

# "SOP'S Of a SUPER MARKET"

## **SOP's Definition:**

Standard operating procedures(SOPs) are the step by step constructions compiled by an organization to help the workers carry out the complex routine operations.

Following are the Sop's of a super market in this pandemic situation

### **1.Cleanliness:**

Workers assigned for the purpose of cleaning the store should do their duty properly through out the day.

### **2. Prevention of accidents from happening inside the store:**

One of the important responsibility of the stores workers is to prevent the accidents from happening. Accidents could be in the form of materials falling from the racks, collisions with the bins, dropping goods on one's foot etc. So workers should take extra care about prevention of such incidents from happening.

### **3. Security of the store:**

Doors of the store should be strong and provided with good locks and windows should be provided with iron grill and wire mesh.

#### **4.Custody of keys:**

All keys of the store should be numbered and specific person should be assigned for this task. And a specific person is made responsible for handing of keys to the people of the concerned departments.

#### **5.Fire prevention:**

It is necessary to take precautions against fire and ensure that all the fire regulations are strictly observed by all the staff/workers. Measures should be taken immediately against fire in case one occurs. It includes having a fire extinguisher, water reservoir, fire fighting pumps etc.

#### **6.Materials shall be received during the working hours of the day:**

All the materials received by the store should be during the working hours on all the working day and not after the working hours.

#### **7.Hidden cameras inside the store:**

Hidden cameras should be installed at different places inside the stores so as to ensure any bad activity happening such as stealing of the products.

### **8.Uniforms of workers:**

All the workers should wear uniform so as to be differentiated from the customers. If a worker doesn't follow this rule then he shouldn't be allowed inside the store in the first place.

### **9.Alarms inside stores:**

Special alarms should be built up inside the stores in order to prevent stealing by the customers.

### **10. Friendly environment between the staff members:**

There should be a friendly environment between the staff members.

### **11.Security guard to prevent havoc of any kind:**

An armed security guard should always be available in order to prevent the havoc created by someone.

### **12.Maximum Space for storage of materials:**

There should be maximum space for extra protection and storage of the products. The storage system has to be such as to enable the accurate identification of the products.

### **13.Preservation of the materials:**

Materials often deteriorate in storage making them useless for the intended purpose. They require adequate preservation. Preservation involves keeping them in a fresh

environment. Special steps should be taken to prevent the materials from insects and micro organisms.

#### **14. Return Policy Of the product:**

Products bought by customers can only be returned within a week time. After that no product shall be accepted back from the customer.

#### **15. Workers should guide the customers:**

Workers should always be available to guide the customers in the store.

#### **16. Fresh Items:**

Bakery section inside the super market should be very well cleaned and workers in this department should take extra care regarding the quality of food . Food should be cooked well and it should be fresh.

#### **17. Baskets Availability:**

Baskets should be available in the store for ease of customers during shopping.

#### **18. Knowledge of the products:**

Workers in every should have the complete knowledge of the products. For example a worker in the cosmetic section should have the complete knowledge about the

prices, which product is better than the other and he should be able to guide their customer in the best way.

**19.Only use of testers allowed:**

Customers shall not be allowed to open the packaging of the original product. They will only be allowed to use the testers.

**20.Steps for covid-19: SANITIZATION:**

Sanitizing sprays should be used several times a day on the products for safety purpose. Proper sanitization should be done on the floors with chlorine and germ killing chemicals.

**21.Fever and symptoms check:**

Checking fever and symptoms of customers is crucial before allowing them inside the store.

**22.Maintaining social distance:**

Maintaining social distancing of 1m apart should be made necessary specially when in line waiting for ur turn at the cashier .

**23.Allowing less people inside at a time:**

Less people should be allowed to go inside at a time. Not more than two people of the same family should be allowed inside the store.

**24.Masks are mandatory:**

Anyone not wearing a mask should not be allowed inside in the first place . Masks,gloves are important to allow someone inside the store.

**25.Hand sanitization:**

Hand sanitization should be made mandatory on anyone before entering the store.Sanitizer would be provided to the one not having it.