

Operations Checklist

A daily, weekly and monthly operations checklist for running a business smoothly.

Opening routine

- ☐ Unlock the premises and disarm the alarm safely.
- ☐ Check the space is clean, stocked and ready for customers.
- ☐ Power up equipment, lighting and point-of-sale systems.
- ☐ Count and confirm the opening cash float.
Record the starting amount before any sales.
- ☐ Confirm staff have arrived and are ready for the shift.
- ☐ Review the day's bookings, orders and priorities.

Staffing and scheduling

- ☐ Confirm the shift is covered against the rota.
- ☐ Brief the team on the day's goals and any changes.
- ☐ Assign roles and break times across the shift.
- ☐ Arrange cover for any absences or no-shows.
- ☐ Check the next week's schedule is published.
- ☐ Record hours worked for payroll accuracy.

Inventory and supplies

- ☐ Check stock levels against par for key items.
- ☐ Reorder supplies before they run out.
- ☐ Receive and check deliveries against the order.
- ☐ Rotate stock so older items are used first.
- ☐ Record any waste, breakage or shrinkage.
- ☐ Store goods correctly and at the right temperature.

Finance and cash handling

- ☐ Reconcile the till against recorded sales.
- ☐ Record daily takings and method of payment.
- ☐ Prepare the bank deposit and secure cash safely.
- ☐ Approve and log any expenses or petty cash use.
- ☐ Review outstanding invoices and payments due.
- ☐ Compare sales to target and flag large variances.

Customer service

- ☐ Check the customer-facing area is tidy and welcoming.
- ☐ Confirm staff know current offers and prices.
- ☐ Respond to enquiries, bookings and messages.
- ☐ Handle complaints promptly and log the outcome.
- ☐ Collect and review customer feedback.
- ☐ Ensure service standards are met during peak times.

Compliance and safety

- ☐ Complete required health and safety checks.
- ☐ Confirm equipment is working and serviced on schedule.
- ☐ Check licenses, permits and certificates are current.
- ☐ Record temperatures or readings where regulations require.
- ☐ Test fire exits, alarms and first aid supplies.
- ☐ Log any incidents and the action taken.

Closing and reporting

- ☐ Cash up, reconcile the till and secure takings.
- ☐ Clean down, restock and prepare for the next day.
- ☐ Power down equipment and switch off non-essential systems.
- ☐ Lock up and set the alarm on leaving.
- ☐ Complete the daily report and note any issues.
- ☐ Compile weekly and monthly summaries for review.