

## FREE STORE INSPECTION TEMPLATE

# Store Inspection Checklist

Use this 60-point checklist to inspect store condition, customer areas, staffing, POS, cash, inventory, visual merchandising, pricing, safety, security, facilities, maintenance, compliance records, corrective actions, and final sign-off.

Store / location

Inspection date

Inspector

Store manager

## 1. Inspection setup, store profile, scope, priorities, ownership, and previous findings

- 1** Confirm the store, inspection date, inspector, store manager, operating format, departments, service points, and customer-facing areas included in the inspection.

STORE INSPECTION

INSPECTOR / MANAGER

Enter

DATE / TIME

Enter

SIGN-OFF

Sign

● Execution tip: Start with previous findings and known problem areas. A good store inspection should verify whether repeat issues are actually being prevented, not only whether they were temporarily fixed.

- 2** Verify the team is using the current store standards, SOPs, safety procedures, visual guidelines, customer policies, and operational checklists relevant to the location.

STORE INSPECTION

| Area / Check | Status | Evidence | Owner | Action |
|--------------|--------|----------|-------|--------|
|--------------|--------|----------|-------|--------|

● Execution tip: Start with previous findings and known problem areas. A good store inspection should verify whether repeat issues are actually being prevented, not only whether they were temporarily fixed.

- 3** Review previous inspections, audits, customer complaints, maintenance issues, safety findings, stock gaps, loss-prevention concerns, and open corrective actions.

STORE INSPECTION

| Area / Check | Status | Evidence | Owner | Action |
|--------------|--------|----------|-------|--------|
|--------------|--------|----------|-------|--------|

● Execution tip: Start with previous findings and known problem areas. A good store inspection should verify whether repeat issues are actually being prevented, not only whether they were temporarily fixed.

- 4** Identify high-priority areas for the inspection based on recent incidents, recurring failures, peak trading periods, promotions, store changes, or management concerns.

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Start with previous findings and known problem areas. A good store inspection should verify whether repeat issues are actually being prevented, not only whether they were temporarily fixed.

- 5** Confirm critical-failure rules are defined for issues such as serious safety hazards, major security breaches, failed payment capability, severe hygiene concerns, or other conditions requiring immediate escalation.

STORE INSPECTION

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Start with previous findings and known problem areas. A good store inspection should verify whether repeat issues are actually being prevented, not only whether they were temporarily fixed.

- 6** Assign ownership for customer areas, staffing, POS, cash, inventory, VM, pricing, facilities, safety, security, compliance, and corrective-action closure.

STORE INSPECTION

| Area / Check | Status | Evidence | Owner | Action |
|--------------|--------|----------|-------|--------|
|--------------|--------|----------|-------|--------|

● Execution tip: Start with previous findings and known problem areas. A good store inspection should verify whether repeat issues are actually being prevented, not only whether they were temporarily fixed.

## 2. Exterior, storefront, entrance, access, signage, and first impression

- 7** Inspect the storefront, facade, windows, doors, shutters, locks, external lighting, signage, and visible perimeter for damage, obstruction, poor cleanliness, or weak presentation.

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Approach the location as a customer would. Exterior access, signage, cleanliness, and first impression should be judged before you enter the store.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

● Execution tip: Approach the location as a customer would. Exterior access, signage, cleanliness, and first impression should be judged before you enter the store.

- 9** Verify opening hours, directional signs, promotional messages, customer notices, and other entrance communication are current, legible, and correctly positioned.

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Approach the location as a customer would. Exterior access, signage, cleanliness, and first impression should be judged before you enter the store.

- 10** Check windows, glass, decals, entrance displays, outdoor seating, bins, and surrounding customer-facing areas are clean and maintained.

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Approach the location as a customer would. Exterior access, signage, cleanliness, and first impression should be judged before you enter the store.

- 11** Confirm deliveries, cartons, pallets, waste, contractor tools, maintenance activity, or employee belongings are not blocking customer access or reducing first impression.

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Approach the location as a customer would. Exterior access, signage, cleanliness, and first impression should be judged before you enter the store.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Approach the location as a customer would. Exterior access, signage, cleanliness, and first impression should be judged before you enter the store.

### 3. Interior condition, cleanliness, housekeeping, customer areas, and store environment

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

CRITICAL

STORE INSPECTION

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Inspect both appearance and usability. A store can look clean from a distance while touchpoints, queues, fitting rooms, or service areas still create a poor experience.

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

CRITICAL

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Inspect both appearance and usability. A store can look clean from a distance while touchpoints, queues, fitting rooms, or service areas still create a poor experience.

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

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Inspect both appearance and usability. A store can look clean from a distance while touchpoints, queues, fitting rooms, or service areas still create a poor experience.

- 16 Inspect aisles, walkways, service zones, stock-access points, fitting rooms, pickup areas, and queue zones for clutter, obstruction, or poor housekeeping.**

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Inspect both appearance and usability. A store can look clean from a distance while touchpoints, queues, fitting rooms, or service areas still create a poor experience.

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

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Inspect both appearance and usability. A store can look clean from a distance while touchpoints, queues, fitting rooms, or service areas still create a poor experience.

- 18 Record spills, odours, dirty surfaces, overflowing bins, clutter, damaged finishes, poor lighting, uncomfortable conditions, or other environmental gaps.**

CRITICAL

STORE INSPECTION

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Inspect both appearance and usability. A store can look clean from a distance while touchpoints, queues, fitting rooms, or service areas still create a poor experience.

#### 4. Staffing, attendance, grooming, role coverage, briefing, and service readiness

- 19 Confirm required employees are present or scheduled for the operating period and staffing levels are appropriate for expected customer demand.**

CRITICAL

STORE INSPECTION

ACTUAL

Enter

STANDARD

Enter

STATUS

Record

● Execution tip: Check role coverage, not only headcount. Stores often fail during peak periods because the right people are not assigned to tills, replenishment, service, or supervision.

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

CRITICAL

STORE INSPECTION

ACTUAL

Enter

STANDARD

Enter

STATUS

Record

● Execution tip: Check role coverage, not only headcount. Stores often fail during peak periods because the right people are not assigned to tills, replenishment, service, or supervision.

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

STORE INSPECTION

ACTUAL

Enter

STANDARD

Enter

STATUS

Record

● Execution tip: Check role coverage, not only headcount. Stores often fail during peak periods because the right people are not assigned to tills, replenishment, service, or supervision.

- 22 Confirm the team has been briefed on promotions, stock gaps, service priorities, safety issues, maintenance faults, customer commitments, and operational risks.**

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Check role coverage, not only headcount. Stores often fail during peak periods because the right people are not assigned to tills, replenishment, service, or supervision.

- 23 Verify employees know how to escalate customer, POS, payment, stock, safety, equipment, security, compliance, or service issues.**

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Check role coverage, not only headcount. Stores often fail during peak periods because the right people are not assigned to tills, replenishment, service, or supervision.

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

CRITICAL

STORE INSPECTION

Area / Check

Status

Evidence

Owner

Action

● Execution tip: Check role coverage, not only headcount. Stores often fail during peak periods because the right people are not assigned to tills, replenishment, service, or supervision.

## 5. POS, cash, payment systems, pricing, transaction controls, and checkout readiness

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

CRITICAL

STORE INSPECTION

ACTUAL

Enter

STANDARD

Enter

STATUS

Record

● Execution tip: Trace one customer transaction from price display to receipt. This tests POS, pricing, payment, promotion, receipt, and approval controls together.

### 26 Verify cash drawers, floats, change availability, safe access, till assignments, cash counts, and required reconciliation controls follow the approved procedure.

CRITICAL

STORE INSPECTION

ACTUAL

Enter

STANDARD

Enter

STATUS

Record

● Execution tip: Trace one customer transaction from price display to receipt. This tests POS, pricing, payment, promotion, receipt, and approval controls together.

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

CRITICAL

STORE INSPECTION

ACTUAL

Enter

STANDARD

Enter

STATUS

Record

● Execution tip: Trace one customer transaction from price display to receipt. This tests POS, pricing, payment, promotion, receipt, and approval controls together.

### 28 Confirm active prices, promotions, taxes, fees, discounts, product masters, menus, or system updates are configured correctly for sampled transactions.

CRITICAL

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Trace one customer transaction from price display to receipt. This tests POS, pricing, payment, promotion, receipt, and approval controls together.

### 29 Review a sample transaction or recent receipt for price accuracy, discount application, tender handling, receipt output, and required approvals.

CRITICAL

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Trace one customer transaction from price display to receipt. This tests POS, pricing, payment, promotion, receipt, and approval controls together.

### 30 Record POS outages, payment failures, pricing errors, unsupported overrides, cash discrepancies, printer issues, or other checkout-control gaps.

CRITICAL

STORE INSPECTION

| Area / Check | Status | Evidence | Owner | Action |
|--------------|--------|----------|-------|--------|
|              |        |          |       |        |

● Execution tip: Trace one customer transaction from price display to receipt. This tests POS, pricing, payment, promotion, receipt, and approval controls together.

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

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This helps separate true stockouts from poor replenishment, hidden stock, or inventory inaccuracy.

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

STORE INSPECTION

CRITICAL

ACTUAL

Enter

STANDARD

Enter

STATUS

Record

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This helps separate true stockouts from poor replenishment, hidden stock, or inventory inaccuracy.

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

STORE INSPECTION

ACTUAL

Enter

STANDARD

Enter

STATUS

Record

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This helps separate true stockouts from poor replenishment, hidden stock, or inventory inaccuracy.

- 34 Review out-of-stock items, delayed deliveries, damaged goods, inventory discrepancies, transfer issues, quarantined items, and approved substitutions affecting availability.**

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This helps separate true stockouts from poor replenishment, hidden stock, or inventory inaccuracy.

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

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This helps separate true stockouts from poor replenishment, hidden stock, or inventory inaccuracy.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Follow one priority product from receiving or stockroom to the shelf. This helps separate true stockouts from poor replenishment, hidden stock, or inventory inaccuracy.

## 7. Visual merchandising, planogram, pricing labels, promotions, displays, and presentation

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Compare live execution with the latest approved visual and pricing references. Old campaigns and local workarounds are common sources of inconsistency.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

● Execution tip: Compare live execution with the latest approved visual and pricing references. Old campaigns and local workarounds are common sources of inconsistency.

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

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Compare live execution with the latest approved visual and pricing references. Old campaigns and local workarounds are common sources of inconsistency.

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

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Compare live execution with the latest approved visual and pricing references. Old campaigns and local workarounds are common sources of inconsistency.

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

STORE INSPECTION

Compliant

Needs action

Failed

N/A

● Execution tip: Compare live execution with the latest approved visual and pricing references. Old campaigns and local workarounds are common sources of inconsistency.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Compare live execution with the latest approved visual and pricing references. Old campaigns and local workarounds are common sources of inconsistency.

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

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

- Execution tip: Treat safety and security findings as operational blockers when they can create immediate harm, loss, or uncontrolled access. Escalate rather than normalizing temporary workarounds.

- 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.

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

- Execution tip: Treat safety and security findings as operational blockers when they can create immediate harm, loss, or uncontrolled access. Escalate rather than normalizing temporary workarounds.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

- Execution tip: Treat safety and security findings as operational blockers when they can create immediate harm, loss, or uncontrolled access. Escalate rather than normalizing temporary workarounds.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

- Execution tip: Treat safety and security findings as operational blockers when they can create immediate harm, loss, or uncontrolled access. Escalate rather than normalizing temporary workarounds.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

- Execution tip: Treat safety and security findings as operational blockers when they can create immediate harm, loss, or uncontrolled access. Escalate rather than normalizing temporary workarounds.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

- Execution tip: Treat safety and security findings as operational blockers when they can create immediate harm, loss, or uncontrolled access. Escalate rather than normalizing temporary workarounds.

## 9. Facilities, equipment, utilities, maintenance, compliance records, and operating controls

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Review maintenance and required records together. A facility issue often becomes a compliance or customer issue when it remains open without evidence or ownership.

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

STORE INSPECTION

CRITICAL

ACTUAL

Enter

STANDARD

Enter

STATUS

Record

● Execution tip: Review maintenance and required records together. A facility issue often becomes a compliance or customer issue when it remains open without evidence or ownership.

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

STORE INSPECTION

CRITICAL

ACTUAL

Enter

STANDARD

Enter

STATUS

Record

● Execution tip: Review maintenance and required records together. A facility issue often becomes a compliance or customer issue when it remains open without evidence or ownership.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

● Execution tip: Review maintenance and required records together. A facility issue often becomes a compliance or customer issue when it remains open without evidence or ownership.

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

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

● Execution tip: Review maintenance and required records together. A facility issue often becomes a compliance or customer issue when it remains open without evidence or ownership.

- 54 Record major utility loss, unsafe equipment, overdue maintenance, expired required records, unresolved facility issues, or other conditions that need escalation.**

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Review maintenance and required records together. A facility issue often becomes a compliance or customer issue when it remains open without evidence or ownership.

## 10. Customer journey, findings, corrective actions, validation, management review, and final sign-off

- 55 Complete a final customer-journey walk from the exterior entrance through key departments, service points, checkout, and exit to confirm overall store condition.**

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Close the inspection with a customer-style walk and objective action evidence. The final score should reflect the condition customers and employees actually experience.

- 56 Record each inspection finding with the exact location, observed condition, expected standard, customer or operational impact, and supporting evidence.**

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

● Execution tip: Close the inspection with a customer-style walk and objective action evidence. The final score should reflect the condition customers and employees actually experience.

- 57 Classify findings consistently and identify critical, major, minor, or observation-level issues according to the organization's inspection rules.**

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

● Execution tip: Close the inspection with a customer-style walk and objective action evidence. The final score should reflect the condition customers and employees actually experience.

- 58 Assign each failed check to a named store, area, inventory, VM, pricing, IT, facilities, safety, security, or operations owner with priority, due date, and evidence requirement.**

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

● Execution tip: Close the inspection with a customer-style walk and objective action evidence. The final score should reflect the condition customers and employees actually experience.

- 59 Verify completed actions using updated photos, repair records, replenishment proof, corrected labels, repeat transactions, cleaning evidence, or another objective method.**

STORE INSPECTION

CRITICAL

Compliant

Needs action

Failed

N/A

● Execution tip: Close the inspection with a customer-style walk and objective action evidence. The final score should reflect the condition customers and employees actually experience.

- 60 Record the final store-inspection score, unresolved critical findings, action status, next inspection date, inspector, store manager, approver, date, time, and sign-off.**

STORE INSPECTION

CRITICAL

Compliant

Needs action

Critical

PHOTO

Add

● Execution tip: Close the inspection with a customer-style walk and objective action evidence. The final score should reflect the condition customers and employees actually experience.

## RUN THIS INSPECTION DIGITALLY

### Turn store findings into verified corrective action

Use Taqtics to schedule store inspections, capture live evidence, score findings, assign corrective actions, verify closure, and compare store performance across every location.