**OPENING PROCEDURES CHECKLIST**

**Date \_\_\_\_\_\_\_\_\_ Day of the Week \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Weather\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Floor Manager:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Sales Last Year\_\_\_\_\_\_\_\_\_\_\_**

**Event:**

**The King’s English Bookshop Daily Schedule and Procedures Checklist**

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| --- | --- | --- | --- |
| **Staff** | **Hours** | **Station/Focus** | **Lunch/Break/Coverage** |
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| Bank: |  |  |  |
| Vacuum: |  | Recycling/Trash: |  |

**Mention Brain Food,Refill Dog Water, Greet Everyone!**

**Projects**

**Greet Everyone as they enter/Ask about Frequent Reader Club/Thank Everyone for coming in!**

**Initial upon completion:**

\_\_\_\_\_   Enter through the Receiving door and turn off the alarm. Deadbolt must be unlocked while we’re open.

\_\_\_\_\_   Turn on lights including the lamp in FP.

\_\_\_\_\_   Retrieve deposit bags.

\_\_\_\_\_   Check to make sure cc terminals have been batched.

\_\_\_\_\_   Launch Chrome and make sure Ipage and TKE website launch. Turn on mice / Start IBID on each computer.

\_\_\_\_\_   Run a Y tape before any new transactions for the day.

\_\_\_\_\_   Double check cash & deposits for both tills from previous night’s closing. FIX if incorrect.

\_\_\_\_\_  Use alcohol based wipes to wipe down phones.

\_\_\_\_\_   Check both bathrooms for toilet paper, paper towel, Kleenex, fresh trash bags.

\_\_\_\_\_   Check voice mail and handle messages. Password is 1234#

\_\_\_\_\_   Vacuum the entire store or at a minimum the runner in front of the front desk.

\_\_\_\_\_   Go to the bank if there is time. Let someone know you are going-banking can be done when more staff is   available with backroom coverage once the store is open.

\_\_\_\_\_   Unlock both front door locks and patio door 15 minutes prior to posted hours.

\_\_\_\_\_   Stock bags, gift card supplies, cc tape and gift wrap station. Make a note of needed items.

 **MID-DAY CHECKLIST** (1 p.m.)

Morning shift must balance registers before leaving for the day.

\_\_\_\_\_   Make sure there are no Unclean transactions. Repair if necessary.

\_\_\_\_\_   Run an X-Tape, check box for itemized and print.

\_\_\_\_\_   Use Tender Summary on X-Tape as a checklist to balance each register.

\_\_\_\_\_   Check cash against X-Tape.

\_\_\_\_\_   Print cc Total Summary reports. Make any corrections necessary and re-print copies of altered transactions for the bookkeeper & next shift.

\_\_\_\_\_   Organized and paper clip credit card receipts.

\_\_\_\_\_   Straighten shelves, align books and fix face outs.

\_\_\_\_\_  Use alcohol based wipes to wipe down all phones.

\_\_\_\_\_ Recycling and Trash should go out at 3 pm-assigned person may need a reminder.

 **CLOSING PROCEDURES CHECKLIST**

\_\_\_\_\_  Log Children and Kitchen computers out of IBID, set the screen to desktop.

\_\_\_\_\_  Bring in the Blind Date Book Cart and close both ends of the container.

\_\_\_\_\_  Lock all doors at 6 pm.

\_\_\_\_\_  Turn off all lights including lamps in fiction (use switch not electrical cord) and at the front desk as well.

\_\_\_\_\_  Turn ON parking lot lights via switch on pole in kids’ room.

**BALANCE REGISTERS:**

 \_\_\_\_  Make sure there are no Unclean transactions. Fix before proceeding to next steps.

\_\_\_\_  Run an X-Tape, check box for itemized and print.

\_\_\_\_  Use Tender Summary on X-Tape as a checklist to balance each register.

\_\_\_\_  Print closing reports on credit card machines.

\_\_\_\_  Total and copy the checks.

\_\_\_\_  Total Frequent Buyer award receipts redeemed.

\_\_\_\_  Total Paper Gift Certificates

\_\_\_\_  Total credits redeemed from refunds, the customer should have the receipt from their return to give you.Write their name or phone number on the daily sheet PLEASE.

\_\_\_\_  Make sure the Daily Cash Activity form is totaled and check House Charges, Credits Issued, Received on Account, Credits Redeemed.

\_\_\_\_  Count cash and fill out the cash sheet.

\_\_\_\_  Make any corrections necessary and re-print copies of altered transactions for the bookkeeper.

\_\_\_\_  Once everything balances, print Z-tape to close the register. Make sure and follow prompts and answer questions after Z tape has printed. DON’T FORGET REGISTER 3!

\_\_\_\_  Settle credit card terminal. Wait until you see “Batch closed” to tear off the receipt.

\_\_\_\_  Fill out deposit slips including cash & checks; place money in BANK DEPOSIT bags. Deposit ugly coins.

\_\_\_\_  Take paper money for next morning out of the drawer, place in register cash bags.

\_\_\_\_  Run Y-Tape of combined registers after all registers are closed. Only on one register!

\_\_\_\_ Make sure the Y tape is a total of the 3 registers. If it is not, go back and Z registers again.

\_\_\_\_ Text Anne, Rob and Calvin total sales for the day 801-541-5876, 801-793-3187 and 415-686-1507

\_\_\_\_  Put paper cash & deposit in secret place, leaving cash drawers open with change in them.

\_\_\_\_  Bundle paperwork for each register, package together and label with date, including this sheet!

\_\_\_\_  Log Out of IBID and close all windows on all computers, setting the register screen back to desktop. Turn off wireless mice.

\_\_\_\_  Set alarm and leave through the receiving door. Be sure to pull the door shut behind you and lock the deadbolt.