Standard Operating Procedure for Retail Stores : Checklist

For store staff, store managers and district trainers. Adapt every item to your site, equipment and written procedures.

Checklist

- ■ Hazard covered: inconsistent merchandising
- ■ Hazard covered: theft situations escalating
- ■ Hazard covered: stocking and lifting strain
- ■ Decision practiced: greet and help a customer
- ■ Decision practiced: set displays to standard
- ■ Decision practiced: respond to suspected theft safely
- ■ Decision practiced: run a team huddle
- ■ Hands-on part done: shadow shifts
- ■ Hands-on part done: POS practice
- ■ Hands-on part done: company loss prevention policies
- ■ Review question: was the approach friendly?
- ■ Review question: was theft handled safely?
- ■ Review question: were lifts safe?

Stays hands-on and in person

- • shadow shifts
- • POS practice
- • company loss prevention policies

This checklist supports, and does not replace, required training, supervision or evaluation. It does not certify anyone.