

RETAIL · STORE MANAGERS AND SHIFT LEADS

Retail store opening and closing checklist

The routine that gets a store ready for customers in the morning and ready for tomorrow at night, with checks during trading hours. Print one per day or copy the file for each week.

STORE / LOCATION

DATE

OPENED BY

CLOSED BY

Mark each item Pass, Fail or N/A. For every Fail, write the issue in the table at the end with an owner, a due date and a photo reference if it helps.

Opening

1 Opening: before the doors open					
#	ITEM	PASS	FAIL	N/A	NOTES
1	Alarm off and doors unlocked by authorized staff. Write the time.	☐	☐	☐	
2	Quick walk of the store and back area: no signs of break-in, leaks, pests or damage.	☐	☐	☐	
3	Lights, heating or cooling, and music are set for trading hours.	☐	☐	☐	
4	POS and card terminals are on and working. Run one test transaction or check paper and printer.	☐	☐	☐	
5	The cash float is counted and recorded as per company procedure.	☐	☐	☐	
6	The floor is clean and dry and aisles are clear.	☐	☐	☐	
7	Shelves and rails are stocked, faced and tidy; gaps are filled from the stockroom.	☐	☐	☐	
8	Price labels and promotional signs match today's offers.	☐	☐	☐	
9	Fitting rooms (if any) are clean, stocked with hangers and cleared of items.	☐	☐	☐	
10	Today's deliveries and priority tasks are noted; the stockroom is safe to walk through.	☐	☐	☐	
11	Team briefing held: targets, promotions, who covers what, break times.	☐	☐	☐	
12	Fire exits are clear and the first-aid kit is in place.	☐	☐	☐	
13	Doors opened on time. Write the time.	☐	☐	☐	
2 During trading: at the agreed check times					
#	ITEM	PASS	FAIL	N/A	NOTES
14	Floor walk done at the agreed times and displays recovered. For example late morning and mid-afternoon.	☐	☐	☐	
15	Fitting rooms are cleared and items are back on the floor.	☐	☐	☐	
16	Checkout is staffed for the current traffic.	☐	☐	☐	
17	Out-of-stock top items are noted and reported or ordered.	☐	☐	☐	
18	Spills, hazards and faults are handled or reported at once.	☐	☐	☐	

Closing

3 Closing: after the last customer

#	ITEM	PASS	FAIL	N/A	NOTES
19	Last customers have left; fitting rooms and restrooms are checked for people and items.	☐	☐	☐	
20	Floor recovery done: items back on shelves and rails, displays reset for tomorrow.	☐	☐	☐	
21	Cash and card takings are counted, recorded and secured as per company procedure.	☐	☐	☐	
22	End-of-day POS report is run and saved.	☐	☐	☐	
23	Trash and cardboard are out; the back area is tidy.	☐	☐	☐	
24	Equipment and non-essential lights are off; heating or cooling is set for the night.	☐	☐	☐	
25	Back door, emergency exits and windows are secure.	☐	☐	☐	
26	Alarm set and doors locked. Write the time.	☐	☐	☐	
27	Handover note written for tomorrow's opener: issues, deliveries, promotion changes.	☐	☐	☐	

Issues to fix

#	ISSUE (WHAT AND WHERE)	OWNER	DUE DATE	PHOTO REF.	DONE
1					
2					
3					
4					
5					
6					
7					
8					

COMPLETED BY (NAME AND SIGNATURE)

REVIEWED BY (MANAGER)

DATE

Free to use inside your company. To share publicly, link to getbitreport.com/resources/templates/

A starting point, not legal advice. Adapt it to your stores, your procedures and the rules where you operate.