

# Product Quality Assurance Checklist

## Food and beverage

### CASH & RECORDS

Previous day's cash sealed and reconciled correctly.

☐ Yes☐ No☐ NA

Business and petty cash tallies with system records.

☐ Yes☐ No☐ NA

Mid-shift audit completed, register updated with expenses/tips.

☐ Yes☐ No☐ NA

Bank slips, petty cash records uploaded to system in real time.

☐ Yes☐ No☐ NA

### FACILITY AMBIANCE AUDIT

Is exterior signage clean, visible, and well maintained?

☐ Yes☐ No☐ NA

If outdoor seating is provided, are chairs arranged neatly?

☐ Yes☐ No☐ NA

No stock cartons or storage items are placed near retail/cosmetic area or reception.

☐ Yes☐ No☐ NA

Reception/front desk area is clutter-free and presentable.

Yes

No

NA

Front desk cupboards and drawers are tidy and organized.

Yes

No

NA

Is in-store TV display functioning?

Yes

No

NA

Stock cupboards are clean and products organized systematically.

Yes

No

NA

No food/drinks (tea/coffee/eatables) kept at reception.

Yes

No

NA

All licenses are available on-site and within validity.

Yes

No

NA

Staff on floor not using headphones/earpods during duty.

Yes

No

NA

## INVENTORY CONTROL

No expired products found on shelves.

Yes

No

NA

Retail product quantities match system stock.

☐ Yes☐ No☐ NA

Consumption stock matches system entries.

☐ Yes☐ No☐ NA

All BOM entries updated till previous day.

☐ Compliant☐ Non-Compliant☐ NA

## RETAIL DISPLAY & DEMO

All tester products have price tags removed.

☐ Yes☐ No☐ NA

Makeup/fragrance testers use black strips with white font consistently.

☐ Yes☐ No☐ NA

Skin/hair testers use white strips with black font consistently.

☐ Yes☐ No☐ NA

All testers sanitized before/after demo use.

☐ Yes☐ No☐ NA

Sensors available and positioned as per SOP.

☐ Yes☐ No☐ NA

All gondolas, wall bays, and end caps stocked as per planogram (printed copy available).

☐ Yes☐ No☐ NA

Fragrance/makeup demo trays stocked as per planogram (cotton, sanitizer, etc.).

Yes

No

NA

Stock rotation on shelves follows FIFO.

Yes

No

NA

Brush belts available in good condition with required set.

Yes

No

NA

## STAFF GROOMING

Staff meet grooming standards (uniform, hair, hygiene).

Yes

No

NA

All employees wear name badges as per policy.

Yes

No

NA

Valet/support staff maintain grooming standards.

Yes

No

NA

## SYSTEM & CALLS

Is service page/system login functional (Vodafone/tribe/etc.)?

Yes

No

NA

All missed client calls responded within 30 minutes.

Yes

No

NA

