Ashford Business Services Ltd

SOP Builder

A step-by-step builder for writing a standard operating procedure your team can actually follow.

About this procedure

SOP title	Opening the Office Each Morning
SOP number	SOP-2026-014
Department	Operations
Owner	Sarah Mitchell, Office Manager
Approver	David Okafor, Finance Manager
Effective date	9 November 2026
Review date	9 November 2027

1. Purpose

Purpose: **To open the office safely and on time every morning, so the first staff and visitors arrive to a clean, secure and ready workplace.**

2. Scope

Scope: **Covers the daily opening routine for the main office at 12 Church Street. It does not cover out-of-hours access or alarm call-outs.**

3. Responsibilities

Name every role that plays a part, and what each role is responsible for.

Role	Responsibility
Office Manager	Unlocks the office, checks the alarm, and confirms the office is safe to open.
Receptionist	Prepares reception, checks the visitor book, and greets the first visitors.
Facilities Assistant	Checks heating, lighting, and kitchen supplies before staff arrive.
Duty Manager	Signs off the opening checklist and reports any fault the same day.

4. Procedure

Write each step in order. One action per step, with the person who does it and the record it leaves.

Step	Action	Done by	Record
1	Disarm the alarm and unlock the main entrance.	Office Manager	Alarm log
2	Walk the office and check for damage, leaks, or hazards.	Office Manager	Opening checklist
3	Switch on lights, heating, and shared equipment.	Facilities Assistant	Opening checklist
4	Check the kitchen, toilets, and meeting rooms are clean and stocked.	Receptionist	Opening checklist
5	Put out the visitor book and spare passes at reception.	Receptionist	Visitor register
6	Sign the opening checklist and report any fault to the Duty Manager.	Office Manager	Opening checklist

5. Records

List every record this procedure creates, where it is kept, and how long it is kept for.

Record	Where it is kept	Kept for
Opening checklist	Reception filing cabinet	12 months
Alarm log	Office manager's office	12 months
Visitor register	Reception filing cabinet	3 years

6. Review and approval

Approved by	**Sarah Mitchell, Office Manager**
Approved on	**9 November 2026**
Next review	**9 November 2027**
Version	**1.0**

Change history

Ashford Business Services Ltd

Version	Date	Change	Changed by
1.0	9 November 2026	First issue	Sarah Mitchell, Office Manager

Completion

✓	Check	Notes
	The purpose and scope are agreed with the owner.	
	Every step names the person who does it.	
	Every record has a home and a retention time.	
	A review date is set and the approver has signed.	

Document	SOP Builder
Version	1.0
Prepared by	**David Okafor, Finance Manager**
Owner	**Sarah Mitchell, Office Manager**
Date	**9 November 2026**
Review date	**9 November 2027**