**Retail Store Standard Operating Procedure**

**[company logo]**

**SLN Corp.**

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**Purpose**

To ensure that all employees will comply with all the opening and closing procedures for the smooth operations of the retail store.

**Scope**

This procedure shall involve all of the employees in the retail store.

**Definition**

**Retail Store:** it is a place of business wherein it is owned and operated by a retailer or manufacturer. This involves selling goods and services directly to customers.

**Store Operations:** it is the set of activities and functions that are carried out for the purpose of maintaining a retail store.

**Responsibility**

**Retail Supervisor**

Responsible for overseeing store operations and delegating tasks to the retail staff. They are also in charge of assisting customers and resolving conflicts in the daily operations.

**Retail Staff**

Responsible for answering customers’ queries and assisting purchase decisions of the customers. They also check the stock room for available items, collect payment, and place orders.

**Procedure**

* The Retail staff shall open the retail store on time to the public every 8:00 AM from Monday to Sunday.
* The Retail staff shall put up the “Open” sign upon opening the retail store.
* When closing the store, the Retail staff shall begin cleaning and make other preparations at a designated time for the closing of the store.
* The Retail staff shall inform the customers ten (10) minutes prior to the closing time that the store will be closing. They shall close some gates and change the lighting to indicate that the store is closing.
* The Retail staff shall count and balance the cash register and this must be checked by the retail supervisor.

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| **VERSION HISTORY** | | | |
| **Version No.** | **Date** | **Writer** | **Notes** |
| 1 | 04-09-2050 | Justin Watson | Creation of document |

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