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.