Store Manager Daily Checklist

The daily routine for a retail store manager: open, run the floor, lead the team, and close. Critical items are the ones that cost money or safety when missed.

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.

Opening (before doors open)

#	Item	P	N	F	N/A	Notes / owner
1	★ Reviewed yesterday's sales vs. goal and set today's goal					
2	★ Checked today's schedule and covered any call-outs					
3	★ Walked the floor for lighting, cleanliness, and safety hazards					
4	★ Registers counted and POS tested					
5	Held a pre-shift huddle: goal, promotions, one focus area					
6	Reviewed open action items and assigned today's tasks					

Running the floor

#	Item	P	N	F	N/A	Notes / owner
7	Floor walk at least every 2 hours: recovery, out-of-stocks, cleanliness					
8	Staffing adjusted to traffic; breaks don't leave the floor uncovered					
9	Observed at least two customer interactions and coached in the moment					
10	Deliveries received and worked the same day					
11	Online / pickup orders queue checked and on time					
12	Customer issues resolved and complaints logged					
13	Restroom and safety checks logged on schedule					

Leading the team

#	Item	P	N	F	N/A	Notes / owner
14	Recognized at least one team member by name for something specific					
15	Checked training and compliance due for the team					
16	Followed up on any attendance or performance issue the same day					
17	Tomorrow's schedule is posted and fully covered					

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Closing

#	Item	P	N	F	N/A	Notes / owner
18	Sales recap vs. goal recorded, with what drove the result					
19	★ Cash deposited and drawers reconciled per policy					
20	Store recovered and ready for tomorrow's open					
21	★ All doors, back door, and safe secured; alarm set					
22	Hand-off notes left for the opening manager					
23	Action items updated and issues logged for the district manager					

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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