

Retail Store Opening Checklist

By Checklister

- ☐ **Review and enter**
Follow the store's approved security process.
- ☐ **Record the store**
Identify the store/site for this opening run.
- ☐ **Record the opening date**
- ☐ **Record the planned opening time**
Use the store's local time; state the timezone in run notes.
- ☐ **Record the responsible keyholder**
Name the person accountable for the opening and the escalation decision. Keep the approved opening procedure available.
- ☐ **Check the previous close handover**
Review unresolved security, equipment, stock, cash or cleaning issues. Confirm the current state and owner.
- ☐ **Complete the approved entry check**
Look for visible damage or unusual conditions before entering and follow the site's escalation procedure. Do not improvise entry or security actions.
- ☐ **Prepare the premises and team**
Make the trading area usable.
- ☐ **Inspect customer access routes**
Check the entrance, sales-floor routes and exits under the approved site plan. Report or control a blocked or unsafe route through the store's procedure; do not improvise an exception.
- ☐ **Inspect customer service areas**
STARTER AREAS: Rename, remove or duplicate these examples for the actual store. Check each applicable area under the store's readiness rules; leave an unresolved correction separately assigned.
 - ☐ **Starter area: check the fitting rooms**
Rename or remove before use. Check the applicable rooms, customer access and readiness under the store's procedure. Record an unavailable room and manager decision.
 - ☐ **Starter area: check the service or returns counter**
Rename or remove before use. Confirm the counter is ready, required supplies are available and there is an assigned service owner. Record a restriction or missing essential resource.
 - ☐ **Starter area: check the click-and-collect area**
Rename or remove before use. Confirm the collection station is usable and the authorized team can access the order queue. Keep customer/order details in the approved system; record only a readiness issue/reference here.
- ☐ **Complete opening housekeeping**
Confirm agreed cleaning, waste, lighting and customer-area supplies. Record work that remains and the person handling it.
- ☐ **Confirm staffing and role coverage**
Check who is present, opening coverage, breaks and planned deliveries/appointments. Resolve essential gaps with the manager.
- ☐ **Prepare sales and offers**
Verify the actual setup, not just that devices are powered on.
- ☐ **Check POS sign-in and product lookup**
Use the store's approved startup check to verify POS sign-in and a permitted product lookup or scan. Record an unavailable sales service and the approved fallback, if any.
- ☐ **Check the receipt printer**
Use the approved test-print procedure. Confirm the intended printer produces a legible receipt and has the required supplies. Record a failed printer and the responsible owner. Do not create an unauthorized sale just to print a receipt.
- ☐ **Starter device: test the barcode scanner**
STARTER DEVICE: Rename to the actual checkout scanner or remove if unused. Scan one approved sample SKU and verify that the POS shows the correct product/variant and current price; record the SKU and mismatch in task notes. Duplicate if stations need independent results.

- ☐ **Starter device: check the payment terminal is ready**
STARTER DEVICE: Rename to the actual terminal or remove if unused. Use only the retailer/provider's approved connectivity and readiness checks. A ready screen is not a completed payment test. Record a fault and the manager's authorized next step; do not make a live charge.
- ☐ **Complete the approved till-readiness check**
Authorized staff confirm the required cash setup and record discrepancies through the retailer's cash process. Keep security-sensitive details elsewhere.
- ☐ **Check current promotion and price labels**
Spot-check displayed promoted SKUs against the approved campaign and POS price. Remove or correct expired or mismatched signs through the authorized process.
- ☐ **Identify priority replenishment and unavailable items**
Check key displays and promised items. Assign replenishment or customer-facing availability changes to the appropriate owner.
- ☐ **Brief and open**
Make one informed opening decision.
 - ☐ **Brief the team on today's plan**
Share role coverage, offers, deliveries, known issues and escalation contacts. Confirm staff know any controlled restriction.
 - ☐ **Review readiness and record opening**
The manager reviews critical checks and outstanding issues, records the opening decision/time and assigns any continuing follow-up. A completed checklist does not waive the site's controls.
 - ☐ **Record the opening decision evidence**
Record the actual manager, decision time, restrictions or delay reason, and separate open correction owners/tasks. Recording Delayed completes the decision observation, not the unresolved opening work.
 - ☐ **Record when customers were admitted**
Complete only after the store actually opens. Leave blank while delayed; note the reason in the decision record.