

# SG Store Audit Guidelines

Any & all fails/suspensions will result in a loss of 100 ELS points.

\*\*\*\*\* PASSING SCORE IS 80% \*\*\*\*\*

- **Floors** – Spot swept or vacuumed.
- **Bathrooms** – Stocked (with paper in holders) and all trash taken out (after close).
- **Glass doors** – All entrance doors must be wiped cleaned.
- **Workstations** – Cleared and wiped down. Trash cans need to be inside cabinets and not in view of customers. All chairs must be pushed to the desk if not in use. no personal items (purses, bags, backpacks, lunchboxes, laptops, etc.) visible to customers.
- **Food**- No eating on the showroom floor. All food must be kept in break room. No drinks visible to customers.
- **Back room** – Tidied up. No empty boxes. Break room table cleared and wiped down. Floors vacuumed/swept.
- **Deliveries/Inventory** – All items shipped to the stores must be accounted for. Unless specified, everything must be opened and put away, especially iconics and marketing collateral. All Amazon and supply orders opened and put away with all empty boxes thrown out. Showroom restocked to try and limit empty pegs with no new pegs added unless a whole new row is added.
- **Refrigerator** – Emptied and cleaned.
- **Printer Area** – Loose papers must be cleaned up, empty toners/printer paper packages thrown out, printer paper stacked neatly. Only open one pack of paper at a time.
- **Scanners/iPads** – Scanners must be on charging stations after close. At least two Mobile POS must be charged up to 50% for openers the next day.

## Automatic Fails

- Trash and empty boxes not thrown out. **(after hours / closers)**
- Food left in breakroom or crumbs/debris on table or floor. **(after hours / closers)**
- Iconic orders not called and notated. **(all shifts on duty, closers if after hours audit)**
- Any reps not in compliance with dress code. **(all shifts on duty)**
- Inventory room door not closed after store is open. **(all shifts on duty)**
- Inventory: failed to put all items away; failed to execute & scan all items before putting them away; failed to dispose of all boxes and/or packaging. **(after hours / closers)**

## Automatic 2 Day Suspension (Closers)

- IC door left open
- Alarm not set
- Phone safe left opened
- Exterior door unlocked
- Demos left out
- Any devices left on show room floor

## Dress Code

- Lanyard on and visible
- Correct shirt/collar
  - Button down, magnetic collar stays, or reverse collar for Men
  - White shirt with Lvl 5 eligible for sky blue
  - No pocket
- V-Neck skin tone undershirt
- Gray, Navy (Lvl 5 only), charcoal (not black), or tan (no khaki material) flat front dress slacks/pencil skirts
- No visible tattoos or piercings except earrings for Ladies
- Approved shoes