Training and Development Team

INTRODUCTION

Properly closing the store is essential to ensure a secure, organized, and efficient start to the next business day. A consistent end-of-day routine minimizes errors, reduces shrink, and supports financial accuracy. By following standardized procedures, teams help maintain brand standards and reinforce workplace accountability. This module will guide you through each step of the closing process to ensure a smooth and thorough store close every night.

Training and Development Team

Learning Objectives

By the end of this module, learners will be able to:

- Follow standard closing procedures consistently and efficiently.

- Perform safety, security, and financial checks.

- Properly document and report end-of-day activities.

- Identify and respond to unusual situations during store closing.

Training and Development Team

Importance

Jump to
Closing
Checklist

- Ensures the store is clean, organized, and ready for the next day's operations.

- Secures cash, inventory, and the premises to prevent theft or damage.

- Maintains accurate financial records through proper reconciliation and reporting.

- Promotes team accountability, professionalism, and adherence to brand standards.

Training and Development Team

STEP by STEP

A. Store Clean-Up & Reset

Fold and organize merchandise

Check fitting rooms and remove unwanted items

Restock hangers and shelves

B. Cleaning Tasks

Sanitize cash wrap, counters, mirrors, and door handles

Sweep/vacuum and take out trash

C. Cash & POS Reconciliation

Close tills and count cash

Record totals, match reports, prepare deposit

Secure funds in safe

🔓 **D. Security Procedures**

Lock stockroom and fitting rooms

Turn off music, POS, and lights in order
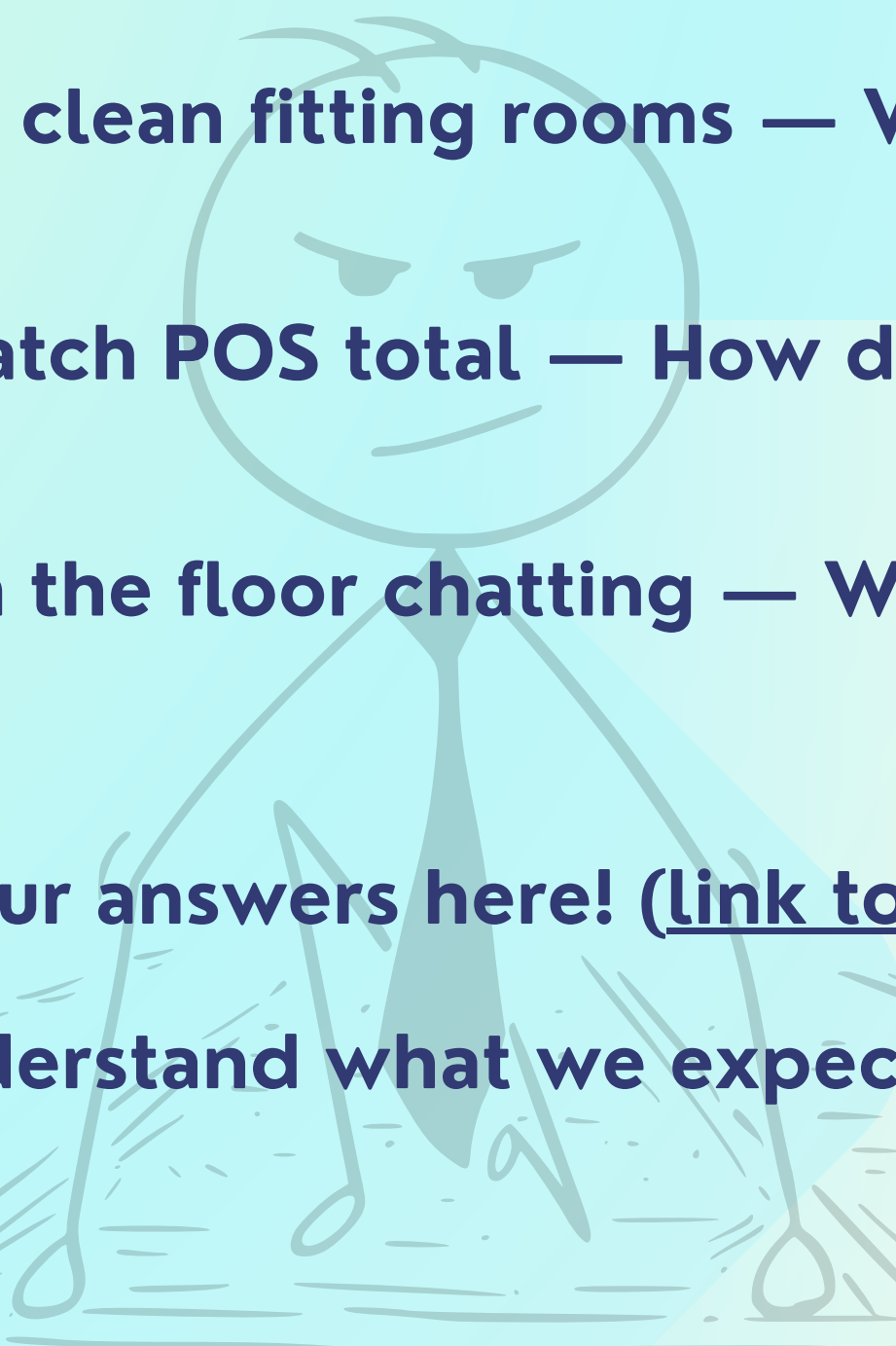
Check emergency exits and security systems

📄 **E. End-of-Day Report**

Fill out manager log (sales summary, staff notes, incidents)

Report maintenance issues

Scenario - It's 9:00 PM — Time to Close

1) Staff forgot to clean fitting rooms — What do you do?

2) Cash doesn't match POS total — How do you handle it?

3) An employee is still on the floor chatting — What's the right approach?

Let us know your answers here! (link to google forms)

To help you understand what we expect (link to guide)

Closing Checklist

Please ensure all items on the list are accomplished.

Status:

CLOSING CHECKLIST
☐ • Organize merchandise and check fitting rooms
☐ • Clean and sanitize cash wrap, counters, mirrors, and door handles and take out trash
☐ • Close POS and record totals, match reports, prepare deposit and secure funds in safe
☐ • Lock stockroom, fitting rooms and check emergency exits and security systems
☐ • Fill out manager log (sales summary, staff notes, incidents)
☐
☐
☐

Certificate
of Completion

THIS IS TO CERTIFY THAT

Lorem Ipsum

Has successfully completed the
Closing Procedures Module

Institute

Date