

Store closing procedure · SOP-014

# Purpose, ownership & readiness

## 1. Purpose and scope

Leave the location ready for the opening team, with the floor reset, register records reconciled or explicitly escalated, outstanding issues handed over, and the location secured. Use this procedure at the end of each trading day. This fictional SOP demonstrates a training format; it is not an instruction to operate a real store without its approved local procedures.

## 2. Roles and responsibility

The closing associate completes assigned reset tasks and accurately records results. The closing lead coordinates the close, reviews open issues, provides directions for exceptions, and confirms completion. Only staff authorized under the location's existing policies may count cash, operate security equipment, or make a security sign-off. A new hire must not assume authorization simply because they have watched the module.

## 3. Start conditions

Begin only after the last customer has left and the closing lead confirms that closing tasks may start. Confirm who is closing lead and who acts as backup if that lead becomes unavailable. If people remain on site, identify their location before any area is secured. Do not rush remaining customers or bypass local staffing and lone-working requirements to complete this checklist.

## 4. Required materials

Have the current closing checklist, the correct register closing report, and the shared handoff log available. Check the report date and register identifier before reconciling. Know where to find approved cleaning instructions, cash-handling rules, emergency instructions, and the location-specific security sequence. This SOP supplements those controls; it does not replace them.

## 5. Completion standard

Work through four stages: reset, reconcile, hand off, and secure. Mark a task complete only after checking the result. Record any unresolved exception with the actual condition and the closing lead's direction. A checked box must never conceal a discrepancy or failed security step. The closing lead reviews the final record before sign-off.

Leave an opening-ready work area

## Stage 01 / Reset the floor

### 6. Follow a repeatable route

Work in this order: sales floor, service area, then staff area. Use the same route each close so that no area is missed. Within each area, return displaced items to assigned locations before cleaning. Do not move restricted, damaged, or unidentified items into saleable stock; use the site's approved holding process and record the issue for the lead.

### 7. Clear and clean

Remove ordinary clutter from walkways and assigned work surfaces. Keep access routes clear while tasks are in progress. Clean approved surfaces using the site's product instructions and assigned equipment. Do not improvise chemical mixtures, handle unknown substances, or attempt repairs outside your training. Refer any unsafe condition to the appropriate local procedure and lead.

### 8. Prepare opening supplies

Check the supplies identified on the location's opening list, such as receipt paper, approved service materials, and assigned workstation supplies. Replenish from the approved stock location where stock is available. If stock is unavailable, record the precise item and location rather than checking the task as completed. Do not change stock records merely to match an expected level.

### 9. Record routine issues clearly

Use the handoff log to record non-urgent shortages and damage. State what is missing or damaged, the exact location, and the next action needed. Example: 'Receipt paper is out at the front service desk; opening lead to replenish before opening.' This is an illustrative entry, not a requirement to use a particular software product. Assign or confirm the next-action owner during the handoff.

### 10. Escalate urgent conditions

An immediate hazard is not a routine handoff item. Follow the site's emergency procedure and notify the designated contact. Do not wait for the next shift to discover the problem. For a non-urgent issue that cannot be completed during closing, preserve the details in the log and review the outstanding action with the closing lead before final sign-off.

Preserve the actual count and the exception trail

## Stage 02 / Reconcile the register

### 11. Confirm authorization and source

Only the staff member authorized by the cash-handling policy performs the count. Use the correct closing report for the date and register. Follow the location's rules for floats, cash drops, counting location, witnessing, and secure storage. This example intentionally does not specify safe codes, cash-storage locations, or a universal counting method.

### 12. Count and compare

Count the drawer using the approved local method, then compare the relevant counted amount with the report on the same basis. Record the actual count. Do not substitute the expected amount or silently change the report. If the figures match, record the result and complete the remaining local cash-handling steps. Matching figures alone do not authorize an employee to bypass those steps.

### 13. Handle a discrepancy

If the count differs from the report, recount once. If the difference remains, record the report amount, actual count, and difference. Notify the closing lead and keep reconciliation marked as an exception while awaiting their instruction. The lead directs the next step under the local policy. Never force the figures to match or mark an unresolved discrepancy complete.

### 14. Worked example

The closing report shows \$480.00. The drawer count is \$470.00. After one recount, the drawer still contains \$470.00. The remaining difference is minus \$10.00. The correct response is to preserve the actual count, document the \$10.00 shortage, and inform the closing lead. Changing the report to \$470.00 or marking reconciliation complete would hide the unresolved difference.

### 15. Record the lead's direction

Document who was notified, the time of acknowledgment, and the instruction received. Complete only the actions you are authorized to perform. Carry any unresolved follow-up into the handoff with a named owner. Keep sensitive cash and security details in the approved restricted record, not in a general message or shared public channel.

Confirm the handoff, then complete the local security sequence

## Stages 03-04 / Hand off & secure

### 16. Make unresolved work actionable

For each open issue, record what happened, the precise location, the person responsible for the next action, and when attention is needed. Use short, factual notes. Do not include customer personal information, alarm codes, safe codes, or other restricted details in the general handoff log. Keep restricted information only in its approved system.

### 17. Obtain acknowledgment

Review outstanding items with the closing lead. Obtain their acknowledgment and record the name and time. If the lead is unavailable, contact the designated backup using the local escalation route. A sent message is not proof that someone has accepted the handoff. Retain unresolved items as exceptions until the appropriate person supplies the next instruction.

### 18. Secure the location

Authorized staff follow the location-specific security sequence. Confirm that everyone has left the areas being secured, check the assigned access points, and set the alarm where required. Use the actual local procedure for the order, verification, and final departure. Never share access codes in training materials or substitute the generic example for site-specific security instructions.

### 19. If security cannot be confirmed

If a required lock, access point, or alarm fails, stop the normal completion flow and contact the designated lead. Follow the site's incident and security instructions. Do not mark the location secure until the required confirmation is obtained. Record the failure and direction received in the approved record; do not leave the status ambiguous for the opening team.

### 20. Final sign-off and learner check

Sign and time-stamp the closing checklist after checking the completed work. Preserve every outstanding exception and the lead's instruction. The four-stage memory aid is: reset, reconcile, hand off, secure. Knowledge check: after a recount, a \$480 report still differs from a \$470 drawer. What next? Answer: record the \$10 shortage and notify the lead; do not change the report or hide the exception.