

Basic General Store Audit at a Physical Store:

- Check online store listings, such as via Google Search
 - Store hours listed correctly
 - Store Address listed correctly
 - Store Phone Number listed correctly
- Store cleanliness.
 - Visual Street appearance and customer appeal
 - In-Store appearance and customer appeal
 - Customer Waiting area (if applicable) organized
 - Restroom(s) clean and paper products stocked
 - Crew neat and clean
- Inventory stocked and neatly organized
- Office and Computer work areas tidy and organized
- Tools clean, organized and placed in their designated spot
- Ancillary items, such as shop towels, organized and placed in their designated spot
- Store signs
 - Exterior store signs clean and in working order, including lighting
 - Expected in-store marketing signs clean and placed in the store as expected
 - State Employment and OSHA signs posted, per state requirements
- Store procedures being followed, such as:
 - Greeting time and process
 - Sense of urgency to Greet and perform the service
 - Greeting materials used according to set procedures
 - Service Presentation
 - Presented to Every customer, every visit
 - Using established presentation documents, such as printed service review
 - Marketing and service brochures available and neatly organized
 - Service procedures
 - Checking oil level before and after service, per your procedures
 - Lights checked (if part of your standard service procedures)
 - Confirm Oil Light Reset has been completed

- o Cashier process
 - Review final invoice with the customer
 - Highlight Service Comments
 - Review Service Checklist(s)
 - Review window sticker, next service information
 - Review Top Off policy
 - Let customer know Oil Light Reset has been completed
- Safety Procedures being followed
 - o Safety PPE being used
 - o Call outs being used for safety
 - o Pit coverings and/or bay nets in place when vehicle leaves the bay

This document is intended as a general overview of industry standard processes. It is not intended to be a full detailed list of your company operation procedures and requirements.