries, system issues, or unresolved items with an owner, due time, and required follow-up.

RETAIL STORE TASK

Area / Task	Status	Evidence	Owner	Action
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● Execution tip: Start with the previous handover. The fastest way to understand today's operating risk is to see what the last shift could not close.

2. Storefront, entrance, customer access, signage, and first impression

- 7 Check the storefront, facade, windows, doors, external lighting, signage, and visible perimeter are clean, undamaged, and aligned with brand standards.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Walk the approach as a customer would. The storefront and entrance should communicate that the location is open, easy to access, and ready to serve.

- 8 Verify customer access routes, ramps, steps, mats, handrails, parking or pickup areas, carts, baskets, and entrance pathways are usable and free from avoidable obstruction.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Walk the approach as a customer would. The storefront and entrance should communicate that the location is open, easy to access, and ready to serve.

- 9 Confirm opening hours, service notices, promotional messages, directional signs, and customer instructions are current and easy to understand.**

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: Walk the approach as a customer would. The storefront and entrance should communicate that the location is open, easy to access, and ready to serve.

- 10 Check entrance displays, windows, decals, sign holders, bins, and surrounding customer-facing areas are clean and professionally presented.**

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: Walk the approach as a customer would. The storefront and entrance should communicate that the location is open, easy to access, and ready to serve.

- 11 Remove cartons, waste, contractor tools, delivery equipment, employee belongings, or other temporary items that weaken the customer arrival experience.**

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: Walk the approach as a customer would. The storefront and entrance should communicate that the location is open, easy to access, and ready to serve.

- 12 Record damaged doors, poor lighting, blocked access, incorrect signage, dirty exterior areas, or other entrance issues requiring action.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Walk the approach as a customer would. The storefront and entrance should communicate that the location is open, easy to access, and ready to serve.

3. Customer areas, cleanliness, housekeeping, comfort, and store environment

- 13 Check floors, counters, shelves, fixtures, tables, seating, mirrors, touchpoints, fitting rooms, service points, and checkout areas are clean and presentable.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Inspect the parts of the store customers see and touch most. Small housekeeping failures at high-traffic touchpoints can have a disproportionate effect on perception.

- 14 Verify restrooms or customer wash areas, where applicable, are clean, odour-free, stocked with required supplies, and ready for use.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Inspect the parts of the store customers see and touch most. Small housekeeping failures at high-traffic touchpoints can have a disproportionate effect on perception.

- 15 Confirm waste bins are serviced and cleaning tools, cartons, stock, maintenance equipment, and employee belongings are removed from customer-facing areas.**

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: Inspect the parts of the store customers see and touch most. Small housekeeping failures at high-traffic touchpoints can have a disproportionate effect on perception.

- 16 Inspect aisles, queue zones, fitting rooms, pickup points, service counters, and other customer areas for clutter, obstruction, damage, or poor housekeeping.**

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: Inspect the parts of the store customers see and touch most. Small housekeeping failures at high-traffic touchpoints can have a disproportionate effect on perception.

- 17 Assess lighting, temperature, ventilation, music, noise, odour, and overall comfort from a normal customer perspective.**

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: Inspect the parts of the store customers see and touch most. Small housekeeping failures at high-traffic touchpoints can have a disproportionate effect on perception.

- 18 Record spills, odours, dirty surfaces, overflowing bins, clutter, damaged finishes, uncomfortable conditions, or other environment issues needing correction.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Inspect the parts of the store customers see and touch most. Small housekeeping failures at high-traffic touchpoints can have a disproportionate effect on perception.

4. Staffing, attendance, grooming, role coverage, briefing, and customer service

- 19 Confirm scheduled employees are present or accounted for and staffing levels are appropriate for expected customer demand and store workload.**

CRITICAL

RETAIL STORE TASK

ACTUAL

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Check role coverage, not only headcount. A full team can still struggle if tills, replenishment, customer service, receiving, or supervision are not clearly owned.

- 20 Verify employees meet required uniform, grooming, hygiene, identification, footwear, PPE, and role-specific presentation standards.**

CRITICAL

RETAIL STORE TASK

ACTUAL

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Check role coverage, not only headcount. A full team can still struggle if tills, replenishment, customer service, receiving, or supervision are not clearly owned.

- 21 Check role coverage is clear for tills, sales floor, customer assistance, replenishment, receiving, fitting rooms, service counters, housekeeping, and supervision as applicable.**

CRITICAL

RETAIL STORE TASK

ACTUAL

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Check role coverage, not only headcount. A full team can still struggle if tills, replenishment, customer service, receiving, or supervision are not clearly owned.

- 22 Conduct or confirm the shift briefing covers promotions, stock gaps, customer commitments, service priorities, safety concerns, maintenance faults, and operational risks.**

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: Check role coverage, not only headcount. A full team can still struggle if tills, replenishment, customer service, receiving, or supervision are not clearly owned.

- 23 Verify employees know how to escalate customer complaints, POS issues, stock gaps, security concerns, safety hazards, equipment faults, and policy questions.**

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: Check role coverage, not only headcount. A full team can still struggle if tills, replenishment, customer service, receiving, or supervision are not clearly owned.

- 24 Record understaffing, late arrivals, unclear role ownership, grooming gaps, weak briefing, poor service behaviour, or training issues affecting store performance.**

CRITICAL

RETAIL STORE TASK

Area / Task

Status

Evidence

Owner

Action

● Execution tip: Check role coverage, not only headcount. A full team can still struggle if tills, replenishment, customer service, receiving, or supervision are not clearly owned.

5. POS, cash, payment methods, pricing, promotions, and checkout controls

25 Confirm POS terminals, payment devices, scanners, receipt printers, customer displays, and other checkout equipment operate normally.

RETAIL STORE TASK

CRITICAL

ACTUAL

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Test a real customer transaction. This brings pricing, promotion, payment, receipt, cash, and approval controls into one practical check.

26 Verify opening floats, till assignments, cash counts, change availability, safe access, cash movements, and required reconciliation controls follow the approved process.

RETAIL STORE TASK

CRITICAL

ACTUAL

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Test a real customer transaction. This brings pricing, promotion, payment, receipt, cash, and approval controls into one practical check.

27 Check card, contactless, QR, wallet, gift card, voucher, loyalty, discount, and other relevant payment or customer-account functions are available where expected.

RETAIL STORE TASK

CRITICAL

ACTUAL

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Test a real customer transaction. This brings pricing, promotion, payment, receipt, cash, and approval controls into one practical check.

28 Confirm current prices, taxes, fees, discounts, promotions, product masters, menus, or other transaction data are configured correctly for sampled items.

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Test a real customer transaction. This brings pricing, promotion, payment, receipt, cash, and approval controls into one practical check.

29 Review a sample transaction or receipt for product, quantity, price, promotion, discount, payment, receipt output, and approval accuracy.

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Test a real customer transaction. This brings pricing, promotion, payment, receipt, cash, and approval controls into one practical check.

30 Record POS outages, payment failure, cash variance, price mismatch, incorrect discount, unsupported override, printer issue, or other checkout problem.

RETAIL STORE TASK

CRITICAL

Area / Task

Status

Evidence

Owner

Action

● Execution tip: Test a real customer transaction. This brings pricing, promotion, payment, receipt, cash, and approval controls into one practical check.

6. Inventory, receiving, stockroom, replenishment, shelf availability, and product condition

- 31 Verify core assortment, bestsellers, promoted items, new launches, essentials, and other priority products are available for customers.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This exposes hidden stock, replenishment delays, receiving gaps, and inventory inaccuracies.

- 32 Check shelves, racks, tables, pegs, counters, displays, size or variant runs, and key categories are sufficiently replenished and correctly faced.**

RETAIL STORE TASK

CRITICAL

ACTUAL

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This exposes hidden stock, replenishment delays, receiving gaps, and inventory inaccuracies.

- 33 Confirm stockrooms, cages, back corridors, high-value storage, receiving areas, and temporary holding zones are organized, accessible, and secure.**

RETAIL STORE TASK

CRITICAL

ACTUAL

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This exposes hidden stock, replenishment delays, receiving gaps, and inventory inaccuracies.

- 34 Review stockouts, delayed deliveries, damaged goods, inventory discrepancies, transfers, returns, quarantine stock, and approved substitutes affecting availability.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This exposes hidden stock, replenishment delays, receiving gaps, and inventory inaccuracies.

- 35 Check receiving, put-away, replenishment, stock rotation, expiry or shelf-life controls, damaged-product handling, and backroom organization follow the approved store process.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This exposes hidden stock, replenishment delays, receiving gaps, and inventory inaccuracies.

- 36 Record critical stockouts, hidden stock, poor replenishment, damaged products, receiving backlog, unsafe storage, or inventory issues requiring action.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This exposes hidden stock, replenishment delays, receiving gaps, and inventory inaccuracies.

7. Visual merchandising, planograms, shelf labels, promotions, and product presentation

- 37 Verify windows, entrance displays, feature tables, mannequins, shelves, planograms, promotional zones, and digital screens match the current approved standard or campaign.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Compare live execution with the latest planogram, campaign, and pricing references. Old instructions and local workarounds are common causes of store inconsistency.

- 38 Check hero products, priority SKUs, facings, category sequence, product blocking, shelf position, and display density follow the approved visual or planogram reference.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Compare live execution with the latest planogram, campaign, and pricing references. Old instructions and local workarounds are common causes of store inconsistency.

- 39 Confirm shelf labels, product tags, promotional tickets, price communication, menu boards, and customer notices are current and matched to the correct product or service.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Compare live execution with the latest planogram, campaign, and pricing references. Old instructions and local workarounds are common causes of store inconsistency.

- 40 Remove expired, incorrect, duplicated, damaged, handwritten, or conflicting promotional and pricing materials unless specifically approved.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Compare live execution with the latest planogram, campaign, and pricing references. Old instructions and local workarounds are common causes of store inconsistency.

- 41 Inspect display fixtures, props, sign holders, digital screens, shelves, hangers, lighting, and other VM equipment for cleanliness, alignment, damage, and function.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Compare live execution with the latest planogram, campaign, and pricing references. Old instructions and local workarounds are common causes of store inconsistency.

- 42 Record planogram deviations, missing prices, wrong campaign execution, unavailable hero products, damaged displays, or other presentation gaps.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Compare live execution with the latest planogram, campaign, and pricing references. Old instructions and local workarounds are common causes of store inconsistency.

8. Safety, security, emergency readiness, access control, and loss prevention

- 43** Inspect customer and employee areas for slips, trips, unstable fixtures, exposed wiring, blocked passages, leaks, unsafe storage, or other visible hazards.

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Treat serious safety and security issues as operating blockers. Immediate control and escalation matter more than simply recording the failed check.

- 44** Verify emergency exits, escape routes, fire doors, emergency lighting, alarms, extinguishers, first-aid resources, and other required emergency controls are accessible and in normal condition.

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Treat serious safety and security issues as operating blockers. Immediate control and escalation matter more than simply recording the failed check.

- 45** Check CCTV, alarms, locks, shutters, safes, keys, access cards, panic or duress devices, and restricted areas are controlled and functioning as expected.

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Treat serious safety and security issues as operating blockers. Immediate control and escalation matter more than simply recording the failed check.

- 46** Confirm high-value merchandise, restricted products, cash areas, stockrooms, receiving zones, and other loss-sensitive areas use the required security controls.

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Treat serious safety and security issues as operating blockers. Immediate control and escalation matter more than simply recording the failed check.

- 47** Review recent safety incidents, suspicious activity, theft concerns, missing keys, access issues, or security faults that may affect current store risk.

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Treat serious safety and security issues as operating blockers. Immediate control and escalation matter more than simply recording the failed check.

- 48** Escalate serious hazards, failed life-safety controls, major security gaps, uncontrolled access, or other critical conditions requiring immediate action.

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Treat serious safety and security issues as operating blockers. Immediate control and escalation matter more than simply recording the failed check.

9. Facilities, equipment, utilities, maintenance, compliance records, and support issues

- 49 Confirm essential lighting, HVAC, ventilation, refrigeration, lifts, doors, water, power, internet, service equipment, and other critical utilities operate as required.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Use maintenance records and physical inspection together. A logged work order is not proof that the store condition is acceptable today.

- 50 Inspect ladders, step stools, plugs, electrical leads, material-handling equipment, tools, stockroom fixtures, and other operating equipment for safe and serviceable condition.**

RETAIL STORE TASK

CRITICAL

ACTUAL

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Use maintenance records and physical inspection together. A logged work order is not proof that the store condition is acceptable today.

- 51 Review open maintenance faults, preventive-maintenance tasks, contractor visits, work orders, temporary repairs, and recurring equipment issues affecting the store.**

RETAIL STORE TASK

CRITICAL

ACTUAL

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Use maintenance records and physical inspection together. A logged work order is not proof that the store condition is acceptable today.

- 52 Verify required store licences, permits, inspection records, service certificates, maintenance logs, training records, or other operational documents are current where applicable.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Use maintenance records and physical inspection together. A logged work order is not proof that the store condition is acceptable today.

- 53 Check known defects are repaired or supported by an approved temporary control that does not create unacceptable safety, customer, compliance, or operational risk.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

N/A

● Execution tip: Use maintenance records and physical inspection together. A logged work order is not proof that the store condition is acceptable today.

- 54 Record utility loss, unsafe equipment, overdue maintenance, expired required records, unresolved facility issues, or other support needs requiring escalation.**

RETAIL STORE TASK

CRITICAL

Done

Needs action

Critical

PHOTO

Add

● Execution tip: Use maintenance records and physical inspection together. A logged work order is not proof that the store condition is acceptable today.

10. Shift review, customer issues, corrective actions, handover, closing controls, and sign-off

- 55 Review unresolved customer complaints, returns, service failures, stock issues, POS incidents, maintenance faults, safety findings, and security concerns before handover or shift close.**

CRITICAL

RETAIL STORE TASK

Done

Needs action

Critical

PHOTO

Add

● Execution tip: End with a strong handover. Anything still open should have a named owner, due time, evidence requirement, and clear next step.

- 56 Record each open issue with the exact store area, observed condition, customer or operational impact, responsible owner, priority, due time, and required action.**

CRITICAL

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: End with a strong handover. Anything still open should have a named owner, due time, evidence requirement, and clear next step.

- 57 Verify completed corrections using updated photos, repeat transactions, replenishment proof, repair evidence, cleaning confirmation, corrected labels, or another objective method.**

CRITICAL

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: End with a strong handover. Anything still open should have a named owner, due time, evidence requirement, and clear next step.

- 58 Confirm cash, stock, key, equipment, delivery, maintenance, security, and customer-service information requiring follow-up is included in the shift or closing handover.**

CRITICAL

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: End with a strong handover. Anything still open should have a named owner, due time, evidence requirement, and clear next step.

- 59 Identify repeated issues that should be escalated beyond the store for process, supplier, system, training, maintenance, or regional improvement.**

CRITICAL

RETAIL STORE TASK

Done

Needs action

Critical

N/A

● Execution tip: End with a strong handover. Anything still open should have a named owner, due time, evidence requirement, and clear next step.

- 60 Record the final store status, unresolved critical items, open actions, handover owner, next follow-up time, manager, date, time, and final sign-off.**

CRITICAL

RETAIL STORE TASK

Done

Needs action

Critical

PHOTO

Add

● Execution tip: End with a strong handover. Anything still open should have a named owner, due time, evidence requirement, and clear next step.

RUN THIS CHECKLIST DIGITALLY

Turn daily retail checks into visible, accountable store execution

Use Taqtics to schedule daily store tasks, assign them by role, capture live evidence, escalate critical issues, verify corrective actions, and compare execution across every location.