

The C-Store Facilities Management Checklist

A practical guide to keeping stores running, profitable, and guest-ready in 2026



Today's convenience stores operate at the intersection of uptime, energy, foodservice, labor, and customer experience. This checklist helps facilities and operations leaders assess whether their current program is built for today's realities or yesterday's assumptions.

Use this checklist to identify gaps, prioritize improvements, and align facilities management with what actually drives performance in modern convenience retail.

01 Cost & Predictive Maintenance Readiness

Are you preventing failures or just reacting to them?

- Refrigeration, HVAC, and other high-loss assets are monitored with predictive or condition-based tools
- Maintenance data is captured in real time and used for forecasting, not just reporting
- Emergency repairs are trending down year over year
- You can measure total cost per resolved incident (not just hourly rates)
- Rework and repeat service calls are tracked and actively reduced
- Facilities data supports capital planning and asset replacement decisions



Reality Check:

Predictive maintenance only delivers value when paired with transparent systems and clean cost visibility.

02 Workforce Capacity & Coverage

Is your team built for sustainability, not burnout?

- In-house technicians focus on proactive and brand-specific maintenance
- After-hours, specialty trades, and rural coverage are supported by external partners
- Store managers are not fielding late-night maintenance calls
- First-trip completion rates are measured and improving
- Facilities scheduling is stable during seasonal spikes
- Workforce health and capacity are treated as performance metrics



Reality Check:

High turnover isn't just a labor issue, it's a facilities capacity issue.

03 Energy & Infrastructure Resilience

Can your stores handle today's energy demands?

- Electrical panels and infrastructure can support EV chargers, refrigeration, HVAC, and digital systems
- Energy-related outages are identified separately from equipment failures
- Load shedding and asset prioritization strategies are in place
- EV uptime is monitored and protected during peak demand
- Breaker trips and power disruptions are analyzed for root cause
- Energy performance is integrated into facilities decision-making



Reality Check:

Many "equipment failures" are actually energy failures and they're only getting more expensive.

04 Foodservice Facilities Management

Are foodservice assets managed like the revenue drivers they are?

- Foodservice equipment is monitored with temperature-based alerts
- Preventive maintenance schedules align to equipment wear cycles
- Ice machines, warmers, fryers, and walk-ins have defined PM cadences
- Foodservice equipment outages are escalated differently than non-revenue assets
- FM and store management teams share visibility into equipment performance
- Emergency foodservice equipment downtime is declining



Reality Check:

Foodservice is both the fastest-growing category and the biggest operational risk in convenience retail.

05 Downtime Economics & Response

Do you measure what downtime actually costs?

- Response time is tracked from issue detection to merchandising-ready
- First-fix success rates are prioritized over ticket close times
- Downtime is tied to lost sales, not just maintenance logs
- Escalation paths reflect peak hours and revenue impact
- Store-level outages are treated as experience failures, not maintenance issues
- Facilities KPIs align with how customers experience the store



Reality Check:

If an asset is down, the store is down. Customers don't separate the two.

Final Scorecard: How Ready Are You?

- (0-10) Mostly reactive
- (10-20) Partially modernized
- (20-25) Actively transforming
- (25-30) Built for 2026

The most successful convenience retailers won't win through louder marketing or more remodels. They'll win because their stores simply run better.

Want the full framework behind this checklist?

Download **The 2026 Facilities Playbook for Convenience Retail** to explore the five operating plays in depth and see how leading operators are turning facilities management into a competitive advantage.

[DOWNLOAD THE PLAYBOOK](#)