

Score	Task	Notes *Stores must meet the minimum requirement of 80% at all times.*
Retail Showroom		
/6	Merchandising Standards	Is product on display appealing and easy to shop? Is product tidy on shelves and hung neatly onto prongs? Has excess stock been stored in storage areas?
/6	Restocking of Shelves	Is showroom full and free of gaps? Has missing stock been ordered? Are all showroom lines displayed?
/2	Packaging	Is all packaging displayed in the showroom of a high quality?
/4	In Store Displays	Are all displays tidy and dust free? Including display cars and canopies? Have displays been checked to ensure no display product is missing or damaged?
/2	Cleaning of Fixtures	Are all shelves wiped clean, and the base of fixtures dusted?
/6	Floors and Walls	Are pathways free of obstructions? Have floors been cleaned and vacuumed? Have any marks, chips or scuffs on walls or skirting boards been cleaned?
/2	Lighting	Are all store lights and hero bay lights in working order and turned on?
/2	In Store TVs	Are all in store TVs turned on and in working order?
/2	Ceiling Tiles	Are all ceiling tiles free of marks and water damage?
/4	Hero Bays (Flagship stores)	Do all the Hero Bays have approved stock displayed? Are they clutter free, dusted with lights turned on?
Ticketing and In Store Signage		
/6	Ticketing	Has ticketing been placed in ticket holders and attached to all prongs and shelves? Does all the ticketing look consistent across the showroom with ticketing on the left hand side of shelves? Is pricing reflective of the current price list?
/6	In Store Signage	Is all marketing across the showroom current, in good condition and placed correctly? Has all supplier collateral been approved by Marketing before being displayed in the showroom? Is all supplier collateral current, in good condition and not damaged or faded?
/2	4x4 Culture Magazine	Is there enough stock of the 4x4 Culture magazine and ARB Catalogue available for customers?
Retail POS		
/4	Retail POS	Is the POS kept clutter free at all times? Have all products/displays on counter been approved by Marketing?
/1	Desks	Are customer facing desks clutter free and tidy?
/1	Zip Pay	Is there one A5 ticket at every point of sale?
In Store Promotions		
/2	Promo Guide	Is the current promo set up as per the Visual Merchandising setup guide?
/2	Stock Levels	Does the store have sufficient stock levels for the promo?
/4	Banners/Posters	Are correct banners hung up in store and have Visual Merchandising guides been followed? Are there any old/damaged banners/posters that need replacing?
/2	End of Promotion	Has all promotional material been removed from previous campaigns?
Back of House		
/2	Storage Rooms	Are store rooms and other storage areas clean and clearly labeled?
/2	Offices	Are offices that are in view of customers, tidy and clutter free?
Customer Waiting Area/Customer Bathrooms		
/2	Kitchen	Is the kitchen stocked and clean? Including coffee, tea, mugs and clean tea towels?
/4	Bathrooms	Are bathrooms clean and tidy? Are toilet paper, paper towel and soap dispensers full?
/4	General	Are floors swept and mopped? Are chairs and tables wiped clean?
Staff Uniforms		
/2	Staff Uniforms	Are all staff in correct and clean uniform and well presented? Are all staff wearing a name tag in the current design?
External		
/2	Display Cars	Are display cars clean and in good condition?
/2	Garden	Is the garden tidy, litter free, and weeded?
/2	Signage/Logos	Are all signs and logos current, not faded and in good condition and clean?
/2	Paint	Is paint in good condition, free from chips or other damage?
/2	Dirt and Grime	Are all external walls, signs and parking areas free of dirt, grime and cob webs?
/2	Line Marking	Is car park line marking clearly visible and in good condition?
/2	External Lighting	Are all external lights working and clean, including pylon lighting and other illuminated signs?
/4	Other	Are there any other external maintenance issues that need addressing? Is all required safety signage displayed and in good condition?
TOTAL		/100

TO DO :

COMMENTS :

Store: _____ Checked by: _____
Date: _____ BM Signature: _____

The best way for stores to stay on top of cleaning is to split the store into cleaning zones and clean a section day.

- Split your showroom into 5 cleaning zones (1 per day – Monday to Friday)
- Allow 5 – 10 mins at the start or end of the day designated just to cleaning that zone.
- Cleaning includes dusting shelves, fixtures and packaging, adding more stock to shelves and checking ticketing is correct.
- You might assign one staff member per day, or even one per week, options are endless!
- Repeat weekly for easy, hassle free maintenance!



4X4 ACCESSORIES

ARB RETAIL SHOWROOM, HOUSEKEEPING CLEANING CHART

STORE: ARB EXAMPLE .

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Monday (zone 1)	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____
Tuesday (zone 2)	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____
Wednesday (zone 3)	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____
Thursday (zone 4)	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____
Friday (zone 5)	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____	Completed time: _____ Signed: _____

Key (example)

Zone 1 -	Snorkel, Touring,
Zone 2 -	Roof Racks, Power Solutions
Zone 3 -	Driving Lights, Bull Bars, Winches
Zone 4 -	Recovery, Airsystems
Zone 5 -	Snorkel, Floor Gondolas

Daily (example)

Customer Waiting Area
Point of Sale (POS)
Customer Bathrooms
Showroom Floors