



CLOSING CHECKLIST

Closing the store is an important responsibility for ALL closing staff. It sets up the next day's opening team for success and strongly influences how the first customers of the day are served.

The expectation is that this checklist is followed DAILY. Staff are not permitted to leave the store for the day until all tasks are complete, regardless of what area of the store that is worked. Any discrepancies in tasks from the day before should immediately be addressed with that closing team.

PRIOR TO CLOSING (it is suggested that these tasks are begun 1 hour prior to closing)

- Restock and recover merchandise, signs, tags, displays, etc. (sales floor and shop)
- Return all non-defective, returned merchandise to stock (sales floor and shop)
- Move all defective, returned merchandise for processing (sales floor and shop)
- Clean and restock all restrooms
- Clean all mirrors on the sales floor
- Begin clearing shop benches of product, tools, cleaners, etc.
- Empty all trash cans (sales floor and shop) and place the trash bags near the back door for removal to the dumpster when leaving the store
- Clear the sales floor aisles of any merchandise, boxes, freight, etc.
- Rack all service, rental, purchased, and unpurchased bikes (sales floor and shop)
- Recover and organize cash wrap and service counter areas
- Sweep floors (sales floor and shop) and mop when necessary

AT CLOSING TIME

- Bring all products from sidewalks and outside selling areas into the store
- Shut off overhead music and televisions
- Ensure telephones are collected and placed in cradles
- Shut down any working displays (seasonal items – unplug any seasonal lights)
- Adjust AC system for seasonal needs (i.e. set for Summer temps)
- Lock all perimeter doors including main entrance and exit doors
- Ensure that all shop benches are clear of product, tools, cleaners, etc.
- Close and count down all registers including settling of credit card machines
- Leave necessary notes for opening manager
- Double check all perimeter doors
- Turn off all lights
- Activate burglar alarm system
- Exit the store and lock the doors. Ideally, all closing personnel should leave together but, as a minimum, two people should leave together when the store is locked for the night.
- Double check that the exit door is securely locked and trash is removed to the dumpster