



Kendra Johng

Technical Writing Portfolio

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Introduction:

Hi! I'm Kendra (Dadisman) Johng, a creative and professional technical writer with over six years of experience, dedicated to developing fundamental policies and procedures for clients of various industries such as technology, manufacturing, safety, pharmaceutical, insurance, medical devices, small businesses, etc.

Currently, I am a consultant to the U.S. Environmental Protection Agency (EPA) with Systalex Corporation, supporting various drinking water applications. When managing project deliverables and tracking project metrics, I focus on continuous process improvement, compliance with internal/external standards and regulations, and effectively identifying and mitigating risks. Communicating and collaborating with clients, project managers, product owners, Subject Matter Experts (SMEs), database analysts, cloud architects, developers, and testers is imperative when creating quality documentation throughout the entire development life cycle.

Please refer to my LinkedIn profile for a more comprehensive list of responsibilities regarding my professional experience. When I'm not staring intensely at three monitors to collaborate with teams or review and edit documents, you'll find me outside skateboarding, or drawing with my iPad at a coffee shop. I look forward to working with you!

Professional Experience: 6+ years

Education: University of Arizona |
Bachelor's Degree in Public Health

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Certifications:

- DHS Trusted Tester | Department of Homeland Security OAST | ID: TT-2302-03961 | 2023
- Authoring Accessible Documents Certification | Office of Accessible Systems & Technology (OAST) | 2022
 - Microsoft Office Word Documents, Microsoft Excel Documents, Microsoft Office PowerPoint Documents, PDF Documents
- Six Sigma Green Belt | Villanova | 2021
- Associate Safety Professional | BCSP | ID: ASP-32138 | 2020 – 2023
 - Certification expired; I elected to stop paying the annual ASP certification renewal fee since I am no longer working in the field of Environmental Health and Safety

Retail Store Opening Procedure

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Section A. Introduction

Part 1. Purpose

The purpose of this procedure is to provide the steps for all employees tasked with opening the store to follow. This SOP includes the alarm code, the mandatory retail store opening daily checklist, a high-level process flowchart, and detailed instructions for handling the store's technology and merchandise.

Part 2. Scope

This process applies to all employees tasked with opening the store (typically the Shift Lead). This SOP does not include instructions for closing, cleaning, and locking up the store. Please refer to the “**Retail Store Closing Procedure**”.

Section B. Background

The goals for this Retail Store Opening Procedure are:

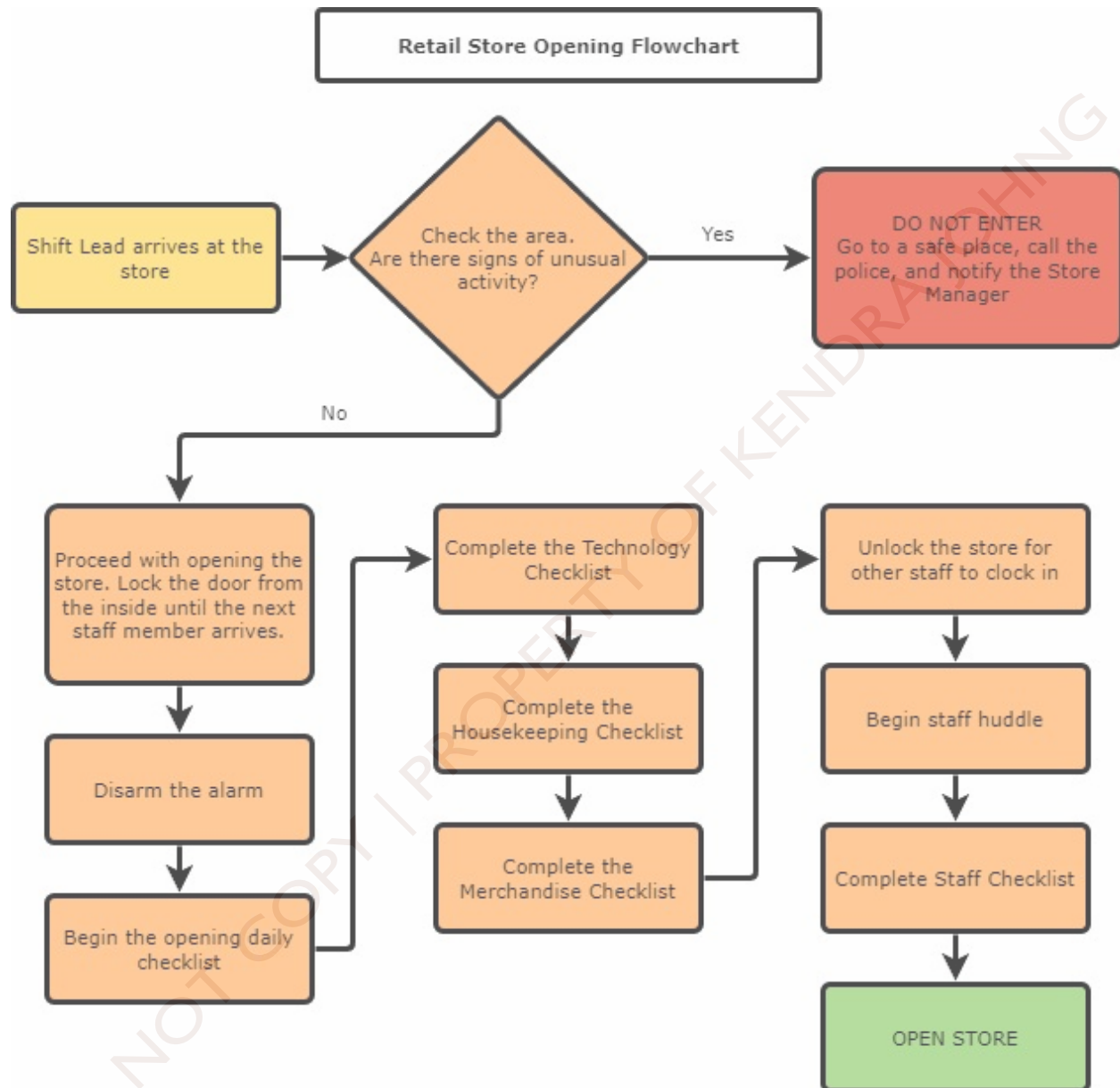
1. Improve Employee Safety and Store Security
2. Standardize Store Processes
3. Save the Store Time and Money
4. Streamline Customer Service
5. Improve Communication Between Store Manager and Staff

Section C. Responsibilities

The table below lists the roles and responsibilities for the employees involved in the store-opening process.

Role	Responsibility
Shift Lead (Opening Employee)	<ul style="list-style-type: none">• Responsible for opening the store and preparing all checklist items before the store opens to customers.• Ensure all opening staff clock in properly.• Complete all opening checklists and sign-off before the store opens to customers.• Train all opening staff on this SOP.• Notify the Store Manager if there are any issues.
Staff	<ul style="list-style-type: none">• Clock in upon arriving at the store.• Responsible for following the applicable instructions of this SOP.• Perform checklist tasks as assigned by the Lead.• Attend the staff huddle before opening the store to customers.• Notify the Lead if there are any issues.
Store Manager	<ul style="list-style-type: none">• Responsible for overseeing the tasks of all retail store employees.• Ensure all employees are trained on this SOP.• Resolve/troubleshoot retail store issues when notified by the Lead or other Staff.

Section D. High-Level Flowchart



Section E. Instructions

Each part of this section **MUST** be completed before opening the store to customers.

It is also required that the physical **Opening Daily Checklist** be completed and signed off by the Shift Lead before opening the store to customers.

NOTE: As other opening staff arrive, the Shift Lead may delegate some of the tasks from the **Opening Daily Checklist** to them.

Part 1. Opening the Store and Disarming the Building

The Shift Lead, an employee tasked with opening the store and disarming the building, must arrive **one hour** before the store's established opening time.

Follow the steps below to open the store and disarm the alarm.

#	Step						
1	Check the surrounding area before opening the door – check for unusual cars, people, or activity in the area, check the store for broken windows, etc.						
	<table><tr><th>If...</th><th>Then...</th></tr><tr><td>If you notice any of these scenarios,</td><td>DO NOT ENTER the store. Go to a safe place and call the police. Notify the store manager of what has occurred.</td></tr><tr><td>If you do not see anything out of the ordinary,</td><td>Proceed to opening the store door.</td></tr></table>	If...	Then...	If you notice any of these scenarios,	DO NOT ENTER the store. Go to a safe place and call the police. Notify the store manager of what has occurred.	If you do not see anything out of the ordinary,	Proceed to opening the store door.
	If...	Then...					
If you notice any of these scenarios,	DO NOT ENTER the store. Go to a safe place and call the police. Notify the store manager of what has occurred.						
If you do not see anything out of the ordinary,	Proceed to opening the store door.						
2	Use the physical key to open the retail store door.						
3	Lock the door from the inside after opening (until the next employee arrives).						
4	The alarm will sound, and the Shift Lead will have 60 seconds to disarm the alarm before security is notified.						
5	Disarm the alarm using the code set by the Store Manager. NOTE: The alarm code will not be available in this SOP for security reasons. If you do not know the code, contact the Store Manager.						
6	Turn on the lights for the backroom and the floor.						
7	Check the security/surveillance cameras to ensure they are working properly.						
8	Unlock the dressing room doors.						
9	Count the cash register money. <ul style="list-style-type: none">• Document the opening total in the Point of Sale (POS) system in Part 2, below.						

Part 2. Technology

Follow the steps below to complete the technology portion of the **Opening Daily Checklist**.

#	Step
1	Turn on Point of Sale (POS) system.
2	Ensure the receipt printer, barcode scanner, and Wi-Fi router are working properly.
3	Inspect the POS system for signs of damage.

#	Step
	<ul style="list-style-type: none"> If damage is found, notify the Store Manager.
4	Enter the daily cash float number directly onto the Opening Daily Checklist sheet. <ul style="list-style-type: none"> This is the base cash amount that cashiers exchange during the shift. It is typically filled with smaller denomination amounts at the start of a shift so that cashiers can provide change to customers during cash transactions.
5	Place the cash float into the register.
6	Enter the cash float amount into the POS system.
7	Inspect the cash drawer and ensure enough change is ready for transactions.
8	Turn on traffic tracking software.
9	Turn on the TV and sound system, computers, tablets, and other technology used for daily store operations.
10	Turn on the HVAC system and identify any unusual noises. <ul style="list-style-type: none"> If unusual noises are noticed, notify the Store Manager.
11	Turn on electronic displays (digital window displays, wall-mounted digital signs, and digital shelf displays).

Part 3. Housekeeping

Most housekeeping tasks are performed by the closing crew; however, it is important to ensure all the closing tasks are completed so that the store is ready to receive customers.

If it becomes apparent that the tasks were not completed by the closing crew, ensure that each item is completed by the opening staff before the store opens to customers.

Refer to the housekeeping section of the **Opening Daily Checklist**.

Part 4. Merchandise

The Store Manager should ensure that the company is adhering to all local/state/federal retail laws and regulations.

Follow the steps below to complete the merchandise portion of the **Opening Daily Checklist**.

#	Step
1	Ensure window displays reflect the latest items in-store.
2	Ensure the store's refund policy is posted and visible to customers. NOTE: There is a placard noting our refund policy that should always remain on the cashier counter.
3	Ensure all mannequins are dressed appropriately.
4	Ensure the shelves and product displays are organized and free of dust.
5	Ensure the items for special showcasing are at the front-most hangers and shelves so they are visible to customers.
6	Arrange the products in sizes starting with the largest size in the back and ending with the smallest size in the front.
7	Ensure product prices are clearly marked and appropriately priced.
8	Ensure the on-sale labels and promotional products are labeled appropriately.

#	Step
9	Ensure display products are steamed or pressed.
10	Perform regular checks/cycle counting on inventory to avoid stockouts. <ul style="list-style-type: none"> Refer to the Retail Store Inventory Procedure for detailed instructions on this process.

Part 5. Staff

The Shift Lead, tasked with opening the store and disarming the alarm, will arrive one hour before the store's established opening time.

Other opening crew staff are expected to arrive **30 minutes** before opening time.

Follow the steps below to complete the staff portion of the **Opening Daily Checklist**.

#	Step
1	When the next opening employee arrives, unlock the doors for them to enter.
2	Ensure the employee clocks in properly.
3	Team huddle begins 15 minutes before opening time.
4	During the huddle, set goals for the day. NOTE: There will be huddles for each shift change so that everyone is aware of the store goals for the day
5	After goals are set, review shifts and responsibilities of each staff member. <ul style="list-style-type: none"> Shift schedules are posted in the backroom. Responsibilities are also printed and listed on the board in the backroom
6	Review staff performance from the previous week <ul style="list-style-type: none"> Include positive and negative customer feedback and sales results
7	Review store policies, ongoing promotions, discounts, and sales
8	Once the opening huddle is complete, turn on the "OPEN" sign and prepare for customers
9	Complete and sign-off on the Opening Daily Checklist. <ul style="list-style-type: none"> Place the completed checklist in the labeled file folder in the backroom.

Section F. References

- Retail Store Inventory Procedure
- Retail Store Closing Procedure

Section G. Revision History

Revision	Revision Date	Author	Description of Changes
1.0	[MM/DD/YY]	Kendra Johng	New document to establish a standard practice for opening the retail store

Appendix A

Complete the Opening Daily Checklist on the next page.

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Opening Daily Checklist

There are paper copies of this checklist on a clipboard in the main drawer of the front cashier table.

This checklist ensures that all these steps are taken to offer the best experience and services for our customers. Refer to **Section E** of this of the **Retail Store Opening Procedure** for detailed instructions regarding each of these items.

Lead Name: _____

Lead Signature: _____

Checklist Completion Date & Time: _____

ID	Yes / No	Description	Comments (Write N/A if none)
Opening and Disarming			
1	<input type="checkbox"/> Yes <input type="checkbox"/> No	Disarm the alarm	
2	<input type="checkbox"/> Yes <input type="checkbox"/> No	Turn on the lights for the backroom and the floor	
3	<input type="checkbox"/> Yes <input type="checkbox"/> No	Check the security/surveillance cameras to ensure they are working properly	
4	<input type="checkbox"/> Yes <input type="checkbox"/> No	Unlock the dressing room doors	
5	<input type="checkbox"/> Yes <input type="checkbox"/> No	Count the cash register money	
Technology Checklist			
6	<input type="checkbox"/> Yes <input type="checkbox"/> No	Turn on Point of Sale (POS) system	
7	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ensure the receipt printer, barcode scanner, and Wi-Fi router are working properly	
8	<input type="checkbox"/> Yes <input type="checkbox"/> No	Inspect POS system for unusual signs	
9	<input type="checkbox"/> Yes <input type="checkbox"/> No	Enter daily cash float: _____	
10	<input type="checkbox"/> Yes <input type="checkbox"/> No	Place cash float into the register	
11	<input type="checkbox"/> Yes <input type="checkbox"/> No	Enter the amount into the POS system	
12	<input type="checkbox"/> Yes <input type="checkbox"/> No	Inspect the cash drawer, count the available cash, and ensure enough change is ready for transactions	
13	<input type="checkbox"/> Yes <input type="checkbox"/> No	Turn on traffic tracking software	
14	<input type="checkbox"/> Yes <input type="checkbox"/> No	Turn on TV and sound system, computers, tablets, and other technology used for daily store operations	
15	<input type="checkbox"/> Yes <input type="checkbox"/> No	Turn on the HVAC system and identify any unusual noises.	
16	<input type="checkbox"/> Yes <input type="checkbox"/> No	Turn on electronic displays (digital window displays, wall-mounted digital signs, and digital shelf displays)	
Housekeeping			
17	<input type="checkbox"/> Yes <input type="checkbox"/> No	Check for potential safety hazards (spills on floor, dust, etc.)	

ID	Yes / No	Description	Comments (Write N/A if none)
18	<input type="checkbox"/> Yes <input type="checkbox"/> No	Check for signs of pests (insects, nests, unusual odor, etc.)	
19	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ensure windows were wiped by closing crew	
20	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ensure floors were swept and/or mopped by closing crew	
21	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ensure fitting rooms are cleaned/sanitized	
22	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ensure trash bins are empty	
23	<input type="checkbox"/> Yes <input type="checkbox"/> No	Wipe or dust off products that are on display	
24	<input type="checkbox"/> Yes <input type="checkbox"/> No	Storefront is clear for customers to enter	
Merchandise			
25	<input type="checkbox"/> Yes <input type="checkbox"/> No	Window displays reflect latest items in-store	
26	<input type="checkbox"/> Yes <input type="checkbox"/> No	Refund policy is posted and visible	
27	<input type="checkbox"/> Yes <input type="checkbox"/> No	Shelves and product displays are organized	
28	<input type="checkbox"/> Yes <input type="checkbox"/> No	Mannequins are dressed appropriately	
29	<input type="checkbox"/> Yes <input type="checkbox"/> No	Showcase items on hangers and shelves so they are visible to customers	
30	<input type="checkbox"/> Yes <input type="checkbox"/> No	Arrange products in sizes (largest in back, smallest in front)	
31	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ensure product prices are clearly marked	
32	<input type="checkbox"/> Yes <input type="checkbox"/> No	On-sale and promotional products are clearly labeled	
33	<input type="checkbox"/> Yes <input type="checkbox"/> No	Display products are steamed or pressed	
34	<input type="checkbox"/> Yes <input type="checkbox"/> No	Cycle counting/regular checks on inventory are performed to avoid stockouts	
Staff			
35	<input type="checkbox"/> Yes <input type="checkbox"/> No	All employees have clocked in properly	
36	<input type="checkbox"/> Yes <input type="checkbox"/> No	Employees know the store's panic/distress code	
37	<input type="checkbox"/> Yes <input type="checkbox"/> No	Address agenda for the team huddle	
38	<input type="checkbox"/> Yes <input type="checkbox"/> No	Set goals for the day	
39		Review shifts and responsibilities	
40	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Review staff performance from the previous week	
41	<input type="checkbox"/> Yes <input type="checkbox"/> No	Review store policies, ongoing promotions, discounts, and sales	
42	<input type="checkbox"/> Yes <input type="checkbox"/> No	Turn on "OPEN" sign	