RETAIL OPERATIONS CHECKLIST TEMPLATE

Store Maintenance Audit Checklist

Use this comprehensive audit checklist to inspect building condition, utilities, safety systems, fixtures, equipment, preventive maintenance, work orders, repair verification, and management sign-off across retail stores.

STORE / LOCATION	DATE	PLANNED OPENING	COMPLETED BY
			Inspection scope / operating status

1. Audit setup, maintenance scope, and risk priorities

1 Confirm the store, audit date, operating status, maintenance reviewer, facility owner, and approval authority. — STORE, DATE + PEOPLE

TIME | __:__ — On time / Late / Add comment

Execution tip: Record the operating status and confirm who can approve restrictions, shutdowns, and final closure.

2 Define the inspection scope, including customer areas, back-of-house zones, utilities, fixed assets, and external areas. — MULTI-SELECT ZONES

TIME | __:__ — On time / Late / Add comment

Execution tip: Select every zone and asset group in scope so omitted areas remain visible in the audit record.

3 Review open maintenance tickets, overdue preventive work, recent breakdowns, repeat defects, and temporary controls. — CRITICAL — TICKET REGISTER REVIEW

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

Execution tip: Review age, priority, recurrence, temporary controls, and whether previous closure evidence was adequate.

4 Confirm the latest asset register, floor plan, service schedule, warranty information, and vendor contacts are available. — DOCUMENT VERIFICATION

☐ Completed ☐ Needs follow-up ☐ Not applicable

Execution tip: Use the latest controlled asset and service records, not an old local copy or vendor list.

5 Identify critical equipment, peak trading periods, planned shutdowns, and areas that cannot be taken out of service. — CRITICAL — CRITICAL ASSET LIST

Item	Status	Owner	Due	Evidence

Execution tip: Identify assets whose failure could stop trading, create safety risk, or damage stock.

6 Record known safety, compliance, customer-impact, or business-continuity risks before the physical inspection begins. — CRITICAL — RISK NOTES

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

Execution tip: Record known risks before inspection so the team can plan safe access and specialist support.

2. Exterior, storefront, roofline, and site condition

7 Inspect the facade, signage, glazing, canopies, shutters, awnings, and exterior finishes for damage or deterioration.
SCORED CONDITION + PHOTOS

Add live photo | Add comment | Create action

Execution tip: Photograph material damage and include a wide view plus close detail for vendor scoping.

8 Check entrances, steps, ramps, handrails, parking areas, loading zones, and pedestrian routes for defects or obstructions.
CRITICAL | SAFETY SCORE + COMMENT

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

Execution tip: Check the complete customer and delivery route, including level changes, loose surfaces, and drainage.

9 Inspect external lighting, illuminated signs, timers, sensors, and electrical enclosures for condition and operation.
FUNCTION TEST

Item	Status	Owner	Due	Evidence

Execution tip: Test lighting after dark or use a controlled operational test where daytime inspection is insufficient.

10 Check gutters, downpipes, roof drainage, external drains, and visible roof edges for blockage, leaks, or storm damage.
CRITICAL | CONDITION + BLOCKAGE CHECK

Item	Status	Owner	Due	Evidence

Execution tip: Inspect after rainfall where possible and record signs of overflow, staining, erosion, or ponding.

11 Inspect external walls, joints, sealants, doors, windows, locks, and weatherproofing for water ingress or security gaps.
CRITICAL | CONDITION SCORE + PHOTOS

Add live photo | Add comment | Create action

Execution tip: Look for gaps, failed sealant, corrosion, damaged locks, and evidence of water entry.

12 Record vegetation, waste, pest activity, standing water, trip hazards, or neighboring works affecting the store.
ISSUE LOG

Add live photo | Add comment | Create action

Execution tip: Separate store-controlled issues from landlord, public-area, or neighboring-site responsibility.

3. Building fabric, floors, walls, ceilings, doors, and windows

13 Inspect floors, tiles, thresholds, mats, stairs, and ramps for cracks, loose finishes, uneven surfaces, or slip risks.

CRITICAL | SCORED INSPECTION + PHOTOS

Add live photo | Add comment | Create action

Execution tip: Mark exact locations and isolate loose, uneven, or slippery surfaces until repaired.

14 Check walls, columns, partitions, skirting, and decorative finishes for damage, dampness, impact marks, or mold.

CONDITION SCORE

Item	Status	Owner	Due	Evidence

Execution tip: Use moisture indicators or specialist review when stains or mold suggest a concealed leak.

15 Inspect ceilings, suspended panels, access hatches, and overhead fittings for stains, movement, damage, or loose components.

CRITICAL | OVERHEAD SAFETY CHECK

TARGET | Set
ACTUAL | Enter
Add comment

Execution tip: Do not inspect unstable overhead components from an unsafe position. Isolate the area and escalate.

16 Test doors, hinges, closers, handles, locks, panic hardware, shutters, and automatic door operation.

CRITICAL | FUNCTION TEST + COMMENT

Add live photo | Add comment | Create action

Execution tip: Open and close each sampled door fully and test automatic closing, locking, and emergency release.

17 Inspect windows, glazing, mirrors, display glass, sealants, and protective films for cracks, instability, or poor visibility.

CRITICAL | VISUAL CONDITION + PHOTO

Valid | Expiring | Expired
EXPIRY | dd/mm

Execution tip: Treat cracked, loose, or unstable glazing as urgent and protect the area immediately.

18 Confirm repairs, temporary barriers, warning signs, and restricted areas are secure, visible, and appropriate to the risk.

CRITICAL | CONTROL VERIFICATION

Add live photo | Add comment | Create action

Execution tip: Temporary controls need an owner, review time, visibility, and a permanent repair plan.

4. Electrical systems, lighting, power, and backup supply

19 Inspect electrical panels, distribution boards, isolators, covers, labels, clearances, and signs of heat or damage.

CRITICAL | VISUAL CHECK + EVIDENCE

Item	Status	Owner	Due	Evidence

Execution tip: Keep required panel clearances and never open energized equipment unless qualified and authorized.

20 Test general, display, emergency, exterior, stockroom, office, and washroom lighting for operation and acceptable coverage.

CRITICAL | FUNCTION TEST + COUNT

Add live photo | Add comment | Create action

Execution tip: Record failed fittings by zone and confirm emergency circuits are tested separately.

21 Check sockets, plugs, extension leads, adapters, cable routes, and portable equipment for damage or unsafe use.

CRITICAL | CONDITION SCORE + PHOTOS

TARGET | Set — ACTUAL | Enter — Add comment

Execution tip: Remove damaged extensions or adapters from service instead of relying on tape or informal repairs.

22 Confirm residual-current protection, surge protection, grounding, and required electrical safety tests are current.

CRITICAL | CERTIFICATE + TEST DATE

Item	Status	Owner	Due	Evidence

Execution tip: Verify the record covers the correct store, equipment group, and current inspection period.

23 Test backup power, UPS units, generators, emergency circuits, and automatic transfer arrangements where installed.

CRITICAL | OPERATIONAL TEST

TARGET | Set — ACTUAL | Enter — Add comment

Execution tip: Test under the approved procedure and record runtime, alarms, fuel, battery, and transfer status.

24 Record repeated trips, voltage issues, overheating, burning odor, exposed wiring, or equipment affected by unstable power.

CRITICAL | CRITICAL DEFECT LOG

TARGET | Set — ACTUAL | Enter — Add comment

Execution tip: Burning odor, heat, repeated trips, or exposed wiring requires immediate isolation and escalation.

5. HVAC, ventilation, refrigeration, and environmental controls

25 Confirm heating, ventilation, and air-conditioning systems start, run, and maintain the approved store temperature.

CRITICAL | TEMPERATURE READING + SCORE

Add live photo | Add comment | Create action

Execution tip: Take readings in representative customer, staff, and product zones after the system has stabilized.

26 Inspect filters, grilles, diffusers, thermostats, controls, drain lines, and visible ductwork for cleanliness and condition.

CONDITION + SERVICE DATE

TARGET | Set
ACTUAL | Enter
Add comment

Execution tip: Blocked filters and grilles can indicate missed service and may reduce efficiency or air quality.

27 Check for unusual noise, vibration, odor, condensation, water leakage, or uneven airflow in customer and staff areas.

OBSERVATION + EVIDENCE

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

Execution tip: Record when the issue occurs, affected zone, operating mode, and whether customer comfort is impacted.

28 Verify refrigeration, freezers, cold rooms, or temperature-controlled equipment operate within approved ranges where applicable.

CRITICAL | TEMPERATURE GRID

Add live photo | Add comment | Create action

Execution tip: Record actual readings, alarm status, product impact, and the approved acceptable range.

29 Confirm temperature alarms, remote monitoring, defrost cycles, door seals, and condensate drainage function correctly.

CRITICAL | FUNCTION TEST

Item	Status	Owner	Due	Evidence

Execution tip: Test alarms and doors without compromising product safety or interrupting approved controls.

30 Review service dates, refrigerant or environmental records, recurring faults, and temporary cooling or ventilation measures.

RECORD REVIEW

Add live photo | Add comment | Create action

Execution tip: Link repeated faults to asset history and confirm environmental records are complete where required.

6. Plumbing, water, washrooms, drainage, and leak control

31 Inspect incoming water, shut-off valves, visible pipework, pumps, tanks, heaters, and pressure for signs of failure.

CRITICAL | CONDITION + PRESSURE CHECK

Add live photo | Add comment | Create action

Execution tip: Know the emergency shut-off point and escalate corrosion, leaks, or abnormal pressure promptly.

32 Test taps, sinks, toilets, urinals, flush systems, dispensers, and accessible fixtures for operation and leakage.

FUNCTION TEST + PHOTO

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

Execution tip: Test all sampled fixtures and record slow leaks that may not be visible when unused.

33 Check washroom drainage, floor drains, traps, seals, and ventilation for blockage, odor, overflow, or hygiene risk.

CRITICAL | DRAINAGE SCORE + COMMENT

TARGET | Set | ACTUAL | Enter | Add comment

Execution tip: Check drainage during actual flow and record odor, slow discharge, backflow, or overflow.

34 Inspect ceilings, walls, floors, cabinets, and service areas for active leaks, staining, dampness, or concealed water damage.

CRITICAL | LEAK INSPECTION + PHOTOS

Add live photo | Add comment | Create action

Execution tip: Trace staining to the likely source and inspect adjacent electrical or stock areas for secondary risk.

35 Confirm leak detection, water alarms, emergency isolation instructions, and escalation contacts are available where required.

CRITICAL | ALARM + PROCEDURE CHECK

Add live photo | Add comment | Create action

Execution tip: Confirm employees know the isolation procedure and the correct contact for urgent water events.

36 Verify water quality, tank cleaning, backflow prevention, grease control, or other required compliance records are current.

CRITICAL | COMPLIANCE RECORD CHECK

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

Execution tip: Verify dates, provider, scope, results, corrective actions, and next due date.

7. Fire protection, emergency systems, accessibility, and safety assets

37 Inspect fire alarm panels, detectors, manual call points, sounders, visual alarms, and fault indicators.

CRITICAL | PANEL + DEVICE TEST

TARGET | Set
ACTUAL | Enter
Add comment

Execution tip: Record every panel fault and follow the approved fire-system impairment procedure immediately.

38 Confirm extinguishers, hose reels, suppression systems, fire blankets, and related inspection tags are accessible and current.

CRITICAL | ASSET COUNT + TAG CHECK

Item	Status	Owner	Due	Evidence

Execution tip: Confirm accessibility, correct type, intact seals, pressure status, and current inspection tags.

39 Test emergency lighting, exit signs, panic hardware, evacuation routes, and assembly-point information.

CRITICAL | EMERGENCY FUNCTION TEST

Add live photo | Add comment | Create action

Execution tip: Test exits and emergency lighting under an approved method without creating unsafe conditions.

40 Inspect first-aid kits, spill kits, eyewash, emergency communication devices, and other required safety equipment.

CRITICAL | INVENTORY + EXPIRY CHECK

Add live photo | Add comment | Create action

Execution tip: Replace missing, used, damaged, or expired emergency supplies before closing the audit.

41 Check lifts, escalators, platform lifts, accessible doors, ramps, handrails, and assistance devices for safe operation.

CRITICAL | FUNCTION TEST + SERVICE STATUS

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

Execution tip: Remove unsafe equipment from service and provide an accessible alternative where required.

42 Confirm statutory certificates, service reports, defect notices, impairment controls, and emergency contractor contacts are current.

CRITICAL | CERTIFICATE REGISTER

Add live photo | Add comment | Create action

Execution tip: Track expiry dates, open defects, impairment controls, and responsible contractor contacts.

8. Customer areas, fixtures, furniture, and operational equipment

43 **Inspect shelving, gondolas, counters, display units, fitting rooms, seating, and customer fixtures for stability and damage.**

CRITICAL | STABILITY TEST + PHOTOS

Item	Status	Owner	Due	Evidence

Execution tip: Check load, anchoring, sharp edges, loose components, and customer reach zones.

44 **Check baskets, trolleys, testers, kiosks, digital screens, queue systems, and customer-use equipment for safe operation.**

FUNCTION TEST + COUNT

Add live photo | Add comment | Create action

Execution tip: Remove damaged customer-use equipment and record replacement quantity and location.

45 **Inspect POS counters, cash drawers, printers, scanners, card terminals, and associated cable management for physical condition.**

CONDITION + CABLE CHECK

TARGET | Set | ACTUAL | Enter | Add comment

Execution tip: Check physical stability, ventilation, cable strain, liquid exposure, and counter damage.

46 **Check automatic doors, shutters, lifts, escalators, lockers, safes, and other frequently used mechanical assets.**

CRITICAL | FUNCTION TEST + FAULT LOG

Item	Status	Owner	Due	Evidence

Execution tip: Record error codes, unusual noise, intermittent faults, and last service date.

47 **Confirm damaged fixtures or equipment are removed, isolated, labeled, or controlled until permanent repair is complete.**

CRITICAL | ISOLATION CONTROL CHECK

Item	Status	Owner	Due	Evidence

Execution tip: A damaged asset should not remain available for use without a clear physical control.

48 **Record defects affecting accessibility, customer comfort, brand presentation, product protection, or service continuity.**

CUSTOMER IMPACT NOTES

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

Execution tip: Describe how the defect affects safety, accessibility, presentation, product protection, or service.

9. Back-of-house, stockroom, waste, pest, and preventive maintenance

49 Inspect stockroom racking, ladders, storage equipment, workbenches, cages, and high-level storage for damage or overload.

CRITICAL | RACKING CONDITION + PHOTOS

TARGET | Set
ACTUAL | Enter
Add comment

Execution tip: Check impact damage, anchors, beams, load notices, shelf condition, and unsafe climbing behavior.

50 Check receiving areas, loading equipment, compactors, balers, waste rooms, and service corridors for safe operation.

CRITICAL | EQUIPMENT FUNCTION TEST

Item	Status	Owner	Due	Evidence

Execution tip: Only authorized employees should test powered or hazardous equipment under safe conditions.

51 Inspect staff rooms, offices, kitchens, lockers, utility rooms, and housekeeping stores for maintenance defects.

ZONE INSPECTION

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

Execution tip: Include ventilation, lighting, sockets, furniture, doors, and employee-use equipment.

52 Check waste containment, drainage, pest-proofing, door seals, traps, and evidence of pest activity or water ingress.

CRITICAL | PEST + INGRESS EVIDENCE

- [ ] Completed
- [ ] Needs follow-up
- [ ] Not applicable

Execution tip: Capture location, extent, likely entry point, product exposure, and immediate containment.

53 Compare preventive maintenance tasks with the approved schedule and identify overdue, missed, or incomplete service work.

CRITICAL | SCHEDULE COMPLIANCE GRID

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

Execution tip: Compare due dates with service evidence and do not mark incomplete work as closed.

54 Verify contractor permits, service sheets, lockout controls, spare parts, warranties, and asset history are complete and traceable.

CRITICAL | CONTRACTOR RECORD CHECK

Item	Status	Owner	Due	Evidence

Execution tip: Link permits, service reports, asset identifiers, parts used, warranty, and sign-off.

10. Findings, work orders, verification, and management sign-off

55 Classify each defect by safety risk, operational impact, customer impact, compliance risk, urgency, and affected asset.

CRITICAL | RISK MATRIX + ASSET LINK

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

Execution tip: Use consistent severity and impact definitions and keep critical defects visible regardless of score.

56 Create a work order with a clear description, exact location, evidence, owner, vendor, priority, and target completion time.

CRITICAL | WORK ORDER + SLA

Item	Status	Owner	Due	Evidence

Execution tip: Include enough detail for another person or vendor to locate, understand, and repair the defect.

57 Confirm temporary controls, isolation, barriers, shutdown decisions, and customer or employee communication are documented.

CRITICAL | CONTAINMENT RECORD

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

Execution tip: Temporary controls need evidence, owner, review frequency, communication, and expiry time.

58 Escalate critical defects, repeat failures, overdue work orders, and issues requiring capital expenditure or landlord action.

CRITICAL | ESCALATION RECORD

Ready | Ready with actions | Not ready | Add comment

Execution tip: Escalate by risk and SLA, not only when someone follows up manually.

59 Verify completed repairs through testing, live evidence, closure comments, and confirmation that the defect has not recurred.

CRITICAL | CLOSURE TEST + LIVE PROOF

NAME | Enter
SIGNATURE | Sign
TIME | __:__

Execution tip: Retest under normal operating conditions and reject closure if evidence does not prove the repair.

60 Complete the final audit summary, open-risk review, manager acknowledgement, reviewer approval, and next inspection date.

CRITICAL | MANAGER + REVIEWER SIGN-OFF

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

Execution tip: Sign-off should show open risks, accepted restrictions, overdue work, and the next review date.