RETAIL AUDIT CHECKLIST TEMPLATE

Store Opening Audit Checklist

Use this comprehensive template to verify legal approvals, site readiness, safety, systems, stock, people, customer experience, corrective actions, and final opening authorization before a new retail store begins trading.

STORE / PROJECT	LOCATION	PLANNED OPENING	AUDITOR / STAGE

1. Audit setup and opening scope

1 Select the store opening audit stage, visit type, and scope. — DROPDOWN + SCOPE

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Use separate stages for pre-handover, pre-opening, soft launch, and final approval so each audit shows only the checks relevant to that milestone.

2 Confirm the correct store, auditor identity, geo-location, and audit start time. — GEO-LOCATION + TIMESTAMP

LOCATION | Auto-captured — START TIME | __:__ — AUDITOR | Name

Execution tip: Require a geo-fenced check-in and automatic timestamp. This proves the audit happened at the intended location and within the approved readiness window.

3 Record the planned opening date, trading start time, and approved operating hours. — DATE + TIME

SCHEDULED | DD/MM/YY __:__ — ACTUAL | DD/MM/YY __:__

Execution tip: Capture the committed launch date and first trading time. Trigger escalation when the audit is completed too late to resolve critical blockers before opening.

4 Record the project lead, store manager, functional owners, and audit participants. — USERS + ROLE ASSIGNMENT

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Name the owners for operations, facilities, IT, merchandising, stock, HR, safety, and security so findings can be routed without manual follow-up.

5 Confirm the latest approved drawings, store standards, project brief, and opening plan are available. — DOCUMENT REFERENCE

Valid | Condition / expiry | Missing | Attach document

Execution tip: Attach or link the current versions. Auditors should not approve the store against outdated layouts, fixture plans, signage standards, or launch instructions.

6 Review the previous snag list and verify the status of all open actions. — ACTION STATUS + EVIDENCE

Closed | In progress | Open — OWNER / DUE | Enter

Execution tip: Carry forward every unresolved item with owner, priority, due time, and closure proof. Do not allow critical snags to disappear between audit rounds.

2. Legal approvals, permits, and compliance

7 Verify that the occupancy, fit-out, or premises handover approval has been received.

CRITICAL | DOCUMENT CHECK + EXPIRY

Valid | Condition / expiry | Missing | Attach document

Execution tip: Capture the approval number, authority, issue date, and validity. Mark the item critical when trading is not legally permitted without this approval.

8 Confirm all required business, trade, retail, and local operating licenses are valid.

DOCUMENT UPLOAD + EXPIRY

Valid | Condition / expiry | Missing | Attach document

Execution tip: List every license required for the store type and jurisdiction. Add expiry alerts and assign renewal ownership before the store starts trading.

9 Verify fire safety, civil defence, or equivalent authority clearance is complete.

CRITICAL | SCORED RESPONSE + DOCUMENT

Valid | Condition / expiry | Missing | Attach document

Execution tip: Require the final certificate or inspection proof. Any missing mandatory fire approval should block opening and escalate immediately to the project lead.

10 Confirm insurance policies and required coverage are active for the location.

DOCUMENT CHECK

Valid | Condition / expiry | Missing | Attach document

Execution tip: Check property, public liability, employer, stock, and other required coverage. Record policy numbers, effective dates, and the responsible corporate owner.

11 Verify permits for exterior signage, promotional displays, music, food, pharmacy, or other regulated activities.

MULTI-SELECT + DOCUMENTS

- [ ] Verified
- [ ] Gap found
- [ ] N/A

Add evidence

Execution tip: Build the permit list around the store category and local rules. Capture evidence only for the permits that apply to this location.

12 Confirm mandatory compliance documents and emergency contacts are accessible in store.

PHOTO + DOCUMENT CHECK

Valid | Condition / expiry | Missing | Attach document

Execution tip: Check that required notices, certificates, policies, and escalation contacts are displayed or digitally accessible to the store team from day one.

3. Site handover, utilities, and facility readiness

13 Confirm the landlord, contractor, or project handover has been completed and signed.
DOCUMENT SIGN-OFF

Valid | Condition / expiry | Missing | Attach document

Execution tip: Capture the signed handover, outstanding defects, exclusions, warranties, and responsible parties. Link unresolved items directly to the snag tracker.

14 Inspect walls, floors, ceilings, doors, glazing, and finishes for completion and damage.
SCORED RESPONSE + PHOTOS

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Use wide and close-up live photos for defects. Record exact zone, severity, owner, and repair deadline for every visible issue.

15 Verify electrical supply, distribution boards, sockets, and dedicated circuits are operational.
CRITICAL | SCORED RESPONSE + EVIDENCE

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Test power in all operational zones, including POS, office, stockroom, signage, and equipment circuits. Escalate unsafe or incomplete electrical work as critical.

16 Record HVAC performance and confirm comfortable temperature and ventilation across the store.
NUMERIC READING + COMMENTS

TARGET | Enter
ACTUAL | Enter
UNIT / VARIANCE | Enter

Execution tip: Capture readings in customer, staff, and stock areas after systems have run long enough to stabilize. Assign abnormal readings to facilities with a resolution window.

17 Verify water supply, drainage, plumbing fixtures, and leak-free operation where applicable.
SCORED RESPONSE + PHOTOS

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Test every sink, toilet, pantry, and drainage point. Require live photo evidence and an urgent action for leaks, blockages, or unavailable water.

18 Confirm staff rooms, toilets, storage, office, and back-of-house support areas are usable.
MULTI-ZONE SCORED CHECK

☐ Verified | ☐ Gap found | ☐ N/A | Add evidence

Execution tip: Assess completion, cleanliness, lighting, ventilation, access, and essential supplies in each support area, not only the customer-facing space.

4. Safety, security, and emergency readiness

19 Verify all emergency exits, escape routes, and assembly instructions are clear and accessible.

CRITICAL | CRITICAL SCORE + LIVE PHOTO

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Require geo-stamped photos of each route and exit. Any obstruction, locked exit, or missing instruction should create an immediate high-priority action.

20 Confirm fire alarms, extinguishers, sprinklers, emergency lighting, and detectors are commissioned.

EQUIPMENT CHECKLIST + DOCUMENTS

Verified | Gap found | N/A | Add evidence

Execution tip: Record asset IDs, service status, installation location, and commissioning evidence. Escalate any missing or untested life-safety equipment before opening approval.

21 Verify first-aid kits, trained responders, and emergency contact details are available.

COUNT + MULTI-SELECT

TARGET: Enter | ACTUAL: Enter | UNIT / VARIANCE: Enter

Execution tip: Check kit completeness, expiry dates, responder coverage by shift, and visible contact information. Record shortages with an owner and due time.

22 Confirm CCTV, intrusion alarms, EAS gates, panic buttons, and security monitoring are operational.

SYSTEM TEST + PHOTO

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Run and record functional tests, camera coverage, alarm communication, and monitoring response. Assign blind spots or failed devices to security or IT.

23 Verify keys, access cards, safe codes, and restricted-area permissions are controlled.

ACCESS REGISTER

Area / item	Finding	Owner	Due	Status

Execution tip: Record issued items by user and role, retain acknowledgements, and confirm no contractor or former-user access remains active at handover.

24 Complete a final hazard assessment for customers, employees, contractors, and stock areas.

ISSUE GRID + RISK RATING

Area / item	Finding	Owner	Due	Status

Execution tip: Record hazard, zone, risk level, interim control, owner, and closure deadline. Critical hazards must block opening until verified as resolved.

5. Layout, fixtures, branding, and visual merchandising

25 Verify the installed store layout matches the approved floor plan and zoning. REFERENCE COMPARISON + PHOTO

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Compare the live store with the approved plan. Capture deviations in fixture position, customer flow, accessible routes, and operational zones.

26 Check that fixtures, counters, shelving, rails, and displays are complete, stable, and undamaged. SCORED RESPONSE + PHOTOS

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Inspect every fixture type for stability, finishing, capacity, sharp edges, and installation defects. Route structural or safety issues as critical.

27 Confirm exterior fascia, brand signs, wayfinding, and mandatory notices are correct. PHOTO COMPARISON

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Use approved artwork and placement references. Capture full-view and close-up photos to verify logo, wording, illumination, dimensions, and legal notices.

28 Verify window displays, entrance presentation, and launch campaign assets are complete. REFERENCE PHOTO + SCORE

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Check creative version, product story, props, pricing, dates, and installation quality. Record missing or incorrect launch assets before customers arrive.

29 Confirm planograms, assortment presentation, category zoning, and product adjacencies are followed. PLANOGRAM COMPARISON

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Use the current planogram and store format. Record missing fixtures, incorrect facings, empty zones, and assortment deviations with product or category references.

30 Test store lighting, feature lights, signage illumination, and digital display content. SYSTEM TEST + LIVE PHOTO

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Check brightness, color consistency, failed fittings, timers, screen orientation, content version, and visibility from the customer path.

6. Technology, POS, network, and device readiness

31 Complete POS login, product lookup, sale, discount, refund, and receipt tests.

TRANSACTION TEST GRID

Area / item	Finding	Owner	Due	Status

Execution tip: Use approved test scenarios and record transaction IDs. Verify permissions, tax, pricing, discounts, receipt content, and exception handling before go-live.

32 Verify payment terminals accept every approved payment method and settle correctly.

PAYMENT TEST + EVIDENCE

Passed | Partial | Failed | REFERENCE: Enter

Execution tip: Test card, contactless, wallet, QR, gift card, and other applicable methods. Record failures by terminal and payment type with IT or finance ownership.

33 Confirm internet, Wi-Fi, VPN, and backup connectivity are stable in required areas.

SPEED TEST + STATUS

TARGET: Enter | ACTUAL: Enter | UNIT / VARIANCE: Enter

Execution tip: Record connection status and speed at POS, office, receiving, and mobile-work zones. Test failover where the store depends on continuous connectivity.

34 Test printers, scanners, handheld devices, tablets, and label equipment.

DEVICE CHECKLIST + COUNT

TARGET: Enter | ACTUAL: Enter | UNIT / VARIANCE: Enter

Execution tip: Record asset ID, assigned user or zone, login status, battery, connectivity, and test outcome for every operational device.

35 Verify inventory, ERP, workforce, CRM, loyalty, and reporting integrations are synchronized.

INTEGRATION STATUS GRID

Area / item	Finding	Owner	Due	Status

Execution tip: Use sample records to confirm master data, stock, prices, users, transactions, and reports flow between systems without delay or duplication.

36 Confirm user accounts, role permissions, passwords, backups, and support access are ready.

USER ACCESS CHECKLIST

☐ Verified | ☐ Gap found | ☐ N/A | Add evidence

Execution tip: Test accounts by role, remove shared or temporary credentials, verify support contacts, and ensure store staff can recover access without unsafe workarounds.

7. Inventory, receiving, stockroom, and pricing

37 Verify opening stock has been received, counted, and reconciled against approved quantities. COUNT + VARIANCE

TARGET | Enter
ACTUAL | Enter
UNIT / VARIANCE | Enter

Execution tip: Compare physical quantities with purchase, transfer, or opening stock records. Require investigation and owner assignment for every material variance.

38 Confirm stockroom zones, racks, bins, labels, and secure storage are ready. ZONE CHECKLIST + PHOTOS

Verified | Gap found | N/A | Add evidence

Execution tip: Check capacity, accessibility, category separation, high-value controls, safety clearances, and accurate location labels before stock is fully put away.

39 Verify product master data, barcodes, descriptions, tax, and selling status are correct. SKU SAMPLE AUDIT

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Test a risk-based sample across categories, new products, high-value items, and promotions. Record SKU-specific errors for immediate master-data correction.

40 Confirm shelf labels, product tickets, promotional prices, and POS prices match. PRICE COMPARISON GRID

Area / item	Finding	Owner	Due	Status

Execution tip: Sample products from every department and promotion. Capture label and POS evidence for mismatches and prevent sale until material pricing errors are corrected.

41 Verify high-value, controlled, age-restricted, or sensitive stock has required controls. CRITICAL CONTROL CHECK

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Check locked storage, access permissions, serial tracking, age verification, count frequency, and escalation rules based on the product category.

42 Record damaged, missing, excess, or unlocated stock and assign resolution actions. ISSUE GRID + PHOTO

Area / item	Finding	Owner	Due	Status

Execution tip: Capture item reference, quantity, condition, source document, owner, and due time. Separate saleable, quarantine, return, and investigation stock clearly.

8. People, training, roster, and role readiness

43 Confirm the opening roster covers every required role, shift, and customer demand period.
ROSTER REVIEW + COUNT

TARGET | Enter
ACTUAL | Enter
UNIT / VARIANCE | Enter

Execution tip: Compare scheduled headcount and skills with the approved staffing plan. Flag uncovered roles, breaks, security, cash, and management coverage.

44 Verify employee documents, contracts, IDs, and required clearances are complete.
DOCUMENT STATUS

Valid | Condition / expiry | Missing | Attach document

Execution tip: Use role-based requirements and protect personal data. Escalate missing legal or role-critical documents before the employee is assigned to work.

45 Confirm all employees have completed store induction and mandatory SOP training.
TRAINING COMPLETION

☐ Verified ☐ Gap found ☐ N/A | Add evidence

Execution tip: Track completion by employee, module, assessment score, and date. Do not treat attendance alone as proof of operational competence.

46 Verify teams are trained on emergency, security, loss prevention, and incident procedures.
KNOWLEDGE CHECK + SIGN-OFF

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Use scenario questions or drills to confirm practical understanding. Record gaps by employee or role and assign refresher training before opening.

47 Confirm uniforms, name badges, lockers, and required personal equipment are issued.
ISSUE REGISTER + COUNT

TARGET | Enter
ACTUAL | Enter
UNIT / VARIANCE | Enter

Execution tip: Record issued quantities, sizes, employee acknowledgement, missing items, and replacement ownership so every team member is customer-ready.

48 Review role responsibilities, escalation contacts, opening tasks, and first-day communication.
BRIEFING + ACKNOWLEDGEMENT

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Require each team member to acknowledge responsibilities and escalation routes. Include facilities, IT, stock, security, HR, and regional contacts.

9. Customer experience, housekeeping, and accessibility

49 Verify the full store, entrances, fixtures, counters, floors, and back areas are clean.

ZONE SCORE + LIVE PHOTOS

Verified | Gap found | N/A | Add evidence

Execution tip: Use zone-based checks with live photos. Record construction dust, marks, packaging, odors, or unfinished cleaning with immediate ownership.

50 Confirm accessible entrances, routes, counters, fitting rooms, and facilities are usable.

CRITICAL ACCESSIBILITY CHECK

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Test real customer movement, clear widths, ramps, lifts, signage, and service access. Treat blocked or unusable accessible facilities as a critical finding.

51 Verify customer toilets, fitting rooms, seating, service desks, and other facilities are ready.

FACILITY CHECKLIST + PHOTOS

Verified | Gap found | N/A | Add evidence

Execution tip: Check cleanliness, privacy, supplies, lighting, safety, signage, and accessibility for every customer facility that applies to the store.

52 Confirm directional, service, pricing, policy, and promotional communication is clear.

SIGNAGE CHECK + PHOTO

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Review visibility, wording, placement, currency, dates, terms, translations, and conflicts from the customer's point of view.

53 Run a complete mock customer journey from arrival through purchase and exit.

TIMED JOURNEY + SCORE

SCHEDULED | DD/MM/YY __:__

ACTUAL | DD/MM/YY __:__

Execution tip: Test discovery, assistance, product availability, fitting or demonstration, queue, payment, receipt, packaging, returns information, and farewell.

54 Verify opening consumables, packaging, stationery, cleaning supplies, and service materials are stocked.

PAR-LEVEL COUNT

TARGET | Enter

ACTUAL | Enter

UNIT / VARIANCE | Enter

Execution tip: Set minimum opening levels by item and forecast demand. Assign urgent replenishment for anything that could interrupt service on launch day.

10. Final readiness, blocker closure, and opening approval

55 Confirm every critical opening blocker is closed with verified evidence.
CRITICAL | CRITICAL ACTION REVIEW

Closed | In progress | Open | OWNER / DUE | Enter

Execution tip: Require reviewer-approved closure proof, not only an owner update. The system should prevent final approval while any critical action remains open.

56 Review outstanding non-critical snags and confirm approved owners and deadlines.
CRITICAL | ACTION REGISTER

Area / item	Finding	Owner	Due	Status

Execution tip: List every remaining item, business impact, temporary control, owner, due date, and escalation path so opening does not erase accountability.

57 Complete an end-to-end mock opening with staff, systems, stock, security, and customer scenarios.
SCENARIO TEST + SCORE

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Run the store as if live. Record failures, response times, handoffs, and corrective actions across operations, technology, stock, people, and customer service.

58 Capture the final opening evidence pack for the storefront, sales floor, stockroom, systems, and safety controls.
MANDATORY LIVE PHOTOS

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Require wide-angle and detail photos from defined positions, with geo-location and timestamps, so regional reviewers can verify readiness remotely.

59 Obtain functional approvals from operations, projects, IT, VM, stock, safety, and other required owners.
MULTI-LEVEL APPROVAL

Approved | Approved with conditions | Not approved | APPROVER | Name | SIGNATURE | Sign

Execution tip: Use sequential or parallel approvals based on risk. Record approver, decision, comments, exceptions, and approval time for an auditable go-live record.

60 Record the final opening decision, conditions, opening time, and accountable signatories.
DECISION + SIGNATURES

Approved | Approved with conditions | Not approved | APPROVER | Name | SIGNATURE | Sign

Execution tip: Use Approved, Approved with conditions, or Not approved. Capture conditions, deadline, escalation, store manager signature, and final approving authority.