# Daily Operations Procedures

**Company:** Demo Business Solutions
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## Overview

This document outlines standard procedures for daily business operations including opening/closing procedures, cash handling, equipment management, and operational troubleshooting.

## Opening Procedures

### Facility Opening Checklist (Manager/Key Holder)

**Security and Safety (First 10 Minutes)**

1. **Disarm security system** using your assigned code
2. **Turn on all lights** - check for any burned-out bulbs
3. **Unlock main entrance** and employee entrance
4. **Check for overnight maintenance notes** or urgent messages
5. **Inspect facility** for any damage, leaks, or safety hazards
6. **Test emergency exits** - ensure all are unlocked and accessible

**Equipment Start-Up**

1. **Turn on all computers** and point-of-sale systems
2. **Boot up phone system** - check for voicemail messages
3. **Start coffee machines** and break room equipment
4. **Turn on HVAC systems** to appropriate temperature
5. **Check internet connectivity** and network systems
6. **Test credit card processing** equipment

**Cash Management**

1. **Count previous day's deposit** if still on premises
2. **Retrieve petty cash** from safe
3. **Count and verify** starting cash amounts

4. **Distribute cash drawers** to appropriate stations

5. **Record opening amounts** in cash log

6. **Secure safe** and verify it's properly locked

**Staff Preparation**

1. **Review daily schedule** and assignments

2. **Check for callouts** or schedule changes

3. **Brief early staff** on daily priorities

4. **Distribute keys/access cards** as needed

5. **Review previous day's notes** and ongoing issues

6. **Set daily goals** and priorities

## Department-Specific Opening Tasks

### Front Desk/Reception

- **Check appointment schedule** for the day

- **Review any special instructions** for VIP clients

- **Prepare visitor badges** and check-in materials

- **Test intercom system** and paging equipment

- **Update daily specials** or announcement boards

### Sales Floor/Retail Area

- **Turn on display lighting** and music system

- **Straighten merchandise** and check for any theft/damage

- **Verify price tags** and promotional signage

- **Restock high-traffic items** from overnight shipments

- **Test shopping cart wheels** and clean as needed

### Kitchen/Food Service (if applicable)

- **Check refrigerator temperatures** (must be 40°F or below)

- **Verify food expiration dates** and rotate stock

- **Start coffee and beverage stations**

- **Check hand-washing stations** for soap and towels

- **Review daily specials** and prep requirements

## Closing Procedures

### End-of-Day Operations (Last 2 Hours)

**Customer Service Wind-Down**

1. **Stop accepting new customers** 30 minutes before close
2. **Announce closing time** to remaining customers
3. **Complete all transactions** in progress
4. **Secure any customer information** left behind
5. **Lock front entrance** at official closing time
6. **Post tomorrow's hours** if different from standard

**Cash Reconciliation**

1. **Count all cash drawers** - record amounts
2. **Run end-of-day reports** from POS systems
3. **Compare cash to sales reports** - investigate discrepancies
4. **Prepare bank deposit** following company procedures
5. **Complete cash reconciliation form**
6. **Secure cash in safe** or prepare for bank run

**Equipment Shutdown**

1. **Close out POS systems** and print daily reports
2. **Shut down computers** properly (don't just turn off)
3. **Turn off coffee machines** and unplug small appliances
4. **Set HVAC to overnight temperatures**
5. **Check that all equipment** is properly shut down
6. **Unplug non-essential electronics**

**Cleaning and Maintenance**

1. **Empty all trash cans** and replace liners
2. **Sweep/vacuum all floor areas**
3. **Clean restrooms** and restock supplies

4. **Wipe down all surfaces** with appropriate cleaners

5. **Check supplies** for tomorrow's needs

6. **Note any maintenance issues** for follow-up

## Security and Final Steps

### Facility Securing

1. **Lock all interior doors** that should be secured

2. **Check all windows** are closed and locked

3. **Verify back doors** and emergency exits are secured

4. **Turn off all lights** except security lighting

5. **Set security system** using your assigned code

6. **Check that main entrance** is properly locked

### Documentation

1. **Complete daily log sheet** with any notable events

2. **Note any employee issues** or customer complaints

3. **Record maintenance needs** or supply shortages

4. **Update schedule** for next day if changes needed

5. **Leave notes** for opening manager if necessary

# Cash Handling Procedures

## Daily Cash Management

### Cash Drawer Setup

- **Standard starting amount:** $200 per drawer

- **Bill breakdown:** (20) $1s, (10) $5s, (5) $10s, (2) $20s

- **Coin allocation:** $20 in quarters, $10 in dimes, $5 in nickels, $5 in pennies

- **Count twice** before accepting responsibility

- **Sign cash log** acknowledging starting amount

### Transaction Guidelines

- **Count change aloud** to customer

- **Verify large bills** using counterfeit detection methods

- **Accept checks only** with proper ID and per company policy

- **Process credit cards** according to established procedures

- **Keep cash drawer** closed except during transactions

**Security Protocols**

- **Never leave drawer open** unattended

- **Don't allow others** to access your drawer

- **Make drops** when cash exceeds $300

- **Report discrepancies** immediately to supervisor

- **Follow robbery procedures** if threatened

## Bank Deposit Procedures

### Daily Deposits

1. **Prepare deposit slip** with accurate totals

2. **Bundle cash** by denomination

3. **Endorse all checks** properly

4. **Use tamper-evident deposit bag**

5. **Record deposit amount** in log book

6. **Transport securely** to bank or night drop

### Deposit Security

- **Vary deposit times** and routes when possible

- **Use company vehicle** when available

- **Travel with another employee** for large deposits

- **Be aware of surroundings** when making deposits

- **Report any suspicious activity**

## Equipment Management

### Daily Equipment Checks

**Computer Systems**

- **Boot up properly** - note any error messages

- **Check internet connectivity** and speed

- **Run virus scans** if scheduled

- **Back up important data** per IT schedule

- **Report any performance issues**

**Point-of-Sale Systems**

- **Test all functions** including card readers

- **Verify connection** to payment processor

- **Check receipt paper** and replace if low

- **Clean screens** and keyboards

- **Report any malfunctions immediately**

**Communication Equipment**

- **Test phones** at each station

- **Check voicemail** and return urgent calls

- **Verify intercom system** works properly

- **Test emergency communication** devices

- **Ensure headsets** are charged and working

## Maintenance Scheduling

**Daily Tasks**

- **Clean equipment surfaces** with appropriate cleaners

- **Check all cords** for damage or wear

- **Empty trash** from around equipment

- **Dust screens** and keyboards

- **Report any unusual sounds** or performance

**Weekly Tasks**

- **Deep clean keyboards** and mice

- **Check equipment ventilation** areas

- **Organize cables** and eliminate tangles

- **Update software** if scheduled

- **Review equipment logs** for patterns

**Monthly Tasks**

- **Professional equipment cleaning**

- **Software updates** and patches

- **Hardware inspections** by IT

- **Backup system testing**

- **Equipment inventory** and documentation

# Troubleshooting Common Issues

## Technology Problems

### Computer Won't Start

1. **Check power connections** - ensure plugged in securely

2. **Try different power outlet** to rule out electrical issues

3. **Hold power button** for 10 seconds, then restart

4. **Check for loose cables** connecting monitor and computer

5. **Contact IT support** if problem persists

### Internet/Network Issues

1. **Check cable connections** to router and modem

2. **Restart modem** - unplug for 30 seconds, plug back in

3. **Restart router** - wait for full boot-up (2-3 minutes)

4. **Test connection** on multiple devices

5. **Contact internet provider** if widespread outage

### Phone System Problems

1. **Check phone cord connections** at wall and handset

2. **Test dial tone** on multiple phones

3. **Restart phone system** using power cycle procedure

4. **Check with phone company** for service outages

5. **Use cell phones** for urgent communications if needed

## Facility Issues

### HVAC Problems

- **Check thermostat settings** and battery if applicable

- **Verify air filter** isn't clogged (replace if dirty)

- **Check circuit breakers** for HVAC system

- **Listen for unusual noises** from units

- **Contact HVAC service** for major issues

### Plumbing Issues

- **Turn off water** at main valve for major leaks

- **Use plunger** for minor toilet clogs

- **Check under sinks** for leaks or loose connections

- **Place buckets** under small leaks until repair

- **Call emergency plumber** for serious problems

### Electrical Issues

- **Check circuit breakers** first for power outages

- **Test outlets** with known working device

- **Don't attempt repairs** - contact electrician

- **Use flashlights** if emergency lighting needed

- **Document location** and description of problem

## Customer Service Issues

### Payment Processing Problems

1. **Try transaction again** - may be temporary glitch

2. **Check internet connection** for card processing

3. **Clean card reader** if having swipe problems

4. **Try manual entry** if card won't read

5. **Accept alternative payment** method if available

6. **Get manager approval** for large cash transactions

### Supply Shortages

1. **Check stockroom** thoroughly before declaring shortage

2. **Offer substitutions** when appropriate

3. **Take customer information** for callback when restocked

4. **Place emergency orders** if critical items

5. **Update customers** on expected restock dates

## Emergency Procedures During Operations

### Power Outages

1. **Remain calm** and reassure customers

2. **Use emergency lighting** or flashlights

3. **Secure cash registers** and valuable items

4. **Guide customers safely** to exits if needed

5. **Contact utility company** to report outage

6. **Consider early closure** if extended outage

### Medical Emergencies

1. **Call 911** immediately for serious injuries

2. **Provide first aid** only if trained

3. **Clear area** of other customers

4. **Direct emergency responders** to location

5. **Complete incident report** afterward

6. **Follow up** with injured party appropriately

### Security Incidents

1. **Ensure safety** of all staff and customers first

2. **Don't pursue thieves** or confront dangerous individuals

3. **Call police** for any criminal activity

4. **Preserve evidence** when possible

5. **Document everything** thoroughly

6. **Review security footage** with management

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*These procedures should be reviewed monthly with all staff and updated as operations change. All supervisors should be familiar with these procedures and able to train new employees.*