



# Store Management Walkthrough Checklist

This checklist is designed for the Store District Manager to use during a store walkthrough with the Store Manager and/or Assistant Store Manager. It ensures that all aspects of the store's operations are evaluated thoroughly, helping maintain high standards for both store performance and customer experience. Use this checklist to identify any potential issues, provide feedback, and establish action plans for improvements.

Store  Date of Visit  Management Staff

## **AREA 1 – STORE APPEARANCE AND CLEANLINESS**

- Exterior
  - Storefront signage is clean, visible, and properly lit
  - Flag is not ripped, torn or faded
  - Property is free of trash and debris
  - Store windows and entrance are free from dirt and cobwebs
  - Store entrance is welcoming and free of clutter without excess signage
  - A-Frame sign present
- Interior
  - Floors are clean and free of any obstructions
  - Bottles and Shelves are fronted and dust-free
  - Check out areas are clean and clutter free
  - Desk area is clean and organized
  - Restrooms are clean, stocked, and in good working order
  - Emergency exits are easily accessible and clearly marked
  - Store windows free from dirt and cobwebs
  - No vendor rugs or mats
- Ambiance
  - All lighting is bright and functional. (Notify Chris if timer is off for outside lighting)
  - Background music is appropriate and at a volume consistent throughout the store per policy
  - Store temperature is comfortable for both customers and staff

## **AREA 2 – EMPLOYEE DRESS CODE (Per Employee Manual Section 705)**

- All employees wearing assigned shirt
- All employees wearing proper pants
- All employees wearing proper footwear
- No employees wearing hats

## **AREA 3 – STORE OPERATIONS AND MERCHANDISING**

- Customers were greeted as they entered the store. (No shouting)
- Sales floor displays are visually appealing and fully stocked
- Shelves are fully stocked
- End caps are visually appealing, fronted and fully stocked
- Pricing labels are accurate, clear, and visible on all products
- No handwritten tags except with displays
- How many holes were on the sales floor on the date of the visit? \_\_\_\_\_

**AREA 4 – SAFETY AND COMPLIANCE**

- Safety signage is clearly posted if applicable (e.g., wet floor signs, emergency procedures)
- Fire extinguishers, first-aid kits, and emergency exits are clearly marked and accessible
- Labor law poster posted
- “Who to Call” Information posted
- Work Schedule posted and visible
- Copy of store manual and store operations manual available at the store

**AREA 5 – INVENTORY AND STOCK ROOM**

- The stockroom is organized, clean, and consolidated
- Cases stamped and marked
- Inventory is clearly labeled and stored efficiently to maximize space

**STORE SPECIFIC ACTION PLAN NOTES**

*Type here*

Store District Manager's Signature: \_\_\_\_\_

Store Manager's Signature: \_\_\_\_\_