

FREE STORE READINESS TEMPLATE

Store Readiness Checklist

Use this 60-point checklist to verify customer access, security, cleanliness, staffing, POS, cash, stock, visual merchandising, pricing, equipment, safety, open dependencies, corrective actions, and final readiness status.

Store / location

Readiness date

Readiness window

Reviewer / manager

1. Readiness scope, store profile, priorities, ownership, and open dependencies

- 1** Confirm the store, review date, readiness window, reviewer, store manager, operating format, departments, services, and customer-facing areas included in the check.

STORE READINESS

OWNER / REVIEWER

Enter

DATE / TIME

Enter

READINESS SIGN-OFF

Sign

● Execution tip: Start by defining why the store is being checked. A readiness review before a campaign or peak period may need different emphasis from a normal trading-day review.

- 2** Define why the readiness check is being completed, such as routine trading readiness, reopening, campaign launch, peak period, event, leadership visit, or operational handover.

STORE READINESS

Area / Check	Status	Evidence	Owner	Action
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● Execution tip: Start by defining why the store is being checked. A readiness review before a campaign or peak period may need different emphasis from a normal trading-day review.

- 3** Review open actions from previous shifts, audits, maintenance, safety checks, customer complaints, stock issues, IT incidents, VM reviews, and other pending dependencies.

CRITICAL

STORE READINESS

Area / Check	Status	Evidence	Owner	Action
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● Execution tip: Start by defining why the store is being checked. A readiness review before a campaign or peak period may need different emphasis from a normal trading-day review.

- 4** Assign readiness ownership across staffing, housekeeping, POS, cash, inventory, VM, pricing, facilities, safety, security, and customer service.

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Start by defining why the store is being checked. A readiness review before a campaign or peak period may need different emphasis from a normal trading-day review.

- 5** Identify critical blockers that can prevent normal operation, such as failed payment systems, serious safety issues, major security gaps, unavailable core stock, or critical equipment failure.

CRITICAL

STORE READINESS

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Start by defining why the store is being checked. A readiness review before a campaign or peak period may need different emphasis from a normal trading-day review.

- 6** Record any approved exception, temporary control, external dependency, contractor activity, delayed delivery, or system issue that may affect readiness.

STORE READINESS

Area / Check	Status	Evidence	Owner	Action
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● Execution tip: Start by defining why the store is being checked. A readiness review before a campaign or peak period may need different emphasis from a normal trading-day review.

2. Exterior, storefront, entrance, accessibility, and customer arrival

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

STORE READINESS

CRITICAL

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Walk the customer approach before entering the store. Arrival issues are easiest to catch when you view the location exactly as a customer will.

- 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 READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Walk the customer approach before entering the store. Arrival issues are easiest to catch when you view the location exactly as a customer will.

- 9** Verify opening hours, service notices, promotional communication, customer instructions, directional signs, and other entrance information are current and visible.

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Walk the customer approach before entering the store. Arrival issues are easiest to catch when you view the location exactly as a customer will.

- 10** Check glass, decals, entrance displays, outdoor seating, bins, and surrounding customer-facing areas are clean and aligned with brand standards.

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Walk the customer approach before entering the store. Arrival issues are easiest to catch when you view the location exactly as a customer will.

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

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Walk the customer approach before entering the store. Arrival issues are easiest to catch when you view the location exactly as a customer will.

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

STORE READINESS

CRITICAL

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Walk the customer approach before entering the store. Arrival issues are easiest to catch when you view the location exactly as a customer will.

3. Security, access control, keys, CCTV, alarms, and restricted areas

- 13 Verify keys, access cards, codes, safes, offices, stockrooms, cash areas, server or IT rooms, and other restricted access points are controlled and accounted for.**

STORE READINESS

CRITICAL

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Treat security controls as operational dependencies. Unresolved access or alarm problems should be visible to management before normal trading continues.

- 14 Check CCTV, alarms, panic or duress devices, shutters, locks, recording systems, and other provided security controls show normal operational status.**

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Treat security controls as operational dependencies. Unresolved access or alarm problems should be visible to management before normal trading continues.

- 15 Confirm customer, employee, contractor, vendor, and delivery access is limited to approved areas and that restricted zones are clearly controlled.**

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Treat security controls as operational dependencies. Unresolved access or alarm problems should be visible to management before normal trading continues.

- 16 Inspect emergency exits and restricted doors for damage, unauthorized use, blocked access, or security conditions that need immediate correction.**

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Treat security controls as operational dependencies. Unresolved access or alarm problems should be visible to management before normal trading continues.

- 17 Review any recent suspicious activity, lost key, access issue, theft concern, security fault, or overnight incident that can affect current store readiness.**

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Treat security controls as operational dependencies. Unresolved access or alarm problems should be visible to management before normal trading continues.

- 18 Escalate missing keys, failed alarms, uncontrolled access, serious CCTV faults, damaged locks, or other critical security conditions.**

STORE READINESS

CRITICAL

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Treat security controls as operational dependencies. Unresolved access or alarm problems should be visible to management before normal trading continues.

4. Cleanliness, hygiene, housekeeping, restrooms, and customer environment

- 19 Check floors, counters, shelves, fixtures, tables, seating, mirrors, touchpoints, checkout areas, fitting rooms, and service counters are clean and presentable.**

CRITICAL

STORE READINESS

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Focus on the areas customers see, touch, and use most. Readiness is not only about whether cleaning happened, but whether the store visibly feels clean and maintained.

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

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Focus on the areas customers see, touch, and use most. Readiness is not only about whether cleaning happened, but whether the store visibly feels clean and maintained.

- 21 Confirm waste bins are serviced and that cartons, cleaning tools, stock, waste, and housekeeping equipment are removed from customer-facing areas.**

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Focus on the areas customers see, touch, and use most. Readiness is not only about whether cleaning happened, but whether the store visibly feels clean and maintained.

- 22 Inspect staff rooms, preparation zones, stockrooms, cleaning stations, service areas, and other back-of-house spaces that can affect customer or employee readiness.**

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Focus on the areas customers see, touch, and use most. Readiness is not only about whether cleaning happened, but whether the store visibly feels clean and maintained.

- 23 Check food, beverage, sampling, beauty, personal-care, or other hygiene-sensitive service areas follow the required cleaning and sanitation controls where applicable.**

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Focus on the areas customers see, touch, and use most. Readiness is not only about whether cleaning happened, but whether the store visibly feels clean and maintained.

- 24 Correct spills, odours, dirty surfaces, overflowing bins, pest evidence, incomplete cleaning, or other housekeeping issues that reduce store readiness.**

CRITICAL

STORE READINESS

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Focus on the areas customers see, touch, and use most. Readiness is not only about whether cleaning happened, but whether the store visibly feels clean and maintained.

5. Staffing, attendance, grooming, briefing, roles, and service readiness

- 25 Confirm required employees are present or scheduled for the readiness window and that staffing levels match expected customer demand and operating needs.**

CRITICAL

STORE READINESS

ACTUAL	Enter	TARGET / EXPECTED	Enter	STATUS	Record
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● Execution tip: Check role coverage, not only headcount. A store can be fully staffed and still be unready if critical service, till, replenishment, or supervisory roles are uncovered.

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

CRITICAL

STORE READINESS

ACTUAL	Enter	TARGET / EXPECTED	Enter	STATUS	Record
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● Execution tip: Check role coverage, not only headcount. A store can be fully staffed and still be unready if critical service, till, replenishment, or supervisory roles are uncovered.

- 27 Confirm role coverage is clear for tills, customer service, floor operations, replenishment, receiving, service counters, housekeeping, security, and supervision as applicable.**

CRITICAL

STORE READINESS

Ready	Needs action	Not ready	N/A
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● Execution tip: Check role coverage, not only headcount. A store can be fully staffed and still be unready if critical service, till, replenishment, or supervisory roles are uncovered.

- 28 Brief the team on promotions, stock gaps, service priorities, customer commitments, events, safety issues, maintenance faults, campaign changes, and operational risks.**

CRITICAL

STORE READINESS

Ready	Needs action	Not ready	N/A
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● Execution tip: Check role coverage, not only headcount. A store can be fully staffed and still be unready if critical service, till, replenishment, or supervisory roles are uncovered.

- 29 Verify employees know how to escalate customer, POS, payment, stock, safety, equipment, security, or service issues during the operating period.**

STORE READINESS

Ready	Needs action	Not ready	N/A
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● Execution tip: Check role coverage, not only headcount. A store can be fully staffed and still be unready if critical service, till, replenishment, or supervisory roles are uncovered.

- 30 Address understaffing, late arrivals, missing role coverage, grooming gaps, unclear ownership, or training issues that can affect customer experience.**

CRITICAL

STORE READINESS

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

● Execution tip: Check role coverage, not only headcount. A store can be fully staffed and still be unready if critical service, till, replenishment, or supervisory roles are uncovered.

6. POS, cash, payment systems, connectivity, pricing systems, and transaction readiness

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

CRITICAL

STORE READINESS

ACTUAL

Enter

TARGET / EXPECTED

Enter

STATUS

Record

● Execution tip: Test the transaction journey before relying on it. A short test can expose pricing, payment, printer, discount, or connectivity issues before they affect customers.

32 Verify cash drawers, floats, change availability, safe access, till assignments, cash-control records, and required counts follow the approved store process.

CRITICAL

STORE READINESS

ACTUAL

Enter

TARGET / EXPECTED

Enter

STATUS

Record

● Execution tip: Test the transaction journey before relying on it. A short test can expose pricing, payment, printer, discount, or connectivity issues before they affect customers.

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

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Test the transaction journey before relying on it. A short test can expose pricing, payment, printer, discount, or connectivity issues before they affect customers.

34 Confirm active prices, taxes, discounts, promotions, product masters, menus, or system updates are loaded correctly in the transaction system.

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Test the transaction journey before relying on it. A short test can expose pricing, payment, printer, discount, or connectivity issues before they affect customers.

35 Complete an approved test transaction or readiness check where required and verify price, payment, discount, receipt, loyalty, and posting behave correctly.

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Test the transaction journey before relying on it. A short test can expose pricing, payment, printer, discount, or connectivity issues before they affect customers.

36 Escalate offline POS, payment failure, incorrect pricing, cash discrepancy, printer failure, connectivity problems, or other transaction blockers.

CRITICAL

STORE READINESS

Area / Check

Status

Evidence

Owner

Action

● Execution tip: Test the transaction journey before relying on it. A short test can expose pricing, payment, printer, discount, or connectivity issues before they affect customers.

7. Inventory, stock availability, replenishment, stockroom, receiving, and product readiness

- 37 Verify priority products, core assortment, promotional items, launch products, essentials, and other high-demand stock are available for customers.**

STORE READINESS

CRITICAL

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Prioritize stock that drives the current customer mission. Core items, advertised products, and launch lines should receive deeper readiness attention.

- 38 Check shelves, racks, tables, displays, service counters, size or variant runs, and key categories are sufficiently replenished and presented.**

STORE READINESS

CRITICAL

ACTUAL

Enter

TARGET / EXPECTED

Enter

STATUS

Record

● Execution tip: Prioritize stock that drives the current customer mission. Core items, advertised products, and launch lines should receive deeper readiness attention.

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

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Prioritize stock that drives the current customer mission. Core items, advertised products, and launch lines should receive deeper readiness attention.

- 40 Review out-of-stock items, delayed deliveries, damaged goods, stock discrepancies, transfer issues, quarantined items, and approved substitutions affecting customer readiness.**

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Prioritize stock that drives the current customer mission. Core items, advertised products, and launch lines should receive deeper readiness attention.

- 41 Control receiving and stock movement so deliveries, cartons, pallets, and replenishment activity do not unnecessarily disrupt customer areas or service flow.**

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Prioritize stock that drives the current customer mission. Core items, advertised products, and launch lines should receive deeper readiness attention.

- 42 Escalate critical stockouts, missing launch items, incomplete replenishment, unsafe stockroom conditions, or receiving backlogs that materially affect operations.**

STORE READINESS

CRITICAL

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Prioritize stock that drives the current customer mission. Core items, advertised products, and launch lines should receive deeper readiness attention.

8. Visual merchandising, pricing, promotions, signage, displays, and product presentation

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

STORE READINESS

CRITICAL

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Use the latest VM and pricing references. Customer-facing execution can fail even when stock and staffing are otherwise ready.

- 44 Check price labels, product tags, shelf labels, promotional tickets, offer communication, menu boards, and customer notices are current and matched to the correct item or service.**

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Use the latest VM and pricing references. Customer-facing execution can fail even when stock and staffing are otherwise ready.

- 45 Remove expired, incorrect, damaged, duplicated, handwritten, or conflicting promotional material and signage.**

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Use the latest VM and pricing references. Customer-facing execution can fail even when stock and staffing are otherwise ready.

- 46 Verify hero products, advertised items, campaign stock, new launches, and featured displays are available and presented as intended.**

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Use the latest VM and pricing references. Customer-facing execution can fail even when stock and staffing are otherwise ready.

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

STORE READINESS

CRITICAL

Ready

Needs action

Not ready

N/A

● Execution tip: Use the latest VM and pricing references. Customer-facing execution can fail even when stock and staffing are otherwise ready.

- 48 Correct wrong campaign execution, missing prices, outdated signage, unavailable featured products, damaged displays, or other customer-facing presentation gaps.**

STORE READINESS

CRITICAL

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Use the latest VM and pricing references. Customer-facing execution can fail even when stock and staffing are otherwise ready.

9. Equipment, utilities, safety, emergency readiness, maintenance, and operating conditions

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

CRITICAL

STORE READINESS

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Critical equipment and safety failures need clear escalation and approval rules. Avoid normalizing temporary workarounds that create unacceptable risk.

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

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Critical equipment and safety failures need clear escalation and approval rules. Avoid normalizing temporary workarounds that create unacceptable risk.

- 51 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.**

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Critical equipment and safety failures need clear escalation and approval rules. Avoid normalizing temporary workarounds that create unacceptable risk.

- 52 Check ladders, step stools, plugs, electrical leads, material-handling equipment, tools, stockroom fixtures, and other operating equipment are safe to use.**

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Critical equipment and safety failures need clear escalation and approval rules. Avoid normalizing temporary workarounds that create unacceptable risk.

- 53 Confirm known maintenance faults are repaired or supported by an approved temporary control that does not create unacceptable safety, customer, or operational risk.**

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Critical equipment and safety failures need clear escalation and approval rules. Avoid normalizing temporary workarounds that create unacceptable risk.

- 54 Escalate failed life-safety systems, unsafe equipment, major utility loss, refrigeration failure, serious leak, electrical hazard, or other critical operating condition.**

CRITICAL

STORE READINESS

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Critical equipment and safety failures need clear escalation and approval rules. Avoid normalizing temporary workarounds that create unacceptable risk.

10. Final customer journey, open actions, readiness decision, follow-up, and sign-off

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

CRITICAL

STORE READINESS

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Finish with a customer-style walkthrough. The final readiness decision should reflect the store customers will actually experience, not only task completion.

- 56 Verify all critical blockers are corrected or formally escalated according to the organization's readiness and go or no-go rules.**

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Finish with a customer-style walkthrough. The final readiness decision should reflect the store customers will actually experience, not only task completion.

- 57 Record each remaining non-critical issue with the exact location, owner, priority, due time, expected action, and evidence required for closure.**

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Finish with a customer-style walkthrough. The final readiness decision should reflect the store customers will actually experience, not only task completion.

- 58 Confirm completed fixes using repeat inspection, updated photos, test transactions, repair proof, replenishment confirmation, cleaning evidence, or other objective evidence.**

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Finish with a customer-style walkthrough. The final readiness decision should reflect the store customers will actually experience, not only task completion.

- 59 Record the overall store readiness status, including ready, ready with actions, or not ready, and obtain manager approval where required.**

CRITICAL

STORE READINESS

Ready

Needs action

Not ready

N/A

● Execution tip: Finish with a customer-style walkthrough. The final readiness decision should reflect the store customers will actually experience, not only task completion.

- 60 Record unresolved actions, next follow-up time, reviewer, store manager, readiness owner, date, time, and final sign-off.**

CRITICAL

STORE READINESS

Ready

Needs action

Critical

PHOTO

Add

● Execution tip: Finish with a customer-style walkthrough. The final readiness decision should reflect the store customers will actually experience, not only task completion.

RUN THIS CHECKLIST DIGITALLY

Know whether every store is truly ready before customers feel the gap

Use Taqtics to schedule readiness checks, capture live evidence, escalate blockers, assign corrective actions, approve readiness, and compare operating readiness across every location.