

Customer Ready Checklist



This form is used by your Facility team to evaluate the store from a customers perspective. 5S Manager can use this to help them be customer ready.

Site:	
Date:	
Prepared By:	
Cleanliness	
Exterior - Landscape Condition? Check for overgrown/dead bushes, trees, weeds. Do the planters need mulch?	
Exterior - What is the condition of the parking lot?	
Exterior - Lighting working and coming on at night. Wall Packs, Monument Signs, Pole Sign, Building Sign, Parking Lights.	
Exterior – Are the dumpster doors closed during business hours?	
Exterior – Is there excess garbage outside dumpster area?	
Exterior – Are the store hours stickers on the entrance doors with new style colored letters?	
Exterior – Other Observations?	
Showroom – Are there any burnt out lights in the showroom, restroom, hallway, Managers office?	
Showroom – What is the condition of the paint in the showroom?	
Showroom – Overall how does the showroom visually look? (Posters, counters, chairs, ceiling tiles, fans, floor tile, etc) also check for clutter and items that should not be in the showroom	
Showroom – Do the fans, light fixtures, or HVAC return and registers need to be dusted or cleaned?	
Showroom – Is there food or drinks on the sales counters or anywhere customers can see?	
Showroom – Is the trash overflowing or is there trash on the floor?	
Showroom – What is the condition of the Drinking Fountain?	
Showroom – Other Observations?	
Restrooms – Is there toilet paper in the restroom?	
Restroom – are there paper towels in the restroom?	
Restroom – is there soap in the restroom?	
Restroom – are there toilet seat covers?	

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Restroom – are the toilets and sinks clean?	
Restroom – are the toilets seats secure?	
Restroom – is the trash overflowing or is trash on the floor?	
Restroom – Is the floor swept and mopped?	
Restroom – Other Observations?	
Service Bays – Is there garbage or debris on the service bay floors?	
Service Bays – Are there any trip hazards in the lift areas as customer exits vehicle? Lift Blocks, cords, tools, lugs, etc	
Service Bays – Do you hear air leaks in the bays?	
Service Bays – What is the condition of the changers, balancers, tool stands, weight bins, auto-flates, valve boxes, etc?	
Service Bays – Other Observations	
Break Room – What is the condition of the breakroom?	
Break Room – Is the trash overflowing or is there trash on the floor?	
Break Room – What is the condition of the refrigerator?	
Break Room – are the OSHA posters posted and current?	