

How to Open the Shop

Purpose

The purpose of this standard operating procedure is to ensure that the Hornchurch branch of Lenny's Card Shop is opened in a safe and efficient manner.

Scope

This document describes the steps an employee needs to take in order to unlock and open the Hornchurch branch of Lenny's Card Shop.

Responsibility

It is the responsibility of the manager and assistant manager to ensure that the steps below are adhered to during the morning routine.

Procedure

Before You Start

You will need:

- The shutter key
- The shop door key
- The alarm key
- The alarm code (contact the manager if you do not know the code)
- The till key

1. Check your surroundings for any suspicious characters.

<i>If...</i>	<i>Then...</i>
You see someone loitering or watching you	Wait for a couple of minutes to see if the person moves on. If the person continues their suspicious activity, call the owner for further instructions.
There is no one suspicious in the vicinity	Continue with Step 2.

2. Unlock the padlock on the shutter using the shutter key.
3. Pull up the shutter and then secure the padlock back on the shutter ring.
4. Open the front door using the shop door key and then walk directly to the alarm.
5. Enter the alarm code and then use the alarm key to turn off the alarm.

6. Close and lock the front door.
7. Go to the back office, turn on the lights, and make sure that everything is in order.

<i>If...</i>	<i>Then...</i>
The office is in order	Continue to Step 8.
There are signs of forced entry and/or there is anything out of place in the shop	Do not touch anything. Call the owner and ask for further instructions.

8. Use the till key to take the cash box from the locked drawer in the office.
9. Open the cash box using the till key and check that the amount in the box tallies with last night's records found in the same drawer that the cash box is in.
10. Unlock the till using the till key and put the cash (also known as the float) into the till.
11. Make sure that the till has a fresh receipt roll.
12. Make sure that all the shop stands are in the correct place and are dusted.
13. Let in the shop assistant when they arrive.
14. At 9 a.m., unlock and open the front door. Turn the sign on the door from closed to open.

Related Resources

View the following standard operating procedures as needed:

- How to Respond to a Suspicious Person
- How to Respond to Forced Entry