

Store Visit Checklist -	
<u>Cleanliness & General Appearance</u>	
	Is the store front clean and posters in good condition?
	Is general housekeeping done?
	POS are reading cards, MF card etc in good condition?
	Are floors clean?
	Are Walls clean?
	Is the store neat and presentable from the outside?
	Are all lights working?
	Are mirrors clean?
	Ceiling cleanliness?
	Is the kitchen clean?
	Is the sink clean and hygienic?
	Is there music and is it appropriate?
	Does the store smell acceptable?
	No superfluous advertising material on desks creating clutter?
<u>Reception Desk Area</u>	
	Neat and Tidy
	Any stickers or notes out of patient sight and neatly rectified
	No dust or marks
	No notes on walls
<u>Promotions and Posters</u>	
	Correct promotion being displayed?
	Should posters be replaced?
	Are posters hung correctly and neatly?
	Is the digital screen working?
<u>Staff</u>	
	Are staff wearing name badges?
	Are staff neat and presentable?
	Are staff dressed appropriately and within guidelines?
<u>Stock and Merchandising</u>	
	Are all shelf spaces full?
	Is stock clean?
	Are shelves free of dust?
	Is there the proper mix of stock?
	Is the merchandising correct?
	Are sunglass units locked?
	Are your price lists correctly displayed?
	Are items requiring prices priced and priced correctly?
	Are all brands and items being kept authorized and licensed?
	Is your POS unit clean and tidy and displaying stock correctly?
<u>Units (Oakley & Maui)</u>	
	Are units safe?
	Are units locked?

	Are all shelves clean?
	Is stock clean?
	Are all lights working?
<u>Forms and paperwork</u>	
	Is the correct paperwork being used?
	Is the admin process being followed correctly?
	Are telephones being answered on time and correctly?
	Is Sunix in working order?
	Are backups being done?
	Is the store using the correct price list?
<u>Optometrist consulting room</u>	
	Neat and tidy?
	All equipment in working order?
	Is equipment clean?
	Is equipment turned off while optometrist not there?
<u>Various</u>	
	Are there enough business cards?
	Are there enough carry bags?
	Are there enough cleaner bottles?
	Are there enough cloths?
	Are thank you SMS messages being sent?
	Have old jobs still sitting in drawers been followed up? Do you have a list and is it updated
	Have recalls been done?
	Other Items