



# Food & Bar Safety

Moneyball 2.0 Leadership Training





# AGENDA

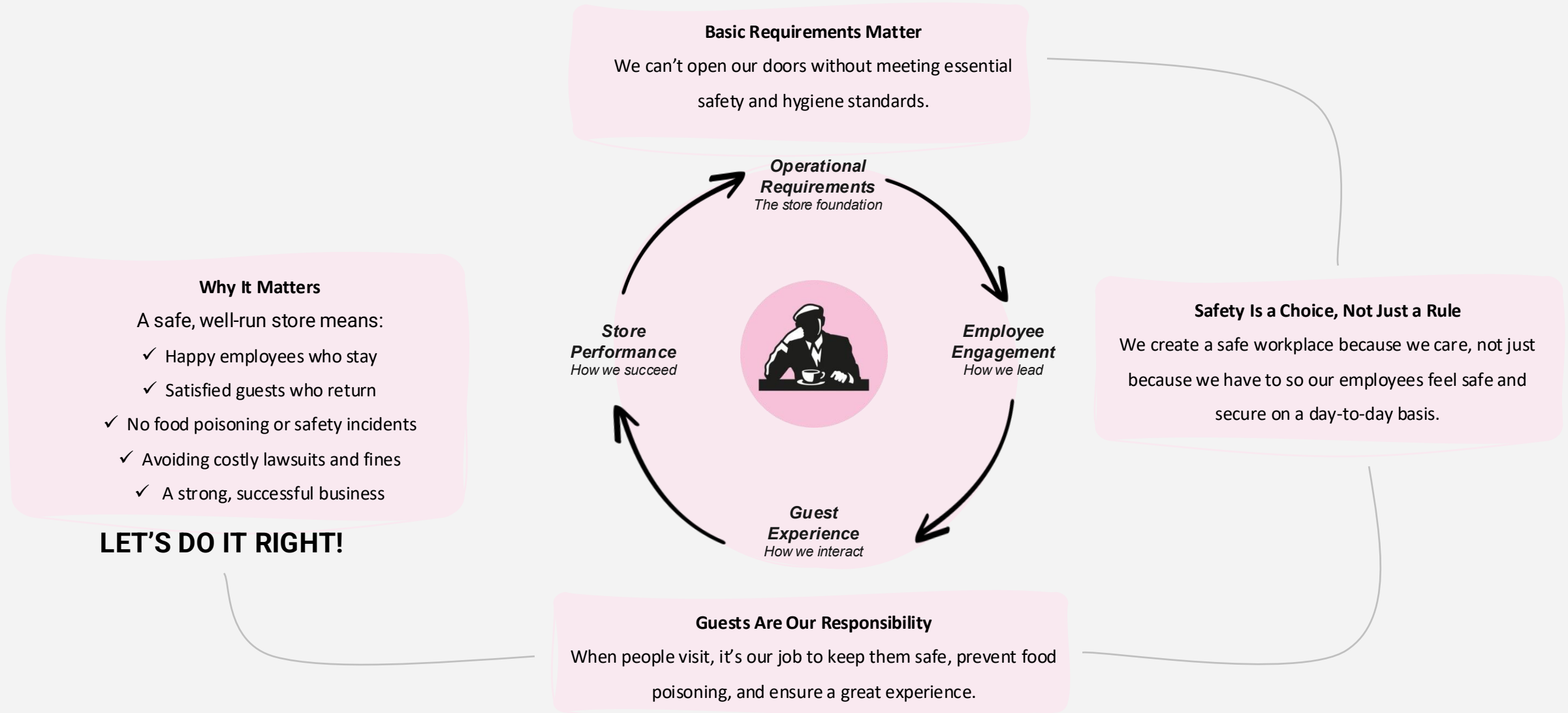
- 1 Why is the skills important
- 2 Pink Standards & RiskProof
- 3 Training Package
- 4 MORS & WORS: Riskproof KPIs
- 5 Role Responsibilities





# WHY IS THIS SKILL IMPORTANT?

Fostering the *Pink Standard* in all stores globally





# Introduction

Open Question

## WHAT IS THE EQUATION FOR 'PINK STANDARD'?



**REGULATIONS + OUR ASPIRATIONS = THE PINK STANDARD**







# PINK STANDARDS & RISKPROOF

From document - to Daily Tasks - to System Management

## PINK STANDARD

All policies & procedures a Joe & the Juice stores must comply with on a daily basis = **56 pages document**



JUICER



SHIFT MANAGER

Juicers & Shift Managers to complete checklists on a daily basis as a basic task:

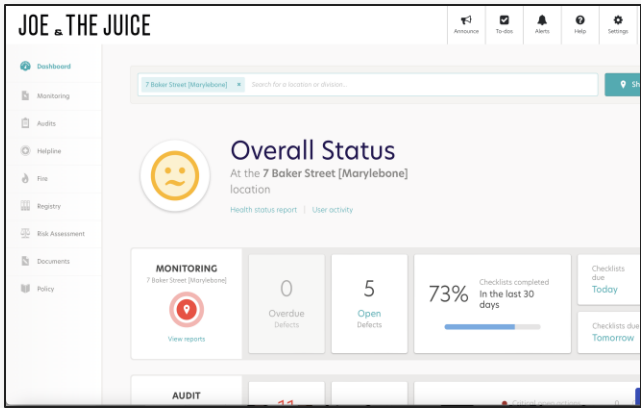


Stores completing RiskProof checklists on a daily/weekly basis

- ✓ Pink Standard Checklists
- ✓ Cleaning Tasks

(ASTM), BAR MANAGER & STORE MANAGER

Store Management to use Riskproof Admin site to achieve Pink Standards:



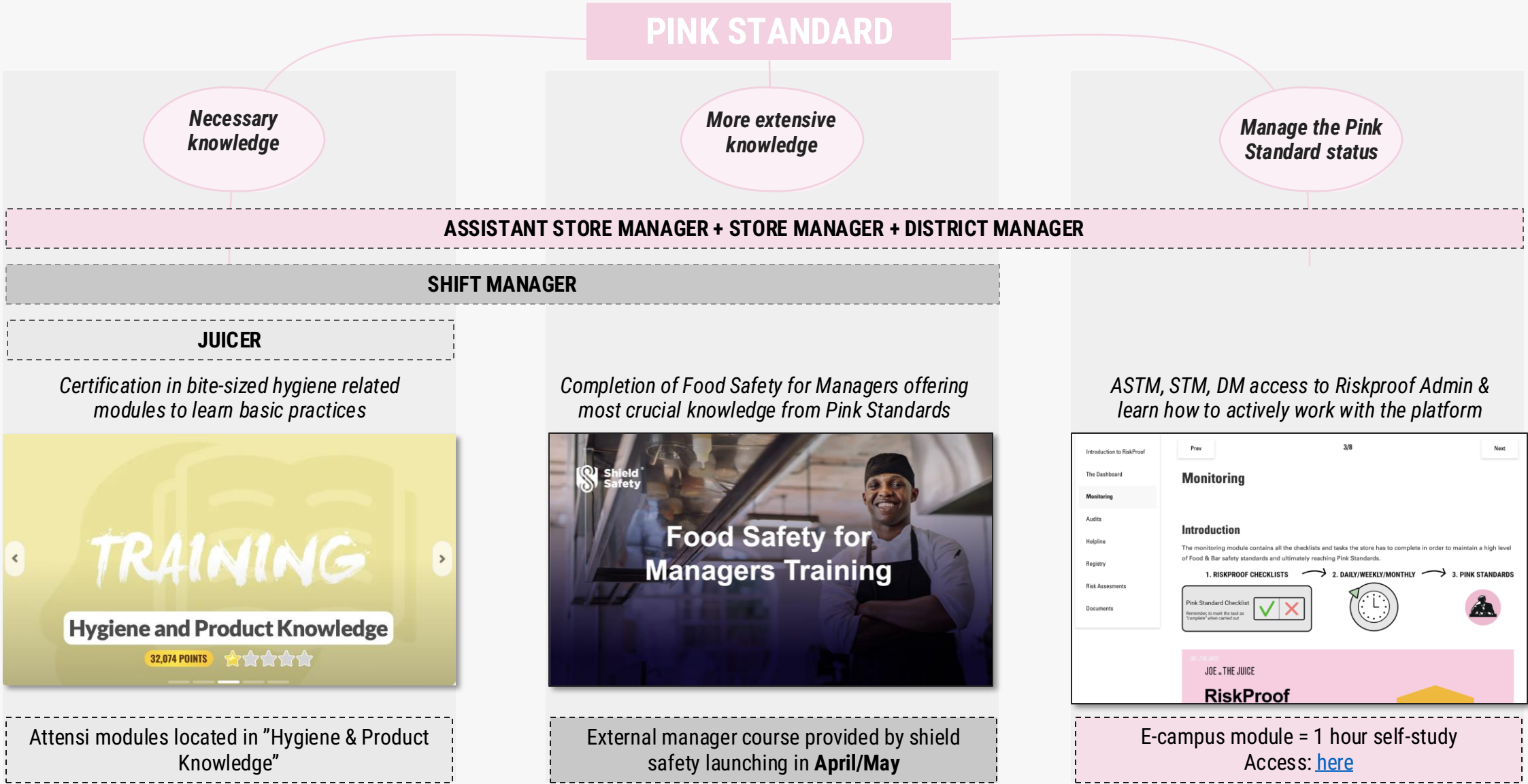
Store Audits

DISTRICT MANAGER



# TRAINING PACKAGE

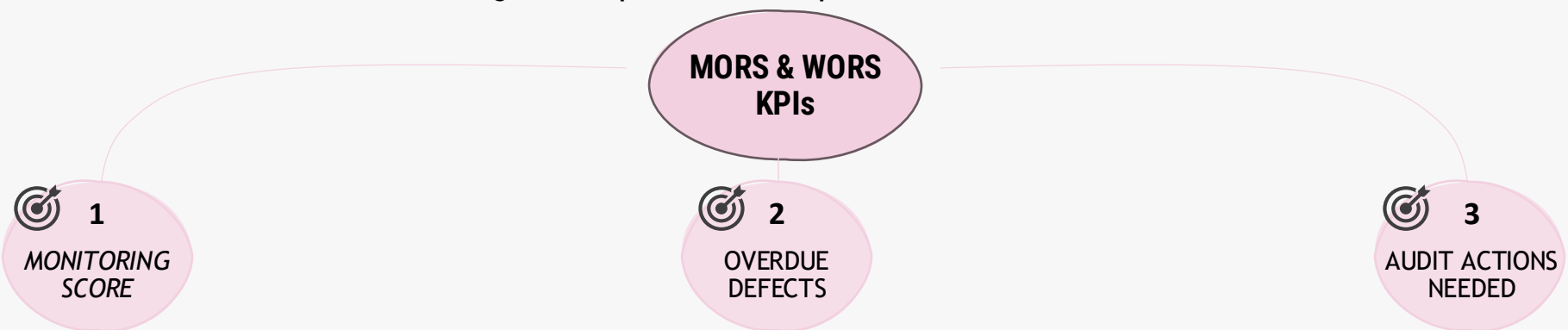
Overview of training resources needed to build capabilities in food & bar safety





# MORS & WORS – Operational Requirements

How to achieve Pink Standard & reach KPI targets in Operational Requirements



DEFINITION	Average Riskproof checklist completion within last 30 days
TARGET	95%
WHY?	Ensures consistent food & bar safety performance
HOW?	Delegate tasks to the team and keep track of Riskproof checklists & tasks
WHAT?	Maintain high scores by ensuring daily checklists are completed accurately and on time

DEFINITION	Action points derived from checklist completion which has not been completed within timeframe
TARGET	0 overdue defects
WHY?	Prevents operational issues from escalating and impacting store performance
HOW?	Address defects before their deadline and track resolutions
WHAT?	A manager who stays on top of defects ensures a smooth-running store with minimal overdue issues

DEFINITION	Audit points ‘in progress’ within 1 month & completed within 3 months
TARGET	0 audit actions needed within defined timeframe
WHY?	Helps the store improve based on District Manager audits and reach Pink Standards
HOW?	Implement necessary changes from audits and follow up on action plans
WHAT?	A proactive manager takes corrective actions immediately, ensuring compliance and continuous improvement



# CASE EXERCISE

## IN GROUPS OF TWO

1

Discuss each case and try to conclude:

- **What** the issue is?
- **Why** it has appeared?
- **How** it should be solved?

2

Present your conclusion in the group

1

### MONITORING SCORE

#### #Case 1: "The Slacking Checklists"

Store Manager Alex is feeling confident—until a quick check of the Riskproof dashboard makes his stomach drop. Checklist completion over the last 2 weeks is way below the 95% target! At first, Alex thinks, *Maybe it's just a glitch?* But after digging deeper, he realizes the truth: tasks aren't getting done, or worse, they're being rushed and done incorrectly. That means food & bar safety could be at risk, and that's a BIG problem.

#### The Clues:

- Some checklists are only half-completed—missing key safety steps.
- Certain shifts have way lower completion rates than others.
- Employees either forget, assume someone else will do it, or don't take it seriously enough.

2

### OVERDUE DEFECTS

#### #Case 2: "The Never-Ending To-Do List"

Store Manager Jamie checks the Riskproof dashboard, expecting a clean slate. Instead? A long list of overdue defects staring back like unfinished homework. At first, Jamie thinks, *A few overdue tasks can't be that bad... right?* But then reality hits—these unchecked issues could snowball into bigger operational problems, hurting store performance.

#### The Clues:

- Small maintenance fixes (like broken equipment) are left unresolved.
- Safety and hygiene action points are piling up.
- No one's tracking deadlines, so tasks keep slipping through the cracks.

3

### AUDIT ACTIONS NEEDED

#### #Case 3: "Audit overload – Time to take action"

Store Manager Sam checks the District Manager's audit report and sees a problem—too many "in progress" audit points that should've been fixed by now. Worse, some have been sitting there for over a month! Ignoring audit actions means missing Pink Standards, risking compliance issues, and hurting store performance.

#### The Clues:

- Audit points are piling up instead of being resolved.
- Changes aren't being implemented fast enough.
- No one is following up on action plans, so the same issues keep coming up in new audits.





# SUM UP

Key responsibilities within each role

ROLE	RESPONSIBILITIES	PRACTICAL TASKS	RISKPROOF	SUM UP
DM	<i>Provide structured feedback and support the store in implementing new procedures aligned with Pink Standards</i>	Support store Management team in upholding Food & Bar safety principles to achieve Pink Standard	<i>Create <b>audit point defects</b> to highlight gaps in hygiene, safety, and operational standards</i>	Store Audits
STM + ASTM	Take full responsible for Food & Bar safety performance at a weekly/monthly level	Lead the team by setting a strong example. Use training knowledge to guide Juicers ensuring standards are met & explain the “Why” behind policies to promote team understanding and commitment	<ul style="list-style-type: none"> <li>✓ Monitor defects, audits, and risk monitoring to ensure compliance</li> <li>✓ Oversee Riskproof reporting, ensuring accuracy and adherence to standards</li> </ul>	Pink Standard performance & Admin tasks
SM	<ul style="list-style-type: none"> <li>✓ Monitor the store Riskproof iPad, controlling checklists daily to maintain safety and quality</li> <li>✓ Report any incidents using the Helpline case tool</li> </ul>		<ul style="list-style-type: none"> <li>✓ Delegate checklists &amp; task execution to team</li> <li>✓ Register defects honestly to support continuous improvement</li> </ul>	Delegation, follow up, RiskProof store iPad
JUICER	<ul style="list-style-type: none"> <li>✓ Personal Hygiene: Cleanliness &amp; professional presentation</li> <li>✓ Bar Hygiene: Equipment &amp; surfaces</li> <li>✓ Product Station Hygiene: Ingredients &amp; tools</li> <li>✓ Allergen Awareness: Prevent cross-contamination</li> </ul>	Continuously uphold standards taught in Hygiene & Product Knowledge when operating your shift	Riskproof checklist execution	Practical Execution

**In stores without a SM, the ASTM & STM is naturally taking over SM responsibilities**



## **MANAGER SPECIALIST SESSIONS**

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