EMERGENCY INVENTORY CRISIS MANAGEMENT CHECKLIST

For Convenience Store Assistant Managers

*A Comprehensive Resource to Navigate Supply Disruptions, Stockouts, and Inventory Emergencies*

IMMEDIATE CRISIS RESPONSE (First 30 Minutes)

**STEP 1: ASSESS THE SITUATION**

* [ ] **Identify the emergency type:**
	+ [ ] Complete supplier failure/disruption
	+ [ ]  Weather-related supply chain interruption
	+ [ ] Transportation/delivery failure
	+ [ ] Multiple product stockouts
	+ [ ] Equipment failure (refrigeration, freezers)
	+ [ ] Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* [ ] **Document crisis details:**
	+ Time emergency discovered: \_\_\_\_\_\_\_\_\_\_\_
	+ Affected product categories: \_\_\_\_\_\_\_\_\_\_\_
	+ Estimated duration: \_\_\_\_\_\_\_\_\_\_\_
	+ Current stock levels: \_\_\_\_\_\_\_\_\_\_\_

**STEP 2: IMMEDIATE SAFETY & COMPLIANCE**

* [ ] Ensure customer and staff safety
* [ ] Check refrigerated/frozen items temperatures
* [ ] Remove expired or compromised products from shelves
* [ ] Post "temporarily out of stock" signs where needed
* [ ] Document temperature logs for perishables

**STEP 3: ACTIVATE COMMUNICATION PROTOCOL**

* [ ] Notify Store Manager immediately
* [ ] Contact District/Regional Manager
* [ ] Alert primary suppliers about situation
* [ ] Brief all staff on current status and procedures

EMERGENCY SUPPLIER CONTACT LIST

**PRIMARY SUPPLIERS**

**Supplier 1:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Emergency #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Alt Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Supplier 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Emergency #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Alt Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_| Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Supplier 3: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Emergency #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Alt Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_| Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**BACKUP/EMERGENCY SUPPLIERS**

**Emergency Vendor 1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Hours: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Minimum Order: \_\_\_\_\_\_\_\_\_\_\_ | Delivery Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Emergency Vendor 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Hours: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Minimum Order: \_\_\_\_\_\_\_\_\_\_\_ | Delivery Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

INVENTORY EMERGENCY ACTION PLAN

**PRIORITY 1: HIGH-IMPACT ITEMS (First 2 Hours)**

*Focus on items that drive 80% of sales*

* [ ] **Check stock levels for:**
	+ [ ] Cigarettes/tobacco products
	+ [ ] Popular beverages (Coke, Pepsi, energy drinks)
	+ [ ] Lottery tickets
	+ [ ] Milk and bread
	+ [ ] Coffee and snacks
	+ [ ] Gasoline additives
* [ ] **Immediate actions:**
	+ [ ] Contact backup suppliers for critical items
	+ [ ] Reallocate inventory from slow-moving areas
	+ [ ] Implement rationing if necessary
	+ [ ] Update pricing if costs change
	+ [ ] Cross-merchandise related items

**PRIORITY 2: CUSTOMER COMMUNICATION (Within 4 Hours)**

* [ ] **Create customer notification signs:**
	+ "We're working to restock [ITEM] - check back soon!"
	+ "Due to supply delays, [ITEM] temporarily unavailable"
	+ "Alternative options available - ask our team!"
* [ ] **Staff talking points:**
	+ Acknowledge the inconvenience
	+ Offer alternatives when possible
	+ Provide realistic timeline for restocking
	+ Maintain positive, solution-focused attitude

**PRIORITY 3: ALTERNATIVE SOURCING (Day 1-3)**

* [ ] **Emergency procurement options:**
	+ [ ] Cash & carry warehouse stores
	+ [ ] Competitor locations (for non-proprietary items)
	+ [ ] Direct manufacturer contact
	+ [ ] Regional distributors
	+ [ ] Temporary supplier agreements
* **Documentation required:**
	+ Purchase receipts for all emergency buys
	+ Vendor contact information
	+ Price comparisons
	+ Quality verification

DAILY CRISIS MONITORING CHECKLIST

**MORNING ASSESSMENT (First 30 minutes of shift)**

* [ ] Review overnight supply chain updates
* [ ] Check email for supplier notifications
* [ ] Assess current stock levels vs. yesterday
* [ ] Review sales data for demand patterns
* [ ] Update crisis status log

**MIDDAY CHECK (12:00 PM)**

* [ ] Monitor fast-moving inventory levels
* [ ] Check for any new delivery confirmations
* [ ] Review customer feedback/complaints
* [ ] Assess need for emergency orders
* [ ] Update staff on any changes

**CLOSING ASSESSMENT (Last hour of shift)**

* [ ] Document day's sales vs. available inventory
* [ ] Prepare tomorrow's priority action list
* [ ] Update emergency contact log
* [ ] Brief incoming shift on current status
* [ ] Submit daily crisis report to management

RECOVERY & RESTORATION PROCEDURES

**WHEN SUPPLIES RESUME (First 24 hours)**

* [ ] **Immediate receiving:**
	+ [ ] Verify delivery accuracy against orders
	+ [ ] Check product quality and expiration dates
	+ [ ] Prioritize shelf restocking by sales velocity
	+ [ ] Update inventory management system
	+ [ ] Remove temporary signage
* **Customer re-engagement:**
	+ [ ] Announce restocked items prominently
	+ [ ] Offer special promotions on returning products
	+ [ ] Thank customers for patience
	+ [ ] Collect feedback on alternative products tried

**POST-CRISIS ANALYSIS (Within 1 week)**

* [ ] **Document lessons learned:**
	+ [ ] What worked well during crisis?
	+ [ ] Which suppliers provided best support?
	+ [ ] What backup plans need improvement?
	+ [ ] Which products showed unexpected demand?
	+ [ ] How did customers respond to alternatives?
* [ ] **Update emergency procedures:**
	+ [ ] Revise supplier contact list
	+ [ ] Adjust backup inventory levels
	+ [ ] Update staff training materials
	+ [ ] Strengthen weakest response areas
	+ [ ] Plan prevention strategies

SEASONAL EMERGENCY PREPAREDNESS

**HURRICANE/SEVERE WEATHER PREP**

* [ ] Stock up on water, batteries, non-perishables 48 hours prior
* [ ] Secure outdoor signage and equipment
* [ ] Prepare for potential power outages
* [ ] Have emergency generator plans ready
* [ ] Coordinate with fuel suppliers for extra deliveries

**WINTER STORM PREPARATION**

* [ ] Increase salt, ice melt, and winter supplies
* [ ] Prepare for delivery delays
* [ ] Stock emergency heating supplies
* [ ] Plan for staff transportation issues
* [ ] Have backup communication methods ready

**HOLIDAY SEASON READINESS**

* [ ] Identify peak demand periods early
* [ ] Establish expanded supplier relationships
* [ ] Plan for increased delivery frequencies
* [ ] Prepare staff for longer hours
* [ ] Have customer service scripts ready

EMERGENCY COMMUNICATION TEMPLATES

**Supplier Notification Email**

**Subject:** URGENT: Emergency Inventory Situation - [Store Location]

Dear [Supplier Name],

We are experiencing an inventory emergency at [Store Location] due to [specific reason].

**Immediate needs:**

* [Product 1]: [Quantity needed]
* [Product 2]: [Quantity needed]
* [Product 3]: [Quantity needed]

**Required delivery timeframe:** [Timeframe]
**Contact for coordination:** [Name/Phone]

Please confirm availability and delivery schedule ASAP.

Thank you,
[Your name/title]

**District Manager Update Text**

"INVENTORY ALERT: [Brief description of issue] at [location]. Priority items affected: [list]. Actions taken: [summary]. Need guidance on: [specific questions]. Will update in [timeframe]. -[Your name]"

**Staff Communication Script**

"Team update: We're currently managing a supply situation with [products]. Here's what customers need to know: [key points]. Available alternatives: [list]. Expected resolution: [timeline]. Questions?"

PREVENTION & MONITORING TOOLS

**WEEKLY VULNERABILITY ASSESSMENT**

* [ ] Review supplier delivery reliability (past 30 days)
* [ ] Identify single-source dependency risks
* [ ] Check backup supplier contact currency
* [ ] Assess seasonal inventory needs (next 8 weeks)
* [ ] Monitor industry supply chain news

**MONTHLY SUPPLIER RELATIONSHIP REVIEW**

* [ ] Evaluate primary supplier performance
* [ ] Test backup supplier contact methods
* [ ] Review emergency procurement agreements
* [ ] Update supplier contact information
* [ ] Negotiate improved emergency support terms

**QUARTERLY CRISIS PREPAREDNESS DRILL**

* [ ] Practice emergency communication procedures
* [ ] Test backup supplier responsiveness
* [ ] Review and update emergency contact lists
* [ ] Train new staff on crisis procedures
* [ ] Update emergency preparedness documentation

**Remember: Your quick, calm response during inventory crises not only protects sales but builds customer trust and loyalty. This checklist is your roadmap to turning potential disasters into manageable challenges.**

*Want advanced inventory management strategies that prevent most crises before they happen? Our monthly newsletter provides cutting-edge techniques used by top-performing convenience store managers. Learn the systems that transform chaos into consistent profitability.*

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