

Relationship Preservation Checklist

Instructions

Non-negotiable actions for protecting the relationships that make the next venture possible. How you close determines whether you ever open again.

Checklist

- ☐ Final payroll is flawless and compliant with all local labour law. Every hour, every tip, every accrued leave balance paid in full.
- ☐ Personalized references written and delivered to every team member before they have to ask.
- ☐ Personal network activated to place team members in new roles. The best staff from a well-run closure become the foundational team for the next venture.
- ☐ Customer database exported and securely stored, in strict compliance with local data privacy regulations. A CRM list of 3,000 engaged contacts is worth more to a future venue than any advertising budget.
- ☐ All leased equipment returned spotlessly clean and on time. Coffee machines, draught lines, glasswashing units, POS hardware.
- ☐ Physical property handed back clean, with all reinstatement and dilapidation obligations fulfilled to the highest standard.
- ☐ Structured payment plans agreed with all outstanding suppliers. Small, local suppliers prioritized first.
- ☐ Landlord relationship managed with professionalism. A satisfied landlord becomes a reference for the next lease. Commercial real estate networks are deeply interconnected.
- ☐ Public messaging framed as a transition, not a defeat. Gratitude for the team and the community, not blame or excuses.
- ☐ Personal recovery plan in place. Anticipatory grief – the conscious acceptance of the closure's inevitability – is the mechanism that separates personal identity from the defunct business entity.