RETAIL OPERATIONS CHECKLIST TEMPLATE

Store Readiness Audit Checklist

Use this comprehensive audit checklist to verify safety, facilities, cleanliness, merchandising, pricing, inventory, POS, cash, staffing, customer readiness, evidence, actions, and final approval before trading.

STORE / LOCATION	DATE	PLANNED OPENING	COMPLETED BY
			Planned opening / audit window

1. Audit setup, opening plan, and known blockers

1 Confirm the store, date, shift, planned opening time, readiness owner, and reviewer.

CRITICAL · STORE, DATE, TIME + PEOPLE

TIME | | __:__ · On time · Late · Add comment

Execution tip: Pre-fill store details from the location master. Schedule the checklist to open before trading and restrict submission to the assigned store team.

2 Verify the readiness checklist is started inside the approved pre-opening time window.

CRITICAL · AUTOMATIC TIMESTAMP

TIME | | __:__ · On time · Late · Add comment

Execution tip: Set a completion window, such as 45 to 15 minutes before opening. Escalate late starts to the store manager and area manager.

3 Confirm the person completing the checklist is physically present at the store.

CRITICAL · GEO-LOCATION + USER

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

Execution tip: Enable geo-fencing and named user authentication. Do not accept forwarded screenshots or submissions completed away from the location.

4 Review the day's trading plan, expected traffic, deliveries, campaigns, events, and operational risks.

MULTI-SELECT + NOTES

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

Execution tip: Capture expected demand drivers and known disruptions. Use the information to adjust staffing, stock, security, and service priorities.

5 Confirm all previous-day critical actions and unresolved store issues have been reviewed.

CRITICAL · ACTION REGISTER REVIEW

Item	Status	Owner	Due	Evidence

Execution tip: Show open actions automatically. Require an owner, updated due time, temporary control, and escalation for anything that may affect trading.

6 Record any known readiness blocker before detailed checks begin.

ISSUE LOG

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

Execution tip: Capture the issue, zone, severity, business impact, temporary control, owner, and target resolution time at the start of the workflow.

2. Exterior, access, and security readiness

7 Inspect the storefront, fascia, entrance glass, doors, shutters, and exterior lighting.

SCORED RESPONSE + LIVE PHOTOS

Add live photo | Add comment | Create action

Execution tip: Define required photo angles. Record damage, dirt, lighting failure, or branding defects with a repair owner and due time.

8 Confirm parking, customer approach routes, ramps, and entrance paths are clear and safe.

CRITICAL | SCORED RESPONSE + COMMENT

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

Execution tip: Check obstructions, surface damage, water, debris, poor lighting, and accessibility. Treat unsafe access as a priority action.

9 Verify opening keys, access cards, locks, shutters, and restricted-area controls are functioning.

CRITICAL | MULTI-ITEM STATUS

Item	Status	Owner	Due	Evidence

Execution tip: Test each required access point. Record failed locks, missing keys, access-card issues, and the temporary security control used.

10 Confirm intrusion alarms, panic devices, CCTV, and security communication channels are operational.

CRITICAL | SYSTEM TEST GRID

Item	Status	Owner	Due	Evidence

Execution tip: Test according to the approved procedure without triggering an unintended emergency response. Record device ID, test result, defect, and support ticket.

11 Check that emergency and service exits are unobstructed, correctly secured, and usable where required.

CRITICAL | SCORED RESPONSE + LIVE PHOTO

Add live photo | Add comment | Create action

Execution tip: Capture each exit separately. Block opening or isolate the affected area when a required emergency exit cannot be used safely.

12 Confirm exterior promotional signs, opening-hour signs, and customer notices are current and correctly placed.

REFERENCE COMPARISON + PHOTO

Add live photo | Add comment | Create action

Execution tip: Compare against the current communication pack. Remove expired material and record missing or damaged signs for replacement.

3. Safety, emergency, and compliance readiness

13 **Verify fire extinguishers, hose reels, alarms, and fire panels are accessible and show no visible fault.** CRITICAL · SCORED RESPONSE + PHOTO

Add live photo · Add comment · Create action

Execution tip: Record equipment location, inspection status, seal condition, access, and any visible fault. Escalate critical fire-safety issues immediately.

14 **Confirm emergency routes, exit signs, evacuation maps, and assembly-point information are visible.** CRITICAL · MULTI-ITEM CHECK

Item	Status	Owner	Due	Evidence

Execution tip: Walk the complete evacuation route. Record any blocked section, missing sign, locked door, or outdated map with immediate containment.

15 **Check first-aid kits, spill kits, emergency contacts, and incident forms are available and complete.** COUNT + EXPIRY CHECK

TARGET | Set · ACTUAL | Enter · Add comment

Execution tip: Define minimum contents and expiry rules. Record missing items, expired supplies, replenishment owner, and expected completion time.

16 **Inspect floors, stairs, ramps, mats, and customer routes for slip, trip, and fall risks.** CRITICAL · HAZARD LOG + PHOTOS

Add live photo · Add comment · Create action

Execution tip: Capture exact location, hazard type, severity, containment, owner, and closure evidence. High-risk hazards should prevent access to the affected zone.

17 **Verify mandatory permits, licences, certificates, and safety notices are valid and displayed where required.** CRITICAL · DOCUMENT STATUS + EXPIRY

Valid · Expiring · Expired · EXPIRY | dd/mm

Execution tip: Track document number, owner, expiry date, display requirement, and renewal status. Escalate expired mandatory approvals before trading.

18 **Confirm restricted, hazardous, or regulated products are stored and displayed according to policy.** CRITICAL · SCORED RESPONSE + EVIDENCE

Add live photo · Add comment · Create action

Execution tip: Check access control, segregation, labels, age restrictions, and storage conditions. Record any deviation with a compliance owner.

4. Facilities, utilities, and equipment readiness

19 **Confirm power, lighting, water, HVAC, internet, and other essential utilities are available in required zones.**

CRITICAL | MULTIPLE SYSTEM STATUS

Item	Status	Owner	Due	Evidence

Execution tip: Record each system separately, affected zone, operational impact, temporary control, support owner, and estimated restoration time.

20 **Check customer-facing and operational lighting levels, including display, aisle, fitting-room, and emergency lighting.**

ZONE STATUS + PHOTO

Add live photo | Add comment | Create action

Execution tip: Inspect each lighting zone. Capture failed fittings, dark spots, flicker, or incorrect display lighting and assign repair ownership.

21 **Verify HVAC settings and store temperature are suitable for customers, employees, and products.**

NUMERIC READING + VALIDATION

TARGET | Set
ACTUAL | Enter
Add comment

Execution tip: Define the accepted range by store type and climate. Record actual reading, time, zone, and action when outside range.

22 **Confirm lifts, escalators, automatic doors, shutters, and accessibility equipment are functioning.**

CRITICAL | EQUIPMENT TEST GRID

Item	Status	Owner	Due	Evidence

Execution tip: Test every applicable item before customer entry. Record asset ID, result, defect, isolation method, and service request.

23 **Inspect refrigeration, freezers, product protection equipment, or other category-specific assets.**

CRITICAL | READING + ASSET STATUS

TARGET | Set
ACTUAL | Enter
Add comment

Execution tip: Capture asset ID, reading, alarm status, cleanliness, and product impact. Trigger urgent action when product integrity is at risk.

24 **Check staff devices, handheld scanners, printers, charging stations, and communication equipment.**

DEVICE COUNT + STATUS

TARGET | Set
ACTUAL | Enter
Add comment

Execution tip: Compare available working devices with the shift requirement. Record missing, uncharged, damaged, or disconnected devices and assign replacements.

5. Cleanliness, housekeeping, and presentation

25 Confirm entrance, sales floor, counters, fitting rooms, and customer touchpoints are clean.

AREA-BY-AREA STATUS + PHOTOS

Add live photo | Add comment | Create action

Execution tip: Use a defined zone list and photo requirements. Record missed areas, contamination, clutter, or damage with the cleaning owner and due time.

26 Check washrooms and customer facilities are clean, stocked, odor-free, and ready for use.

CRITICAL | SCORED RESPONSE + COUNT

TARGET | Set — ACTUAL | Enter — Add comment

Execution tip: Record soap, tissue, hand-drying supplies, fixtures, water, lighting, and cleaning time. Escalate unavailable essential facilities.

27 Verify staff rooms, lockers, offices, and back-of-house work areas are orderly and hygienic.

MULTI-ZONE CHECK

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

Execution tip: Separate privacy-sensitive areas from general evidence capture. Record hazards, clutter, waste, blocked access, and required housekeeping actions.

28 Confirm waste bins are clean, lined, correctly positioned, and not overflowing.

STATUS + PHOTO

Add live photo | Add comment | Create action

Execution tip: Check customer, staff, stockroom, and exterior bins. Record odor, leakage, pest risk, segregation failure, or collection delay.

29 Inspect shelves, fixtures, counters, baskets, trolleys, and customer equipment for cleanliness and damage.

CONDITION GRID

Item	Status	Owner	Due	Evidence

Execution tip: Record fixture or asset ID, zone, defect, safety risk, cleaning need, and whether the item must be removed from use.

30 Capture final readiness photos of key customer-facing zones after cleaning and setup are complete.

MANDATORY LIVE PHOTO SET

Add live photo | Add comment | Create action

Execution tip: Define standard photo angles for entrance, main aisle, service counter, priority displays, and customer facilities. Use live capture and timestamps.

6. Visual merchandising, pricing, and promotion readiness

31 Verify windows, entrance displays, focal points, and priority zones match the approved visual direction.

REFERENCE COMPARISON + PHOTOS

Add live photo | Add comment | Create action

Execution tip: Display the approved reference inside the checklist. Capture matching angles and log each deviation by zone and priority.

32 Confirm promotional displays, campaign materials, and point-of-sale communication are installed correctly.

CAMPAIGN COMPLIANCE STATUS

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

Execution tip: Check the current campaign pack, placement, quantity, condition, start date, and removal of expired material.

33 Check planograms, shelf sequence, product adjacency, facings, and fixture capacity in priority areas.

PLANOGRAM CHECK + COUNTS

TARGET | Set — ACTUAL | Enter — Add comment

Execution tip: Use SKU or category references. Record missing lines, incorrect sequence, facing gaps, over-capacity, and replenishment action.

34 Verify shelf labels, promotional prices, product tickets, and digital signs match approved pricing.

CRITICAL | PRICE COMPARISON + PHOTO

Add live photo | Add comment | Create action

Execution tip: Compare shelf, product, campaign, and POS values. Treat customer-facing price mismatch as a priority correction before opening.

35 Confirm mannequins, product styling, signage, and display props are complete, clean, safe, and current.

CHECKLIST + EVIDENCE

Add live photo | Add comment | Create action

Execution tip: Record missing items, styling deviations, damaged props, unstable fixtures, and outdated communication with clear owners.

36 Check digital screens, music, scent, or other brand-experience elements are active and correct.

SYSTEM STATUS + MEDIA PROOF

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

Execution tip: Validate content version, schedule, volume, screen orientation, connectivity, and fallback action for failed systems.

7. Inventory, availability, and stockroom readiness

37 Confirm priority, fast-moving, promotional, and essential SKUs are available on the sales floor.

CRITICAL | SKU COUNT + STATUS

TARGET | Set
ACTUAL | Enter
Add comment

Execution tip: Define the priority SKU list by store and campaign. Record shelf quantity, backroom quantity, replenishment owner, and completion time.

38 Identify out-of-stock items and verify whether stock exists in the backroom, in transit, or at another location.

OOS DIAGNOSIS GRID

Item	Status	Owner	Due	Evidence

Execution tip: Capture SKU, shelf stock, backroom stock, system stock, cause, recovery action, owner, and expected availability time.

39 Check replenishment has been completed in priority zones without creating blocked aisles or unsafe overstock.

ZONE STATUS + PHOTO

Add live photo | Add comment | Create action

Execution tip: Inspect both availability and safety. Record unfinished replenishment, cartons on the floor, unstable stacks, and responsible owner.

40 Verify stockroom aisles, emergency access, shelves, high-value storage, and product segregation are controlled.

CRITICAL | SCORED RESPONSE + PHOTOS

Add live photo | Add comment | Create action

Execution tip: Record blocked routes, unsafe stacking, unsecured high-value items, damaged stock, and segregation failures with urgent ownership.

41 Confirm receiving areas are ready for planned deliveries and outstanding delivery issues are visible.

DELIVERY SCHEDULE + READINESS

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

Execution tip: Capture expected supplier, time, volume, dock or access requirement, available space, staff owner, and unresolved discrepancy.

42 Review damaged, expired, recalled, quarantined, or unsellable stock and confirm it is correctly isolated.

CRITICAL | EXCEPTION COUNT + EVIDENCE

Add live photo | Add comment | Create action

Execution tip: Record quantity, SKU, reason, holding location, label, system status, disposal or return action, and approval owner.

8. POS, payments, cash, and digital systems readiness

43 Confirm every active POS terminal powers on and authorized users can log in with correct permissions.

CRITICAL | TERMINAL TEST GRID

Item	Status	Owner	Due	Evidence

Execution tip: Test each terminal and representative role. Record terminal ID, user, result, error, support ticket, and fallback process.

44 Run a test transaction to verify product lookup, barcode scan, price, tax, discount, promotion, payment, and receipt.

CRITICAL | TRANSACTION TEST + EVIDENCE

Add live photo | Add comment | Create action

Execution tip: Use a controlled test basket. Record expected and actual values, payment method, receipt result, and correction ticket for any failure.

45 Verify cash floats, safe access, tills, counting controls, and opening cash records are complete.

CRITICAL | CASH COUNT + APPROVAL

TARGET | Set
ACTUAL | Enter
Add comment

Execution tip: Require two-person verification where policy requires it. Record expected float, actual amount, variance, approvers, and action.

46 Check card terminals, QR payments, loyalty, gift cards, refunds, and other required payment workflows.

CRITICAL | PAYMENT METHOD TEST GRID

Item	Status	Owner	Due	Evidence

Execution tip: Test each active method. Record device, method, result, error, connectivity, fallback, and support owner.

47 Confirm internet, store applications, order systems, scanners, printers, and integrations are connected.

CRITICAL | SYSTEM STATUS GRID

Item	Status	Owner	Due	Evidence

Execution tip: Check core systems separately and record the affected process, outage impact, workaround, support ticket, and restoration estimate.

48 Verify opening reports, dashboard data, previous-day reconciliation, and unresolved transaction exceptions are reviewed.

REPORT REVIEW + SIGN-OFF

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

Execution tip: Show relevant reports inside the task. Record variances, open exceptions, investigation owner, deadline, and escalation path.

9. People, service, and shift readiness

49 **Compare scheduled staffing with employees present, late, absent, or reassigned.** CRITICAL | ROSTER COUNT

TARGET | Set
ACTUAL | Enter
Add comment

Execution tip: Record scheduled, present, late, absent, replacement, and role-gap counts. Escalate gaps affecting safety, security, or service.

50 **Confirm required opening roles, key holders, cash handlers, supervisors, and specialist staff are available.** CRITICAL | ROLE COVERAGE MATRIX

Item	Status	Owner	Due	Evidence

Execution tip: Define mandatory roles by store. Record gaps, temporary coverage, authorization, and the person responsible for the decision.

51 **Verify staff grooming, uniform, name badges, PPE, and role-specific appearance standards.** ROLE-BASED SCORED CHECK

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

Execution tip: Use role-specific standards and privacy-aware evidence. Record exceptions for coaching and confirm correction before customer interaction.

52 **Conduct and record the pre-shift briefing covering targets, campaigns, service priorities, risks, and assignments.** BRIEFING CHECKLIST + ATTENDANCE

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

Execution tip: Capture topics, attendees, absent staff follow-up, task owners, key risks, and confirmation that questions were addressed.

53 **Confirm employees understand active promotions, priority products, returns, customer service, and escalation procedures.** KNOWLEDGE CONFIRMATION

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

Execution tip: Use short role-based questions rather than a simple attendance tick. Record coaching needs and reassessment owner.

54 **Assign customer zones, service points, opening tasks, and backup responsibilities for the shift.** ASSIGNMENT MATRIX

Item	Status	Owner	Due	Evidence

Execution tip: Record zone, task, primary owner, backup owner, start time, due time, and manager review for critical responsibilities.

10. Final readiness decision, actions, and sign-off

55 Review all critical readiness failures and confirm each one is closed with verified evidence.
CRITICAL | CRITICAL ACTION REVIEW

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

Execution tip: Prevent final approval while any critical item remains open. Require manager-approved closure proof and a complete audit trail.

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

Item	Status	Owner	Due	Evidence

Execution tip: Keep open items visible after trading begins. Record business impact, containment, evidence requirement, deadline, and next review.

57 Confirm the store is ready to receive customers across entrance, floor, service, stock, systems, safety, and staffing.
CRITICAL | READINESS SCORE BY AREA

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

Execution tip: Use section scores and critical-item gates. Do not allow a high average score to hide an unresolved critical failure.

58 Record the final readiness decision and any conditions attached to approval.
CRITICAL | APPROVAL DECISION

Ready | Ready with actions | Not ready | Add comment

Execution tip: Use Ready, Ready with actions, or Not ready. Require comments, named actions, and approval authority for conditional opening.

59 Obtain the store manager's signature and record the approved and actual opening times.
CRITICAL | SIGNATURE + TIMESTAMPS

NAME | Enter
SIGNATURE | Sign
TIME | __:__

Execution tip: Capture the named approver, signature, decision time, approved opening time, and actual customer-entry time.

60 Confirm overdue or high-priority readiness issues have been escalated to the area manager or support function.
CRITICAL | ESCALATION CONFIRMATION

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

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