STANDARD OPERATING PROCEDURE

Retail Store Opening SOP

Document no.	SOP-RTL-001
Revision	1.0
Owner	Store Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To open the store safely and consistently every day, with the building secured, registers verified, and the sales floor ready before customers arrive.

2. Scope

Applies to the daily opening routine for retail store locations, including building safety checks, cash handling, and sales floor preparation. Overnight stocking and merchandising resets are covered by separate SOPs.

Definitions

Float	The fixed starting amount of cash placed in a register drawer before transactions begin.
Keyholder	An employee trusted with keys and the alarm code, authorized to open or close the store.

3. Responsibilities

Store Manager	Owns the opening SOP, reviews the manager log, and makes the final call on any safety concern before the store opens.
Assistant Store Manager	Arrives first, checks the building is safe to enter, and leads the opening walk-through and staff briefing.
Sales Associate	Preps the sales floor, checks pricing and signage, and greets the first customers of the day.
Cashier	Counts and verifies the starting cash float at each register before the doors open.

RACI matrix

Activity	Store Manager	Assistant Store Manager	Sales Associate	Cashier
Unlock and safety-check the building	I	R/A	-	-
Count register floats	I	C	-	R/A
Set up sales floor for opening	I	C	R/A	-
Brief staff before doors open	A	R	I	I
Unlock front doors on schedule	I	R/A	I	I

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- POS terminals and cash drawers
- Store opening checklist
- Alarm system control panel and code
- Manager log book or shared log
- Two-way radios or store messaging app
- Price label printer

5. Procedure

Step	Task	Owner	Done
5.1	**Arrive and check the building** The assistant store manager arrives at the scheduled time, checks the exterior for signs of forced entry or vandalism, and only unlocks the door if the building looks secure. **Warning:** If a door, window, or lock looks tampered with, do not enter. Call the store manager and local police from outside first.	Assistant Store Manager	☐
5.2	**Disarm the alarm and turn on lights** Enter the code to disarm the security system within the required window, then switch on sales floor, stockroom, and exterior lighting and turn on background music.	Assistant Store Manager	☐
5.3	**Walk the interior for safety hazards** Walk every aisle, the stockroom, and restrooms to check for spills, blocked exits, or anything unsafe before other staff or customers enter the building. **Checkpoint:** No hazards, unlocked emergency exits, or unexpected persons are found before staff are let in.	Assistant Store Manager	☐
5.4	**Let staff in and review the log** Let scheduled associates in through the staff entrance and review the manager log for notes from the previous shift, including price changes, callouts, or unresolved issues.	Store Manager	☐
5.5	**Power on POS terminals** Turn on all POS terminals and payment devices, confirm they connect to the network, and log in with individual employee credentials.	Cashier	☐
5.6	**Count and verify register floats** Count the starting cash float at each register against the assigned float amount and initial the count sheet before any transactions are rung. **Checkpoint:** Each float matches the assigned starting amount exactly, and any shortage is reported to the store manager immediately.	Cashier	☐
5.7	**Check overnight deliveries** Check the stockroom for any deliveries that arrived overnight, confirm the count against the packing slip, and move perishable or high-theft items to secure storage.	Sales Associate	☐
5.8	**Prep the sales floor** Straighten fixtures, restock overnight recovery items, and remove any packaging or trash left from the previous close so the floor is customer-ready.	Sales Associate	☐

Step	Task	Owner	Done
5.9	**Confirm pricing and promo signage** Check that current sale signage matches the POS pricing for featured items and remove any signage for promotions that have already ended. **Warning:** Mismatched signage and register prices are a common cause of customer complaints and price disputes.	Sales Associate	☐
5.10	**Hold the opening huddle** Gather available staff for a short huddle to cover the day's promotions, staffing gaps, and any manager log items before the doors open.	Store Manager	☐
5.11	**Complete the opening checklist** Work through the printed or digital opening checklist item by item and sign off once every task on it is complete.	Assistant Store Manager	☐
5.12	**Unlock the doors on schedule** Unlock the front entrance at the posted opening time, turn on the open sign, and stage a greeter near the entrance for the first customers. **Checkpoint:** Doors open within five minutes of the posted opening time.	Store Manager	☐

6. Quality checks

- Opening checklist is signed off by a manager or keyholder every day before doors open.
- Register floats match the assigned starting amount with zero unexplained variances.
- Sales floor recovery and signage are complete before the posted opening time.
- Any building safety concern found at opening is logged and resolved the same day.

7. Records

- Signed daily opening checklist
- Register float count sheet
- Manager log with handoff notes

8. KPIs

- Percentage of days doors open within five minutes of posted time
- Register float variances per week
- Opening checklist completion rate

9. Common mistakes

- Unlocking the door before finishing the exterior safety check.
- Skipping the float count and starting transactions without verifying starting cash.
- Leaving expired promotional signage up after a sale ends.
- Letting associates in before the interior hazard walk is finished.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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