

Checklist for Branch Appearance Standards - Photos

id	Branch Standard	Sample Photo	Qty of image	Image Taken (Yes/No)
Section A: Parking Lot & Exterior				
1	Standard A1: Road Signs / Lawn Signs	A clean, well-positioned sidewalk sign near the entrance—no scuffs, no torn signage, nothing blocking the walkway.	1	
2	Standard A2: Store Signage & Lighting	A well-lit sign (taken when dark) on the storefront, no flickering or burned-out bulbs.	1	
3	Standard A3: Parking Lot & Walkways	A debris-free lot with tidy landscaping, clear parking lines, and no tripping hazards.	1	
4	Standard A4: Front Door & Entrance	Pristine glass doors, neatly placed hours-of-operation sign, no sticky residue from old tape.	1	
Section B: Lobby & Customer-Facing Areas				
1	Standard B1: Lobby Cleanliness & Furniture Condition	A bright, dust-free lobby with neatly arranged furniture, no smudges on glass.	1	
2	Standard B2: Marketing	Marketing posters aligned at a uniform height, neatly arranged in a prominent, clutter-free area. (Upload picture of each area, exterior and interior) of the branch.	4	
3	Standard B3: Licensing Displays	Licenses and mandatory posters displayed in frames or a dedicated board, organized neatly and at eye level for easy viewing.	1	
4	Standard B4: Customer Privacy & Sight Lines	Taken from a customer’s point of view, showing a clutter-free counter with no sensitive info in sight.	1	
5	Standard B5: Dress Code & Name Tags	All Team members wearing a neat uniform or professional attire, name tag placed above the chest area.	1	
Section C: Teller Stations & Equipment				
1	Standard C1: Teller Station Organization	All tidy teller stations with essential items neatly arranged.	1	
2	Standard C2: Equipment Functionality	Workstations with fully operational equipment's that are neatly arranged.		
		-Printer	1	
		-Telephone	1	
		-Card Reader	1	
		-Computers (Front)	1	
		-Equipment Functionality - Appendix A	1	
3	Standard C3: Cable Management	(Both - Teller Stations & Back-office desks) - Cables neatly tied behind equipment, with cable covers on the floor and no loose wires visible, ensuring a tidy workspace.	2	
Section D: Back Office & Staff Areas (Back-office Layout)				
1	Standard D1: Back Office Snapshot	A clean and organized back office with items stored neatly on shelves and desks free of clutter. (Upload photos taken from 2 different angle)	2	
2	Standard D2: Storage Boxes with Labels in Back Office	Labeled storage boxes stacked neatly, with labels visible and aligned for quick reference.	1	
3	Standard D3: Storage Archive Room	A full view of the archive room, showing neatly arranged labeled boxes and a clean, uncluttered space.	1	
4	Standard D4: Customer File Storage Cabinet	An open storage cabinet with neatly arranged and clearly labeled folders, organized for quick and easy retrieval.	1	
5	Standard D5: Cleaning Supplies & Chemicals	A well-organized cabinet with nothing else stored alongside except the cleaning supplies and chemicals.	1	
6	Standard D6: Kitchen / Break Room Maintenance	A clean microwave interior, a fridge with minimal items (all labeled, no spills).		
		Image 1 - Microwave Interior	1	
		Image 2 - Fridge Interior	1	
7	Standard D7: Bathroom Cleanliness	A spotless sink, toilet area, and trash bin with a liner changed regularly.	2	
8	Standard D8: Security Office / DVR Area	DVR on a shelf with labeled cables, no stacked items preventing airflow or access.	1	
9	Standard D9: Storage Organization Protocol	A ladder securely stored against a wall or in a designated area.	1	
10	Standard D10: Desk Organization Guidelines	Clean desk surface with no papers or items on top. Clear space behind the desk. Drawer interiors neatly organized without any excess items.	2	
11	Standard D11: Garbage Bin Guidelines	Clean and emptied garbage bins in each designated area. Bins placed in their proper locations without obstructing pathways. Sanitized and hygienic conditions around the bins.		
		-Front Customer Lobby	1	
		-Teller Lobby	1	
		-Washroom	1	
		-Back Office	1	
12	Standard D12: Filing Drawer Organization Guidelines	Neatly organized filing drawer with labeled folders.	5	
Section E: Cleaning & Maintenance Schedules				
1	Standard E1: Cleaning Schedule Snapshot	A posted schedule in the break room or back office, signed daily/weekly by the responsible person.	1	