

## FREE DAILY STORE CLOSING TEMPLATE

# Store Closing Checklist

Use this 60-point checklist to complete customer close, POS and cash reconciliation, stock recovery, visual reset, cleaning, equipment shutdown, utilities, safety, security, staff departure, overnight handover, and final lock-up.

Store / location

Closing date

Planned close time

Closing manager

## 1. Closing handover, trading status, priorities, ownership, and critical blockers

- 1** Confirm the store, closing date, planned close time, closing manager, closing team, departments, and customer areas included in the closing routine.

STORE CLOSING

CLOSING MANAGER

Enter

DATE / TIME

Enter

SIGN-OFF

Sign

● Execution tip: Start the closing routine before the last customer leaves. Early handover and issue review prevents critical tasks from being discovered only at final lock-up.

- 2** Review the day's open customer issues, maintenance faults, stock gaps, POS incidents, cash concerns, safety findings, security issues, and unresolved corrective actions.

STORE CLOSING

CRITICAL

Closing area

Status

Evidence

Owner

Handover

● Execution tip: Start the closing routine before the last customer leaves. Early handover and issue review prevents critical tasks from being discovered only at final lock-up.

- 3** Confirm final deliveries, pickups, click-and-collect orders, returns, customer appointments, contractor activity, and other late-day operational commitments are completed or handed over.

STORE CLOSING

Closing area

Status

Evidence

Owner

Handover

● Execution tip: Start the closing routine before the last customer leaves. Early handover and issue review prevents critical tasks from being discovered only at final lock-up.

- 4** Assign clear ownership for customer-area recovery, tills, cash, stock, receiving, housekeeping, VM, security, utilities, equipment shutdown, and final sign-off.

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Start the closing routine before the last customer leaves. Early handover and issue review prevents critical tasks from being discovered only at final lock-up.

- 5** Identify critical closing blockers such as unresolved customer presence, unsafe conditions, failed alarm or access controls, exposed cash, unsecured high-value stock, or serious facility faults.

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Start the closing routine before the last customer leaves. Early handover and issue review prevents critical tasks from being discovered only at final lock-up.

- 6** Record every unresolved item with the exact issue, responsible owner, temporary control, escalation route, due time, and required follow-up for the next shift or support team.

STORE CLOSING

Closing area

Status

Evidence

Owner

Handover

● Execution tip: Start the closing routine before the last customer leaves. Early handover and issue review prevents critical tasks from being discovered only at final lock-up.

## 2. Customer close, final service, entrance control, exterior, and customer-area shutdown

- 7 Confirm closing-time communication is handled politely and customers are given appropriate notice without creating unnecessary pressure or confusion.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Manage the customer close calmly and consistently. The goal is to complete service properly while moving the store toward a controlled closed condition.

- 8 Verify all customers have completed shopping, payment, pickup, returns, fitting-room use, or other service interactions before customer-access doors are secured.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Manage the customer close calmly and consistently. The goal is to complete service properly while moving the store toward a controlled closed condition.

- 9 Check customer entrance and exit doors, shutters, gates, access points, parking or pickup areas, exterior lights, and customer notices are set for the approved closed-store condition.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Manage the customer close calmly and consistently. The goal is to complete service properly while moving the store toward a controlled closed condition.

- 10 Confirm carts, baskets, queue barriers, outdoor displays, signage, promotional units, and other entrance items are returned to their approved closing positions.**

STORE CLOSING

Complete

Action open

Blocked

N/A

● Execution tip: Manage the customer close calmly and consistently. The goal is to complete service properly while moving the store toward a controlled closed condition.

- 11 Inspect customer-facing areas for left-behind merchandise, bags, personal items, abandoned carts, damaged products, spills, or other issues that require action before closure.**

STORE CLOSING

Complete

Action open

Blocked

N/A

● Execution tip: Manage the customer close calmly and consistently. The goal is to complete service properly while moving the store toward a controlled closed condition.

- 12 Record incomplete customer service, unsecured access, exterior damage, customer property, or other end-of-day issues that require follow-up.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Manage the customer close calmly and consistently. The goal is to complete service properly while moving the store toward a controlled closed condition.

### 3. POS close, cash drawers, refunds, safe, deposits, payment devices, and financial handover

- 13 Complete final POS transactions and confirm no customer orders, returns, refunds, exchanges, voids, or pending payments remain open unexpectedly.**

CRITICAL

STORE CLOSING

ACTUAL / COUNT

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Treat cash closure as a controlled sequence. Complete transactions, reconcile tills, investigate variances, secure funds, and document handover before moving on.

- 14 Close assigned tills according to the approved process and reconcile cash, card, digital payment, voucher, gift card, loyalty, or other tender activity where applicable.**

CRITICAL

STORE CLOSING

ACTUAL / COUNT

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Treat cash closure as a controlled sequence. Complete transactions, reconcile tills, investigate variances, secure funds, and document handover before moving on.

- 15 Verify cash drawers, floats, cash drops, deposits, safe balances, change funds, and cash bags are counted, documented, secured, and handed over correctly.**

CRITICAL

STORE CLOSING

ACTUAL / COUNT

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Treat cash closure as a controlled sequence. Complete transactions, reconcile tills, investigate variances, secure funds, and document handover before moving on.

- 16 Review significant cash variances, no-sale openings, voids, refunds, discounts, overrides, failed payments, or manual transactions requiring manager attention.**

CRITICAL

STORE CLOSING

Complete

Action open

Blocked

N/A

● Execution tip: Treat cash closure as a controlled sequence. Complete transactions, reconcile tills, investigate variances, secure funds, and document handover before moving on.

- 17 Secure POS terminals, payment devices, tablets, handhelds, receipt stock, keys, and other transaction equipment according to the closing procedure.**

CRITICAL

STORE CLOSING

Complete

Action open

Blocked

N/A

● Execution tip: Treat cash closure as a controlled sequence. Complete transactions, reconcile tills, investigate variances, secure funds, and document handover before moving on.

- 18 Record unexplained cash variance, unclosed till, failed reconciliation, missing deposit evidence, unsecured cash, or other financial-control issues before final sign-off.**

CRITICAL

STORE CLOSING

Closing area

Status

Evidence

Owner

Handover

● Execution tip: Treat cash closure as a controlled sequence. Complete transactions, reconcile tills, investigate variances, secure funds, and document handover before moving on.

#### 4. Inventory recovery, shelf replenishment, returns, damages, stockroom, and receiving close

- 19 Return misplaced merchandise, customer returns, fitting-room items, abandoned products, and recovery stock to the correct shelf, fixture, rack, peg, or approved holding area.**

CRITICAL

STORE CLOSING

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Use closing recovery to prepare the next trading day. Returning products, organizing stockrooms, and documenting stock gaps saves opening teams from repeating avoidable work.

- 20 Replenish priority products, core assortment, promoted items, new launches, and other high-demand SKUs where the closing routine includes next-day shelf readiness.**

CRITICAL

STORE CLOSING

ACTUAL / COUNT

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Use closing recovery to prepare the next trading day. Returning products, organizing stockrooms, and documenting stock gaps saves opening teams from repeating avoidable work.

- 21 Identify out-of-stock products, damaged goods, quarantined stock, inventory discrepancies, missing items, transfer issues, and other stock conditions requiring follow-up.**

CRITICAL

STORE CLOSING

ACTUAL / COUNT

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Use closing recovery to prepare the next trading day. Returning products, organizing stockrooms, and documenting stock gaps saves opening teams from repeating avoidable work.

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

CRITICAL

STORE CLOSING

Complete

Action open

Blocked

N/A

● Execution tip: Use closing recovery to prepare the next trading day. Returning products, organizing stockrooms, and documenting stock gaps saves opening teams from repeating avoidable work.

- 23 Close or document unfinished deliveries, supplier discrepancies, inter-store transfers, return-to-vendor items, or receiving activity that cannot be completed before close.**

CRITICAL

STORE CLOSING

Complete

Action open

Blocked

N/A

● Execution tip: Use closing recovery to prepare the next trading day. Returning products, organizing stockrooms, and documenting stock gaps saves opening teams from repeating avoidable work.

- 24 Record critical stockouts, hidden stock, receiving backlog, unsafe storage, unprocessed returns, damaged products, or other inventory issues for the next shift or support team.**

CRITICAL

STORE CLOSING

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Use closing recovery to prepare the next trading day. Returning products, organizing stockrooms, and documenting stock gaps saves opening teams from repeating avoidable work.

## 5. Visual merchandising, shelf recovery, pricing, promotional materials, and next-day presentation

- 25 Face and recover priority shelves, racks, tables, feature zones, counters, and other customer-facing displays to the approved end-of-day or next-day standard.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Remove expired campaign material at the correct time. Leaving old offers visible overnight can create immediate pricing and customer issues at the next opening.

- 26 Verify hero products, key categories, promotional displays, mannequins, planograms, and feature tables are left in the required presentation condition where applicable.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Remove expired campaign material at the correct time. Leaving old offers visible overnight can create immediate pricing and customer issues at the next opening.

- 27 Check shelf labels, product tags, promotional tickets, customer notices, and price communication remain matched to the correct product or service.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Remove expired campaign material at the correct time. Leaving old offers visible overnight can create immediate pricing and customer issues at the next opening.

- 28 Remove expired promotional materials, campaign items, temporary notices, or customer communication that should not remain visible after the current trading day.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Remove expired campaign material at the correct time. Leaving old offers visible overnight can create immediate pricing and customer issues at the next opening.

- 29 Inspect display fixtures, sign holders, digital screens, shelves, props, hangers, lighting, and VM equipment for damage, malfunction, or repair needs identified during recovery.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Remove expired campaign material at the correct time. Leaving old offers visible overnight can create immediate pricing and customer issues at the next opening.

- 30 Record planogram deviations, damaged displays, missing prices, expired POSM, unavailable hero products, or other presentation issues that need correction before reopening.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Remove expired campaign material at the correct time. Leaving old offers visible overnight can create immediate pricing and customer issues at the next opening.

## 6. Cleaning, hygiene, waste, restrooms, housekeeping, and customer-area reset

- 31 Complete the required cleaning of floors, counters, checkout areas, shelves, tables, mirrors, fitting rooms, service points, touchpoints, and other customer-facing surfaces.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Prioritize high-touch and hygiene-sensitive areas. A complete closing clean should leave the store visibly ready for the next opening routine.

- 32 Clean and restock restrooms or customer wash areas, where applicable, and verify they are left in the approved closed-store condition.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Prioritize high-touch and hygiene-sensitive areas. A complete closing clean should leave the store visibly ready for the next opening routine.

- 33 Remove waste, recycling, cartons, packaging, damaged goods, food waste, and other refuse using the approved disposal and segregation process.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Prioritize high-touch and hygiene-sensitive areas. A complete closing clean should leave the store visibly ready for the next opening routine.

- 34 Store cleaning tools, chemicals, consumables, PPE, housekeeping equipment, and waste-handling materials in their designated secure locations.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Prioritize high-touch and hygiene-sensitive areas. A complete closing clean should leave the store visibly ready for the next opening routine.

- 35 Check staff rooms, preparation zones, stockrooms, service areas, sinks, drains, or other hygiene-sensitive back-of-house areas included in the closing routine.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Prioritize high-touch and hygiene-sensitive areas. A complete closing clean should leave the store visibly ready for the next opening routine.

- 36 Record spills, odours, pest evidence, incomplete cleaning, waste backlog, chemical-storage issues, or other housekeeping conditions requiring escalation or next-shift action.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Prioritize high-touch and hygiene-sensitive areas. A complete closing clean should leave the store visibly ready for the next opening routine.

## 7. Equipment shutdown, utilities, refrigeration, IT, devices, and facility condition

- 37 Shut down, place in standby, or leave running all equipment according to the approved closing procedure and manufacturer or operational requirements.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Use an equipment shutdown list by store format. The most important distinction is which equipment must be off, which must stay on, and which needs overnight monitoring.

- 38 Confirm refrigerators, freezers, chillers, temperature-sensitive equipment, servers, security systems, or other equipment that must remain operational are left in normal condition.**

STORE CLOSING

CRITICAL

ACTUAL / COUNT

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Use an equipment shutdown list by store format. The most important distinction is which equipment must be off, which must stay on, and which needs overnight monitoring.

- 39 Turn off or set lighting, HVAC, music, digital screens, signage, non-essential power, water, service equipment, and other utilities to the approved closed-store mode.**

STORE CLOSING

CRITICAL

ACTUAL / COUNT

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Use an equipment shutdown list by store format. The most important distinction is which equipment must be off, which must stay on, and which needs overnight monitoring.

- 40 Secure or charge handheld devices, tablets, scanners, radios, printers, mobile POS units, keys, batteries, and other operational equipment as required.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Use an equipment shutdown list by store format. The most important distinction is which equipment must be off, which must stay on, and which needs overnight monitoring.

- 41 Review open maintenance faults, leaks, unusual noise, temperature issues, equipment alarms, damaged fixtures, or other facility conditions identified before closing.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Use an equipment shutdown list by store format. The most important distinction is which equipment must be off, which must stay on, and which needs overnight monitoring.

- 42 Escalate unsafe equipment, major utility issues, refrigeration failure, water leak, electrical concern, or other facility condition that cannot safely remain unattended overnight.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Use an equipment shutdown list by store format. The most important distinction is which equipment must be off, which must stay on, and which needs overnight monitoring.

## 8. Safety, security, fire controls, alarms, keys, restricted areas, and final lock-up

- 43 Complete a final safety walk for slips, trips, leaks, unstable fixtures, exposed wiring, blocked passages, unsafe storage, unsecured equipment, or other visible hazards.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Final lock-up should follow a fixed sequence. Security steps are easier to verify when alarms, keys, restricted areas, shutters, doors, and final exit are checked consistently.

- 44 Verify emergency exits, escape routes, fire doors, emergency lighting, alarms, extinguishers, and other required emergency controls are left unobstructed and in normal condition.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Final lock-up should follow a fixed sequence. Security steps are easier to verify when alarms, keys, restricted areas, shutters, doors, and final exit are checked consistently.

- 45 Confirm high-value merchandise, restricted products, cash areas, offices, stockrooms, receiving zones, server rooms, and other restricted areas are secured.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Final lock-up should follow a fixed sequence. Security steps are easier to verify when alarms, keys, restricted areas, shutters, doors, and final exit are checked consistently.

- 46 Account for store keys, access cards, safe keys, alarm codes, contractor access, spare keys, and other access credentials according to the approved control process.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Final lock-up should follow a fixed sequence. Security steps are easier to verify when alarms, keys, restricted areas, shutters, doors, and final exit are checked consistently.

- 47 Set the required alarms, CCTV modes, shutters, locks, security devices, perimeter controls, and access restrictions for the closed-store period.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Final lock-up should follow a fixed sequence. Security steps are easier to verify when alarms, keys, restricted areas, shutters, doors, and final exit are checked consistently.

- 48 Do not complete final lock-up if a serious safety or security condition remains uncontrolled. Escalate the issue and follow the approved emergency or exception process.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Final lock-up should follow a fixed sequence. Security steps are easier to verify when alarms, keys, restricted areas, shutters, doors, and final exit are checked consistently.

## 9. Staff close, attendance, belongings, back-of-house reset, communication, and departure control

- 49 Confirm closing tasks assigned to each employee are complete or formally handed over before the employee is released from the shift.**

CRITICAL

STORE CLOSING

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Control the final departure. The closing manager should know who remains inside, who has left, and who is responsible for the last-person-out sequence.

- 50 Verify attendance, shift end times, overtime, schedule changes, absence notes, or other closing workforce records are completed where required.**

CRITICAL

STORE CLOSING

ACTUAL / COUNT

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Control the final departure. The closing manager should know who remains inside, who has left, and who is responsible for the last-person-out sequence.

- 51 Check employee lockers, staff areas, break rooms, changing areas, personal-belonging zones, and other back-of-house spaces are left orderly and secure.**

CRITICAL

STORE CLOSING

ACTUAL / COUNT

Enter

EXPECTED

Enter

STATUS

Record

● Execution tip: Control the final departure. The closing manager should know who remains inside, who has left, and who is responsible for the last-person-out sequence.

- 52 Confirm employee purchases, bag checks, locker controls, access procedures, or other approved loss-prevention steps are completed where applicable.**

CRITICAL

STORE CLOSING

Complete

Action open

Blocked

N/A

● Execution tip: Control the final departure. The closing manager should know who remains inside, who has left, and who is responsible for the last-person-out sequence.

- 53 Brief the remaining closing team on open actions, security expectations, alarm sequence, final departure order, and responsibilities for last-person-out controls.**

CRITICAL

STORE CLOSING

Complete

Action open

Blocked

N/A

● Execution tip: Control the final departure. The closing manager should know who remains inside, who has left, and who is responsible for the last-person-out sequence.

- 54 Confirm employees, contractors, vendors, and other authorized persons have departed or are accounted for before the closing manager completes final lock-up.**

CRITICAL

STORE CLOSING

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Control the final departure. The closing manager should know who remains inside, who has left, and who is responsible for the last-person-out sequence.

## 10. Final closing walk, unresolved actions, overnight risks, handover, approval, and sign-off

- 55 Complete a final end-to-end walk covering exterior, customer areas, tills, stockroom, receiving, staff areas, utilities, equipment, safety, and security before leaving.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Finish with a complete handover, not only a locked door. The next shift should know every unresolved issue, temporary control, overnight dependency, and required follow-up.

- 56 Verify all critical closing blockers are corrected or formally escalated according to the organization's go or no-go closing rules.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Finish with a complete handover, not only a locked door. The next shift should know every unresolved issue, temporary control, overnight dependency, and required follow-up.

- 57 Record each remaining non-critical issue with the exact location, owner, priority, due time, expected action, escalation route, and evidence required for closure.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Finish with a complete handover, not only a locked door. The next shift should know every unresolved issue, temporary control, overnight dependency, and required follow-up.

- 58 Confirm required overnight controls, temporary measures, contractor follow-up, refrigeration monitoring, security watch, or support-team handover are documented where applicable.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Finish with a complete handover, not only a locked door. The next shift should know every unresolved issue, temporary control, overnight dependency, and required follow-up.

- 59 Complete the final store-closing status, alarm or security confirmation, cash handover status, open-action count, next-shift notes, and manager approval.**

STORE CLOSING

CRITICAL

Complete

Action open

Blocked

N/A

● Execution tip: Finish with a complete handover, not only a locked door. The next shift should know every unresolved issue, temporary control, overnight dependency, and required follow-up.

- 60 Record the closing manager, final departure time, next opening or follow-up owner, date, time, and final sign-off only after the store is secure and the handover is complete.**

STORE CLOSING

CRITICAL

Complete

Needs action

Critical

PHOTO

Add

● Execution tip: Finish with a complete handover, not only a locked door. The next shift should know every unresolved issue, temporary control, overnight dependency, and required follow-up.

## RUN THIS CHECKLIST DIGITALLY

### Make every store close secure, controlled, and ready for the next shift

Use Taqtics to schedule closing tasks, assign them by role, capture live evidence, block critical issues, hand over unresolved actions, and verify final lock-up across every location.