Store Audit Checklist

47 items across 9 zones, walked outside-in and front-to-back.

Store: _____ **Date:** _____ **Completed by:** _____

Mark each item **P** (pass), **N** (pass with note — half credit), **F** (fail), or **N/A**. ★ **Critical** items count 3x, and any critical fail means the store needs action this week.

Zone 1 — Exterior & curb appeal

#	Item	P	N	F	N/A	Notes / owner
1	★ Storefront sign is fully lit and undamaged					
2	Windows and entry glass are clean; no outdated promo material					
3	Sidewalk and parking are free of trash, gum, and weeds					
4	★ Outdoor lighting is fully operational and not flickering					
5	Seasonal decor and sandwich-board signage is current					

Zone 2 — Entry & first impression

#	Item	P	N	F	N/A	Notes / owner
6	Entry mat is clean, in place, and not curled or torn					
7	★ No clutter, boxes, or supplies in the customer-facing entryway					
8	Music volume is appropriate					
9	Temperature is comfortable for the season (no HVAC issues)					

Zone 3 — Merchandising & planograms

#	Item	P	N	F	N/A	Notes / owner
10	★ Top 10 SKUs are in stock, faced forward, at correct shelf height					
11	★ Endcaps match the current corporate planogram					
12	Promo signage is current, not curling, and matches the promo calendar					
13	No holes or gaps on primary shelves longer than 18 inches					
14	Price tags align with the product directly above them					
15	Cross-merchandising displays are stocked					
16	Impulse displays at checkout are full and refreshed					
17	★ No expired or out-of-season product on the sales floor					

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Zone 4 — Cleanliness & maintenance

#	Item	P	N	F	N/A	Notes / owner
18	Floors are clean, dry, and free of debris					
19	Fixtures (shelves, racks, counters) are dust-free					
20	★ Restrooms clean and stocked; log shows a check in the last 2 hours					
21	No damage to walls, fixtures, or flooring needing a maintenance ticket					
22	Trash receptacles are not overflowing					
23	All light bulbs working; no dim or dark aisles					

Zone 5 — Inventory & stock

#	Item	P	N	F	N/A	Notes / owner
24	Backstock is organized by department/category per store standard					
25	★ No backstock items that belong on the sales floor right now					
26	Receiving is current; no inbound shipments >48 hours unprocessed					
27	Damaged/defective product is tagged and segregated					
28	Inventory cycle count is current per company policy					

Zone 6 — Pricing & signage

#	Item	P	N	F	N/A	Notes / owner
29	★ Spot-check: 10 shelf prices match scanned register price					
30	Sale signage shows original price, sale price, and end date					
31	No expired or future-dated sale signage on the floor					
32	★ Required regulatory signage is posted					
33	Wayfinding signs are intact and visible					

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Zone 7 — Staff presentation & service

#	Item	P	N	F	N/A	Notes / owner
34	All staff in correct, clean uniform with visible nametags					
35	Customers acknowledged within ~10 seconds (observe two interactions)					
36	Cashier follows greeting / thank-you script					
37	Staff engaged — not on personal phones or gathered behind counter					
38	Manager-on-duty is identifiable and reachable on the floor					
39	Staff correctly answer one random product or policy question					

Zone 8 — Loss prevention

#	Item	P	N	F	N/A	Notes / owner
40	★ EAS gates / security towers powered on and not bypassed					
41	★ High-shrink items locked, secured, or in line of sight					
42	Cash drops are current per cash-handling policy					
43	CCTV recording confirmed within last 24 hours					

Zone 9 — Back of house & compliance

#	Item	P	N	F	N/A	Notes / owner
44	★ Back-of-house door closed and secured during operating hours					
45	★ Required postings (handbook, OSHA, fire exits, evacuation map) current					
46	★ Receiving and stock areas have clear paths; no fire-code violations					
47	Manager's binder / ops dashboard is current					

Total points earned: _____ **Possible (excl. N/A):** _____ **Score %:** _____ **Critical fails:** _____

Scoring: Pass = weight, Pass with note = half weight, Fail = 0. Score % = points earned ÷ possible. 90%+ good shape · 70–89% watch · below 70% act this week.

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