

## Standard Operating Procedure: Closing Protocol

Half an hour before closing (4:30):

1. Inspect all store aisles, product setups, and displays.
2. Restore anything that is out of place. Rework displays and tidy up if necessary.
3. Report any items in need of repair.
4. Make entries in the staff record book, as it simplifies preparation for the morning team.

Fifteen minutes before closing (5:45):

1. Announce over the intercom: "The store closes in fifteen minutes."
2. From then until close: At the doorway, inform incoming customers that the store will close at a certain time and provide the opening time for the following day. Don't pressure them to leave.

Five minutes before closing (5:55):

1. Announce over the intercom: "The store is now closing. Please go to the checkout. We will be here to assist you tomorrow at 9 a.m. Enjoy your evening."
2. Turn off one bank of lights. Turn the two switches marked "HU" on the panel at the back of the store to Off. This highlights that closure is underway.

From the point of closing until the last customer leaves:

1. Lock the front door to prevent customers from entering. Also, unlock and open the door for customers as they leave.
2. Verify that employees have begun their cleanup duties.
3. When all customers are gone, ensure that the cashier begins cash-balancing.
4. As the cashier works, do a final walk-through to confirm that no customers remain. Check carefully because if someone were to hide, you might not easily spot them.
5. Then, go to the rear of the store and turn off:
  - a) the set of switches marked "in-store lighting," which turns off all lights but those required by the cashier, and
  - b) the switch marked "exterior sign."
6. Lock the back door.

While the cashier and employees finish their duties:

1. Empty garbage pails.
2. Turn off the computers, the music system, and the TV.
3. Check all areas to verify that the store is clean and tidy.
4. Double-check your staff record book entries.

The following steps apply when all staff members are ready to leave the store:

1. Activate the alarm.
2. Before closing the shop, ensure that everything has been checked and secured. Then have the entire staff exit together and lock the door.