

Retail store opening checklist

Record daily store readiness, unresolved issues and the duty manager's opening decision before customers arrive.

Complete the applicable sections. An asterisk marks a required field when that section applies. Copy repeat sections as needed and attach photographs separately.

Store and opening team

Project or site *

Record reference *

Record date *

Prepared by *

Store name or number *

Planned opening time *

Duty manager *

Opening readiness

Access and security *

Complete arrival, access and security checks under store procedures.

☐ Ready ☐ Issue found ☐ Not applicable

Access and security issue or reason not applicable *

If applicable: Access and security is Issue found or Access and security is Not applicable.

Emergency routes *

Check emergency routes and exits are clear and available.

☐ Ready ☐ Issue found ☐ Not applicable

Emergency routes issue or reason not applicable *

If applicable: Emergency routes is Issue found or Emergency routes is Not applicable.

Sales floor *

Walk the floor for obstructions, spills and damaged fixtures.

☐ Ready ☐ Issue found ☐ Not applicable

Sales floor issue or reason not applicable *

If applicable: Sales floor is Issue found or Sales floor is Not applicable.

Registers and payment equipment *

Complete startup checks under the payment equipment procedure.

☐ Ready ☐ Issue found ☐ Not applicable

Registers and payment equipment issue or reason not applicable *

If applicable: Registers and payment equipment is Issue found or Registers and payment equipment is Not applicable.

Stock and displays *

Check displays, stock presentation and current promotional information.

☐ Ready ☐ Issue found ☐ Not applicable

Stock and displays issue or reason not applicable *

If applicable: Stock and displays is Issue found or Stock and displays is Not applicable.

Staff briefing *

Confirm cover and brief staff on today's duties and restrictions.

☐ Ready ☐ Issue found ☐ Not applicable

Staff briefing issue or reason not applicable *

If applicable: Staff briefing is Issue found or Staff briefing is Not applicable.

Exception photos

Photo or attachment references: _____

Record that security and payment checks were completed under store procedures. Do not enter alarm codes, safe combinations, card information or cash values here.

Outstanding issues**Are issues still outstanding? ***

☐ Yes ☐ No

Outstanding actions

Repeat for each entry. Complete when Are issues still outstanding? is Yes.

Issue and next action *

Owner *

Target completion time *

Effect on opening *

☐ Prevents opening ☐ Restricts an area or activity ☐ Does not prevent opening

Temporary control or escalation reference *

Opening decision

Recorded opening decision *

[] Ready to open [] Open with recorded restrictions [] Keep closed

Restrictions or reason for keeping closed *

If applicable: Recorded opening decision is not Ready to open.

Decision made by *

Decision time *

Team briefing and handover notes *

The duty manager records the decision under store procedures. A completed checklist does not automatically authorise opening.

Reviewed by

Reviewer acknowledgement

Signature: _____