

Retail Store Holiday Preparation Checklist

Daily Operations

DATE	STORE	PEAK PERIOD	STORE MANAGER
___ / ___ / ____			

STAFFING & SCHEDULING

- | | |
|---|---|
| <input type="checkbox"/> Extended hours schedule published | <input type="checkbox"/> Staff briefed on promotions and offers |
| <input type="checkbox"/> Adequate staff for peak days | <input type="checkbox"/> Overtime authorised and communicated |
| <input type="checkbox"/> Temp or seasonal staff hired and trained | <input type="checkbox"/> Coverage plan for breaks during rush |

INVENTORY & REPLENISHMENT

- | | |
|--|--|
| <input type="checkbox"/> Key lines fully stocked on floor | <input type="checkbox"/> Carrier bags and tissue paper stocked |
| <input type="checkbox"/> Seasonal stock received and processed | <input type="checkbox"/> Click-and-collect area prepared
<i>If applicable</i> |
| <input type="checkbox"/> Gift cards and gift wrap stocked | <input type="checkbox"/> Return and exchange area set up |
| <input type="checkbox"/> Batteries and impulse items at tills | <input type="checkbox"/> Stockroom organised for fast replenishment |

VISUAL MERCHANDISING

- | | |
|--|--|
| <input type="checkbox"/> Window displays changed to seasonal theme | <input type="checkbox"/> Pricing tickets correct for promotions |
| <input type="checkbox"/> Feature tables and gondola ends set | <input type="checkbox"/> Gift guide or curated displays in place |
| <input type="checkbox"/> Promotional signage and POS installed | <input type="checkbox"/> Store clean and freshly presented |

POS & OPERATIONS

- | | |
|--|--|
| <input type="checkbox"/> All tills operational and tested | <input type="checkbox"/> Gift wrapping station set up
<i>If offered</i> |
| <input type="checkbox"/> Promotion codes loaded and tested on POS | <input type="checkbox"/> Music and ambiance set for season |
| <input type="checkbox"/> Extra cash floats prepared | <input type="checkbox"/> Extended return policy communicated |
| <input type="checkbox"/> Queue management plan in place
<i>Barriers, signage, queue busters</i> | <input type="checkbox"/> Security measures reviewed
<i>Anti-theft, bag checks, extra guards</i> |

CUSTOMER COMMUNICATION

- | | |
|---|---|
| <input type="checkbox"/> Extended hours posted on door and online | <input type="checkbox"/> Website and app updated |
| <input type="checkbox"/> Social media promotions scheduled | <input type="checkbox"/> In-store events or experiences planned
<i>If applicable</i> |
| <input type="checkbox"/> Email campaign sent to loyalty members | <input type="checkbox"/> Delivery cut-off dates communicated
<i>If applicable</i> |

SIGN-OFF

Outstanding items and deadlines

Store manager signature _____

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District manager review

Notes

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