

Retail Store Standard Operating Procedure

[company logo]

SLN Corp.

[8130 Hennen Weisz Street, Wake Forest, NC 22003
admin@slncorp.com | 222 555 7777]

Prepared By : Justin Watson
Department : Front Office
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Approved By : Dorothy Amway

Purpose

To ensure that all employees will comply with all the opening and closing procedures for the smooth operations of the retail store.

Scope

This procedure shall involve all of the employees in the retail store.

Definition

Retail Store: it is a place of business wherein it is owned and operated by a retailer or manufacturer. This involves selling goods and services directly to customers.

Store Operations: it is the set of activities and functions that are carried out for the purpose of maintaining a retail store.

Responsibility

Retail Supervisor

Responsible for overseeing store operations and delegating tasks to the retail staff. Also in charge of assisting customers and resolving conflicts in the daily operations.

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