

## PRE-OPEN

- Verify Thermostats are set to appropriate seasonal setting.
- Test sensor tag removers and sensor towers to ensure they are properly working.
- Check that Teams application is logged in on all devices and notifications are not silenced.
- Check store's email for any communication or tasks to complete.
- Test all register scanners to ensure they work and are connected.
- Resolve any over/short from closing previous day. Write change order if needed.
- Send employee to bank to drop deposit and get change order.
- Take out trash- no one under 18 take out the trash to a compactor or mechanical trash receptacle.
- Inspect bathroom- clean and restock if not completed during prior closing.
- Clean front doors and spot clean windows
- Set out flags, signs and flair if applicable to your store.
- Release holds on the hold application and place the merchandise back on the salesfloor.
- Stock cash wrap to planogram. Include Packing Supplies.

## OPEN

- Fulfill customer orders, complete overdue customer orders first.
- Review Sales Trend Week to Date, adjust as needed (add/trim, no trimming Friday - Sunday)
- Store Manager Task only.** Review Phenom Hiring Dashboard, contact or disposition candidates. Update outlook calendar to allow self-scheduled interviews. Check to see if there are scheduled interviews for today.
- Approve Punch Change Requests and PTO Requests. Store Manager task only.
- Complete Shrink Reviews, Pick Exceptions and Over/Shorts
- Complete PO issues before assigning a team member to receiving.
- Complete Damages, Defectives, and Expired Food.
- Complete Return Reviews.
- Run the "Onboarding Status Summary" Report in Workday for outstanding onboarding that needs to be completed within 3 days of their first shift.

This audit begins 1 hour before store closing and is finished once the store is closed. One hour before closing, the store will work through Store Recovery. Store Recovery includes style maintenance for the rest of the store not completed in the Visual Merchandising Checklist for the day and making sure that the store is set to reopen the next day.

MOD prioritizes store-wide recovery an hour before closing, ensuring each team member commits to specific tasks with set timeframes for completion and provides feedback.

## ◀ Last Hour

- The Manager has led and directed that Visual Merchandising Audit/Checklist tasks stopped 1 hour before closing and Store Recovery/Style Maintenance was completed. Style maintenance of the entire store to ensure that it is brought back to visual standards to open the following business day.
- Customer orders completed and shipped. ANY remaining bins with product need investigated.
- Clean and wipe down computers, handhelds, phones, and other hard surfaces.
- Cleared cache on zebra handhelds and placed on charging stations.
- Move hangers at cashwrap to Apparel Hanging Cart for processing. If Apparel Hanging Cart is full, hangers stay in the hanger sleeve or on hanger cart at cashwrap.
- Collect trash- place by backdoor or location to go outside in the morning.
- Vacuum; pick up objects that cannot be vacuumed over before beginning (M/W/F left side of store, T/Th/Sat right side of store, Sun - Super Clean!).  
Last Hour: Spot mop

## ◀ After Close (MOD ONLY)

- Final walk of the store and add issues or uncompleted tasks as TASKS with TOMORROW as a due date.
- Check Email and Teams messages for outstanding tasks or messages.
- Confirm backdoor is armed and two employees have signed off on the door log.
- Close registers, prepare deposit, and complete Deposit Entry in NetSuite.
- Verify all Opening tasks were completed?
- Is Shipment Received for the day?
- Are transfers completed for the day?
- Are all customer orders completed for the day?
- Are cycle counts completed for the day?
- Are all shrink and pick exceptions reviews completed for the day?
- Create any additional necessary tasks on the Day Sheet for tomorrow.

## ▶ MOD Sign-Off:

## Monday Only

- Approve Time Cards (complete by noon). Store Manager task only.
- Food OH Review (complete by noon)
- Create supply orders (Amazon, Warehouse Supply Order, UPS and Shorr) if it your supply ordering week.
- Print Weekly Daily Zone Checklist.
- Confirm all DM edits were made and publish the schedule. Store Manager task only.
- Review LW reports (KPIs, Ops, Sales and Team Sales Report).
- Review sales projection for changes for the next week's schedule. If needed due to sales projection changes, create open shifts for employees to pick up.

## MOD Sign-Off:

## Wed Only

- Complete Camera Review and Camera Review Survey.
- Adjust the schedule for two weeks out to match any sales projection changes or feedback from Field Leader. If needed due to sales projection changes, create open shifts for employees to pick up. Publish schedule once changes are made.
- Create your schedule for three weeks out.
- Review Recruiting tools and determine what recruiting action needs taken.

## MOD Sign-Off: