

RETAIL OPENING CHECKLIST TEMPLATE

Store Opening Checklist

Use this comprehensive daily template to verify access, safety, sales floor readiness, visual standards, stock, POS, cash, staff, customer service, corrective actions, and manager approval before trading begins.

STORE / LOCATION

OPENING DATE

TRADING START TIME

OPENING MANAGER

1. Opening access and shift setup

1

Confirm the assigned opening manager or keyholder is present at the scheduled opening time.

CRITICAL

USER SELECTION + TIMESTAMP

OPENING MANAGER | Select

SCHEDULED | |

ACTUAL | |

Execution tip:

Assign the checklist to the named keyholder and auto-capture arrival time. Escalate when the opening check has not started within the approved window.

2

Verify all required keys, access cards, safe credentials, and alarm codes are available to authorized staff.

CRITICAL

ACCESS CHECKLIST + COUNT

Keys

Access cards

Safe access

Alarm access

MISSING | 0

Execution tip:

Record missing or damaged access items immediately. Restrict sensitive credentials and assign urgent replacement actions before public opening.

3

Record the actual opening start time and compare it with the scheduled checklist window.

SCHEDULED VS ACTUAL TIME

SCHEDULED | |

ACTUAL | |

VARIANCE | 0 min

Execution tip:

Use a mandatory time field and automatic timestamp so late starts are visible across stores and can trigger manager escalation.

4

Review overnight alarm events, security alerts, maintenance notices, and unresolved incidents.

CRITICAL

MULTI-SELECT + COMMENTS

Alarm

Security

Maintenance

Utilities

COMMENT | Add

Execution tip:

List every overnight event and require a comment for anything that may affect safety, customer access, stock, or trading readiness.

5

Review the previous closing handover and confirm all open actions have an owner and due time.

CRITICAL

ACTION REGISTER

Issue	Priority	Owner	Due	Status

Execution tip:

Bring unresolved closing issues into the opening workflow instead of relying on verbal handover. Keep priority, owner, deadline, and evidence visible.

6

Confirm the opening checklist is assigned to the correct store, date, shift, and responsible team.

ASSIGNMENT + GEO-LOCATION

STORE | Auto

GEO-LOCATION | Verified

ASSIGNED TO | Name

Execution tip:

Use store-based assignment, geo-fencing, and named users so submissions cannot be completed for the wrong location or by an unauthorized person.

2. Exterior, entrance, and security readiness

- 7 Inspect the storefront, shutters, entrance glass, doors, and external signage for damage or tampering. CRITICAL SCORED CHECK + LIVE PHOTO

Compliant Partial Non-compliant [Add live photo](#)

Execution tip: Require a live wide-angle photo and a comment for any damage, forced entry sign, graffiti, or presentation issue. Create a high-priority action when security is affected.

- 8 Check the parking area, walkway, loading access, and approach to the store for hazards or obstructions. CRITICAL SCORED CHECK + PHOTO

Compliant Partial Non-compliant [Add live photo](#)

Execution tip: Capture hazards such as spills, broken surfaces, poor lighting, blocked access, or unsafe deliveries. Assign containment before customers arrive.

- 9 Unlock entrances in the approved sequence and keep public access controlled until all opening checks are complete. CRITICAL TIME + CONFIRMATION

UNLOCK TIME | | Confirmed Delayed Not completed

Execution tip: Record the unlock time and prevent customer entry until the manager approves readiness. Use a time window aligned with trading hours.

- 10 Disarm the security alarm and verify that CCTV, intrusion sensors, and monitoring connections are operational. CRITICAL SYSTEM STATUS + TEST REFERENCE

Operational Partial Failed | Enter

Execution tip: Record the test result, panel message, camera exceptions, and monitoring reference. Escalate any failed security control immediately.

- 11 Confirm emergency exits, fire doors, and escape routes are unlocked where required and free from obstruction. CRITICAL CRITICAL SCORED CHECK + PHOTO

Compliant Partial Non-compliant [Add live photo](#)

Execution tip: Make photo proof mandatory for blocked or restricted routes. Create an urgent corrective action and do not approve opening until the route is safe.

- 12 Capture opening evidence of the storefront, main entrance, and customer approach. MANDATORY LIVE PHOTOS

[Add storefront photo](#) [Add entrance photo](#) [Add sales floor photo](#)

Execution tip: Define required photo angles and use live capture, geo-location, and timestamps so regional teams can verify the current condition remotely.

3. Safety, emergency, and facility readiness

13

Inspect floors, aisles, stairs, ramps, and thresholds for slip, trip, or fall hazards.

CRITICAL

SCORED CHECK + LIVE PHOTO

Compliant

Partial

Non-compliant

Add live photo

Execution tip: Require a live photo and immediate containment for spills, loose mats, cables, broken tiles, or uneven surfaces. Assign permanent repair separately.

14

Verify all sales floor, stockroom, exterior, emergency, and task lighting is operational.

CRITICAL

COUNT + EXCEPTION LOG

WORKING | Count

FAILED | Count

Log issue

Execution tip: Record failed lights by zone and asset reference. Prioritize emergency and customer safety lighting before cosmetic lighting issues.

15

Record the store temperature and confirm HVAC, ventilation, and air curtains are operating normally.

NUMERIC READING + RANGE

READING | Enter

TARGET RANGE | Set

Within range

Review

Outside range

Execution tip: Set an acceptable range based on local policy and store format. Trigger an alert when the reading is outside range or equipment is not functioning.

16

Confirm fire extinguishers, alarm points, emergency lighting, and evacuation information are visible and accessible.

CRITICAL

MULTI-SELECT + EVIDENCE

Extinguishers

Alarm points

Emergency lights

Evacuation info

Add evidence

Execution tip: Use separate checks for each life-safety control, require comments for exceptions, and create critical actions with short resolution windows.

17

Verify the first-aid kit, emergency contact list, and incident response materials are complete and accessible.

CRITICAL

INVENTORY COUNT + EXPIRY

REQUIRED | Count

AVAILABLE | Count

NEAREST EXPIRY | Date

Execution tip: Check required contents, quantities, seal condition, and expiry dates. Assign replenishment actions before the store opens where mandatory items are missing.

18

Log leaks, pest evidence, structural damage, utility faults, or maintenance conditions that may affect opening.

CRITICAL

DYNAMIC ISSUE LOG

Area	Issue	Severity	Owner	Due

Execution tip: Record location, issue, severity, temporary control, owner, due time, and photo proof. Escalate conditions that threaten safety or trading continuity.

4. Sales floor cleanliness and accessibility

- 19 Confirm floors, shelves, counters, mirrors, fixtures, and customer touchpoints are clean and presentation-ready. SCORED CHECK + PHOTOS

Compliant Partial Non-compliant Add live photo

Execution tip: Use zone-based photos and comments for failed areas. Assign cleaning actions to the responsible team with a deadline before public opening.

- 20 Verify fitting rooms, customer washrooms, nursing areas, or other customer facilities are clean and stocked where applicable. MULTI-SELECT + STATUS

Clean Stocked Accessible Open COMMENT | Add

Execution tip: Tailor the checklist by store format. Capture availability, cleanliness, consumables, accessibility, and any facility closure notice.

- 21 Confirm aisles, ramps, accessible routes, counters, and entrances are clear for customer movement. CRITICAL CRITICAL SCORED CHECK

Compliant Partial Non-compliant Create action

Execution tip: Measure against the approved accessibility and aisle-clearance standard. Block opening where a required route is obstructed or unsafe.

- 22 Confirm shopping baskets, carts, trolleys, and customer service equipment are clean and available in the required quantity. COUNT + CONDITION

REQUIRED | Count AVAILABLE | Count DAMAGED | Count

Execution tip: Record available quantity, damaged units, and the minimum opening requirement. Create replenishment or repair actions when below target.

- 23 Inspect shelves, racks, display fixtures, hooks, and furniture for stability, sharp edges, or damage. CRITICAL SCORED CHECK + PHOTO

Compliant Partial Non-compliant Add live photo

Execution tip: Require a photo for unstable or damaged fixtures. Remove the affected area from customer use and assign a high-priority repair action.

- 24 Confirm waste bins, cleaning tools, spill kits, and housekeeping supplies are available and positioned correctly. MULTIPLE SELECTION + QUANTITY

Bins Spill kit Cleaning tools Supplies SHORTAGE | Count

Execution tip: Check required supplies by zone and record shortages. Store cleaning chemicals and tools away from customer and product areas.

5. Visual merchandising, signage, and pricing

25 Verify opening displays, campaign zones, feature tables, and focal points match the current merchandising brief. REFERENCE COMPARISON + PHOTOS

REFERENCE | Attach

Matches

Partial

Does not match

Add photo

🔍 Execution tip: Attach the approved reference and require matching wide-angle photos. Record deviations by display, product, fixture, and correction owner.

26 Confirm windows, mannequins, props, graphics, and entrance displays are complete, clean, and correctly styled. REFERENCE COMPARISON

REFERENCE | Attach

Compliant

Partial

Non-compliant

🔍 Execution tip: Check styling, product combination, fixture position, graphics, lighting, and damage. Use close-up evidence for detailed deviations.

27 Verify promotional signs, campaign dates, customer messages, and legal disclaimers are current. CRITICAL DATE VALIDATION + SCORED CHECK

START | Date

END | Date

Current

Review

Expired

🔍 Execution tip: Capture start and end dates and remove expired communication before opening. Escalate missing legal or pricing disclosures.

28 Sample price labels and confirm shelf, ticket, promotional, and POS prices match. CRITICAL SAMPLE GRID + VARIANCE

SKU	Display price	POS price	Variance	Action

🔍 Execution tip: Define a sample size by store risk. Record SKU, displayed price, POS price, variance, correction, and evidence for each mismatch.

29 Confirm high-value, launch, promotional, and security-sensitive products are displayed in the correct locations. MULTI-SELECT + LIVE PHOTO

Placement

Quantity

Security

Replenishment

Add photo

🔍 Execution tip: Check placement, quantity, security tags, fixture controls, and replenishment. Require photos for priority categories or campaign launches.

30 Remove damaged, expired, outdated, or unapproved signs, displays, props, and point-of-sale materials. SCORED CHECK + COMMENT

Compliant

Partial

Non-compliant

COMMENT | Add

🔍 Execution tip: Require a comment that identifies the item, reason for removal, storage or disposal action, and replacement owner if required.

6. Inventory, replenishment, and stockroom readiness

- 31 Confirm priority products, top sellers, promotional lines, and essential sizes are replenished before opening.

COUNT + STOCK STATUS

TARGET | Count

AVAILABLE | Count

GAP | Count

Execution tip: Set opening minimums by category and capture available quantity, shortage, replenishment source, and owner for gaps.

- 32 Record opening stock gaps, zero-stock items, and unavailable customer promises that need communication.

DYNAMIC STOCK-GAP LOG

SKU	Expected	Actual	Cause	Owner

Execution tip: List SKU, product, expected quantity, actual quantity, cause, customer impact, owner, and expected resolution time.

- 33 Verify previous-day receiving, transfers, returns, damages, and stock adjustments are processed or controlled.

CRITICAL

STATUS + REFERENCE NUMBERS

Complete

Partial

Open

REFERENCE | Enter

Execution tip: Capture document or system references and isolate unresolved stock. Prevent unprocessed goods from creating availability or shrink errors.

- 34 Confirm stockroom aisles, exits, ladders, shelves, and working areas are clear and safely organized.

CRITICAL

CRITICAL SCORED CHECK

Compliant

Partial

Non-compliant

Create action

Execution tip: Use photos for blocked access, unsafe stacking, or overloaded shelves. Create immediate containment and corrective action before opening.

- 35 Count high-value, controlled, or shrink-sensitive items and investigate opening variances.

CRITICAL

COUNT + VARIANCE

EXPECTED | Count

ACTUAL | Count

VARIANCE | Auto

Execution tip: Use blind counts where appropriate. Record expected, actual, variance, recount result, investigation owner, and escalation threshold.

- 36 Confirm click-and-collect, reservation, transfer, and customer order items are picked, labeled, and ready.

ORDER-STATUS GRID

Order	Promise time	Status	Location	Owner

Execution tip: Record order reference, promised time, item status, storage location, customer communication, and exception owner.

7. POS, cash, devices, and connectivity

37 Start all required POS terminals and confirm authorized users can log in.

CRITICAL

SYSTEM TEST + USER LOGIN

Operational

Partial

Failed

TERMINAL | ID

USER | Name

 Execution tip: Test each active till, record unavailable terminals, and assign IT or access actions. Avoid sharing credentials during opening checks.

38 Test barcode scanners, receipt printers, customer displays, cash drawers, and payment terminals.

CRITICAL

MULTI-DEVICE TEST

☐ Scanner

☐ Printer

☐ Display

☐ Cash drawer

☐ Payment

Log fault

 Execution tip: Record each device status and asset reference. Attach evidence or error messages for failures and identify the fallback process.

39 Confirm store network, Wi-Fi, integrations, and required cloud services are connected.

CRITICAL

CONNECTIVITY STATUS

☐ Network

☐ POS

☐ Payment

☐ Inventory

☐ Loyalty

Connected

Intermittent

Offline

 Execution tip: Test critical services such as POS, payment, inventory, loyalty, and order management. Trigger IT escalation for any trading blocker.

40 Count and reconcile the opening cash float, petty cash, and denomination requirements.

CRITICAL

CASH COUNT + VARIANCE

EXPECTED | Amount

ACTUAL | Amount

VARIANCE | Auto

 Execution tip: Use denomination-level entry, dual verification where required, and an automatic variance alert before the till is released for trading.

41 Complete a test transaction covering product scan, price, discount, tax, payment, and receipt.

CRITICAL

TEST TRANSACTION + REFERENCE

TEST REFERENCE | Enter

☐ Scan

☐ Price

☐ Discount

☐ Payment

☐ Receipt

 Execution tip: Use a controlled test item and record the transaction reference. Verify calculations, payment authorization, receipt details, and reversal process.

42 Confirm offline, manual, and backup trading procedures are available to the opening team.

MULTIPLE SELECTION + CONFIRMATION

☐ Offline POS

☐ Manual receipt

☐ Payment fallback

☐ Escalation

 Execution tip: Check fallback payment, receipt, order, pricing, and escalation procedures. Ensure staff know when and how each process may be used.

8. Staff attendance, grooming, and briefing

43 Confirm scheduled staff attendance and record late, absent, or replacement team members.

CRITICAL

ROSTER COUNT + EXCEPTIONS

SCHEDULED | Count

PRESENT | Count

GAP | Count

 Execution tip: Compare actual attendance with the approved roster. Record role gaps, coverage decisions, and escalation for minimum staffing failures.

44 Verify uniforms, grooming, name badges, and required protective equipment meet the store standard.

SCORED OBSERVATION + COMMENT

Compliant

Partial

Non-compliant

COMMENT | Add

 Execution tip: Use role-based standards and respectful evidence rules. Record only operationally necessary observations and assign private coaching where needed.

45 Assign opening roles, service zones, tills, fitting rooms, stock tasks, and customer support responsibilities.

ROLE ASSIGNMENT GRID

Employee	Role	Zone	Start	Backup

 Execution tip: Capture employee, role, zone, start time, backup, and manager. Make responsibilities visible before customers enter.

46 Complete the opening briefing on targets, promotions, priorities, customer experience, and expected traffic.

BRIEFING CHECKLIST + TIMESTAMP

 Targets

 Promotions

 Service

 Traffic

 Risks

TIME | |

 Execution tip: Schedule the briefing before trading, record attendance, and require confirmation of the day's commercial and service priorities.

47 Confirm staff understand emergency, security, loss prevention, and incident escalation procedures.

CRITICAL

KNOWLEDGE CONFIRMATION

Confirmed

Needs coaching

Not confirmed

COACH | Name

 Execution tip: Use short role-relevant confirmations or questions. Route gaps to immediate coaching before staff take customer-facing or sensitive duties.

48 Log training gaps, late arrivals, conduct issues, or role coverage risks that may affect opening.

ISSUE LOG + CORRECTIVE ACTION

Area	Issue	Severity	Owner	Due

 Execution tip: Record impact, temporary control, owner, deadline, coaching or replacement action, and escalation for unresolved staffing risks.

9. Customer service and trading readiness

49 Confirm the store, service counters, fitting rooms, and customer support points are ready to open on time.

CRITICAL

CRITICAL TIME + STATUS

PLANNED
READY

ACTUAL READY

Ready

Delayed

Not ready

💡 Execution tip: Capture planned and actual ready time. Escalate any delay that affects advertised trading hours or customer access.

50 Verify lighting scenes, music, digital displays, scent, and other customer environment settings are correct.

MULTIPLE SELECTION + STATUS

Clean

Stocked

Accessible

Open

COMMENT | Add

💡 Execution tip: Use approved opening settings by store format and campaign. Record failed zones, device references, and responsible owner.

51 Confirm store hours, return policy, customer notices, service information, and contact details are visible and current.

SCORED CONTENT CHECK

Compliant

Partial

Non-compliant

COMMENT | Add

💡 Execution tip: Check placement, legibility, effective dates, local requirements, and consistency across physical and digital customer touchpoints.

52 Verify click-and-collect orders, appointments, reservations, repairs, and customer commitments due at opening are ready.

ORDER COUNT + STATUS

DUE | Count

READY | Count

EXCEPTION | Count

💡 Execution tip: Record due volume, ready volume, exceptions, customer communication, promised time, and accountable owner.

53 Confirm opening staffing supports expected queues, service points, fitting rooms, and high-traffic zones.

STAFF COUNT + CAPACITY

REQUIRED | Count

AVAILABLE | Count

GAP | Count

💡 Execution tip: Compare planned traffic and service demand with actual coverage. Reassign team members before opening when critical zones are unsupported.

54 Complete a final walk-through from the customer's perspective and capture any presentation or service concern.

SCORED WALK-THROUGH + PHOTOS

Compliant

Partial

Non-compliant

Add live photo

💡 Execution tip: Follow the actual customer journey from approach to checkout. Capture evidence and actions for anything that weakens safety, navigation, trust, or service readiness.

10. Final opening approval and issue escalation

55 Confirm every critical opening blocker is closed with verified evidence.

CRITICAL

CRITICAL ACTION REVIEW

Closed

In progress

Open

OPEN CRITICAL || 0

Review evidence

🔗 Execution tip: Require manager-approved closure proof rather than a verbal update. Prevent final opening approval while any critical item remains open.

56 Review non-critical opening issues and confirm owner, due time, temporary control, and escalation path.

ACTION REGISTER

Issue	Priority	Owner	Due	Status

🔗 Execution tip: Keep every open item visible after trading starts. Record business impact, containment, owner, deadline, evidence requirement, and escalation.

57 Capture final opening photos of the storefront, sales floor, key displays, service points, and stockroom.

MANDATORY LIVE PHOTO SET

Add storefront photo

Add entrance photo

Add sales floor photo

🔗 Execution tip: Define required photo angles and use live capture, geo-location, and timestamps to create a reliable opening evidence pack.

58 Record the final store opening status and any conditions attached to approval.

CRITICAL

OPENING DECISION

Ready to open

Ready with actions

Not ready

CONDITIONS || Add

🔗 Execution tip: Use Ready to open, Ready with actions, or Not ready. Require comments and named actions for conditional approval.

59 Obtain the opening manager's signature and record the approved public opening time.

CRITICAL

SIGNATURE + TIMESTAMP

MANAGER || Name

SIGNATURE || Sign

OPENING TIME || __:__

🔗 Execution tip: Capture the named manager, signature, approval time, and actual door-opening time for an auditable daily record.

60 Confirm critical or overdue opening issues have been escalated to the area manager or responsible support function.

CRITICAL

ESCALATION CONFIRMATION

Escalated

Not required

Pending

ESCALATED TO || Name

TIME || __:__

🔗 Execution tip: Auto-escalate by severity and deadline. Record who received the alert, response time, decision, and next review point.

RUN THIS CHECKLIST DIGITALLY

Open every store with verified readiness and accountable action closure

Use Taqtics to schedule opening checks, enforce geo-fencing and time windows, capture live evidence, validate readings and counts, assign blockers, escalate overdue critical actions, and track approval across every location.

Geo-fencing

Time windows

Live photos

Action points

Escalations

Dashboards

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