Recruitment

2025

Market Managers/Recruitment Department Role

Recruitment Structure Handover (UK)

Market Managers

Recruitment has been a centralized job role since the start in the UK. Recruiters either hosted the old castings or the mass interviews to fulfill a ridiculous number of hires of 120 new candidates to be assessed every Friday.

After a successful handover and transition to a quality-based recruitment strategy, recruiters have perfected the structure, procedure, and overall workflow to encompass a framework that can handle quality and quantity.

Ever since 2022, employee turnover has decreased with a focus on the 0-3 months juicers, which indicates that new implementations to onboarding, training and recruitment has improved the overall performance.

With the overall improvement and new initiative to empower managers across the board, the ability to recruit shall be handed over to our talented managers in the UK market.

This has resulted in creating a new framework to not only teach, but to fully integrate a recruitment day-to-day situation for managers to have ownership of the employee journey of a new hire.

Recruitment Structure Handover (UK)

Recruitment Department Role

The role of the recruitment department is to serve as a **support function**, rather than taking the hiring for the entirety of the market every week.

Having Recruitment as a support function will ensure ownership to the market managers, and recruiters can be called upon as extra hands-on deck, should there be a dire need during high peak seasons.

Recruiters will be there to assist with admin, job posts and our application tracking system (ATS).
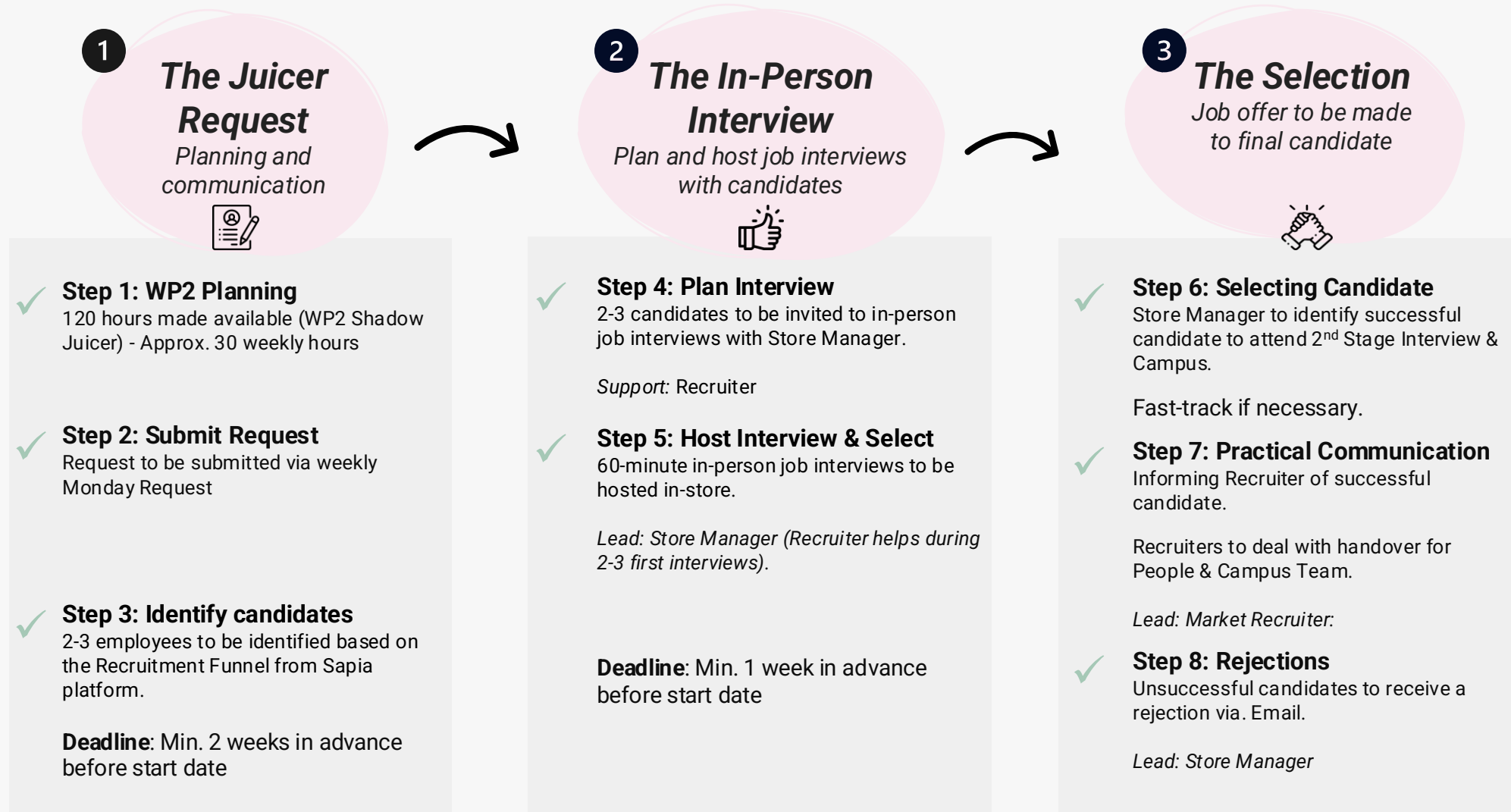
THE WHY

"We empower our Store Management team to be responsible for the selection of new team members.

The purpose is to give full autonomy to create the optimal team composition and to build relations with the new team members - already from the recruitment proces"

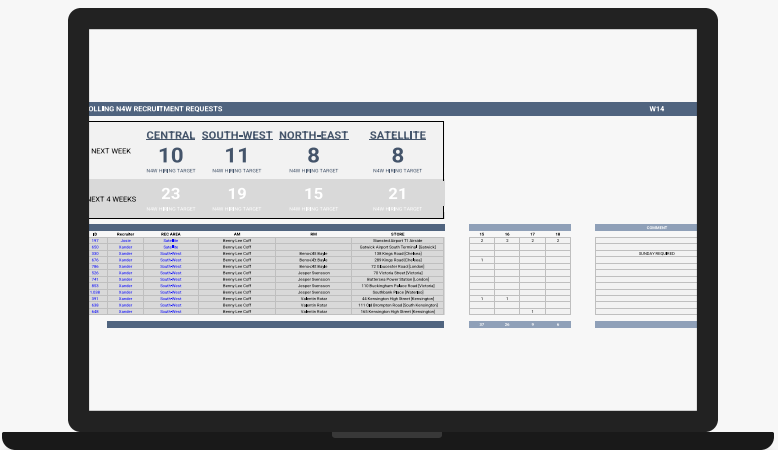# THE RECRUITMENT MANAGER & MARKET RECRUITER FLOW

From Requesting to Juicer Hire

1 The Juicer Request
Planning and communication

✓ **Step 1: WP2 Planning**
120 hours made available (WP2 Shadow Juicer) - Approx. 30 weekly hours

✓ **Step 2: Submit Request**
Request to be submitted via weekly Monday Request

✓ **Step 3: Identify candidates**
2-3 employees to be identified based on the Recruitment Funnel from Sapia platform.

Deadline: Min. 2 weeks in advance before start date

2 The In-Person Interview
Plan and host job interviews with candidates

✓ **Step 4: Plan Interview**
2-3 candidates to be invited to in-person job interviews with Store Manager.

Support: Recruiter

✓ **Step 5: Host Interview & Select**
60-minute in-person job interviews to be hosted in-store.

Lead: Store Manager (Recruiter helps during 2-3 first interviews).

Deadline: Min. 1 week in advance before start date

3 The Selection
Job offer to be made to final candidate

✓ **Step 6: Selecting Candidate**
Store Manager to identify successful candidate to attend 2nd Stage Interview & Campus.

Fast-track if necessary.

✓ **Step 7: Practical Communication**
Informing Recruiter of successful candidate.

Recruiters to deal with handover for People & Campus Team.

Lead: Market Recruiter:

✓ **Step 8: Rejections**
Unsuccessful candidates to receive a rejection via. Email.

Lead: Store Manager

THE JUICER REQUEST

When and how to request new Juicers

WHEN TO REQUEST EMPLOYEES

As soon as you:

✓ Receive a resignation from an employee

✓ Receive a new template on 22nd and identify future unassigned shifts

✓ Other cases (seasonality, annual leaves, long-term illness)

HOW TO REQUEST EMPLOYEES

Steps:

1. Identify needs in the store.

2. Send over request to District Manager, with Recruitment cc'ed.

3. A short description for the needs.

Request to be done every Monday EOD

STORE	W16	W17	W18	W19
TOWER 42	0	0	0	1
LIVERPOOL STREET	0	0	1	0
SOUTHWARK	0	0	0	0
DULWICH	0	0	0	0

If a juicer request is not made in time, it will have a negative impact on both the employees and the operation. The sooner you plan, the better.
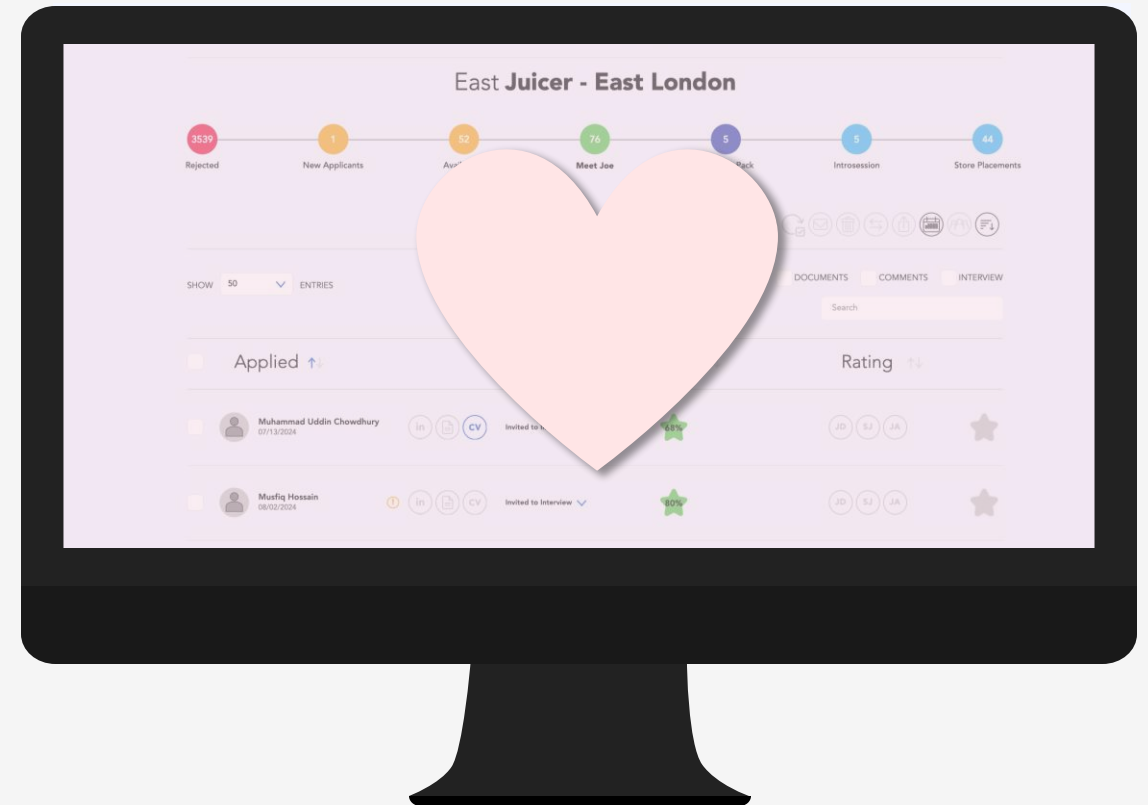
Recruitio

What is Recruitio and how do we utilise this during the recruitment process?

Recruitio is our Application Tracking System (ATS) where every candidate starts their journey with JOE & THE JUICE.

We receive every application for the UK market through Recruitio, and use this to handle the majority of our admin – from filtering and screening applications, inviting candidates to interviews, to sending offer letters.

Recruitio: Dashboard

The dashboard is essentially the homepage for Recruitio. Here you can view all job posts open in the UK market.

Select different recruiters to view their job posts

Filter for specific locations

Change to view active (open) or closed job posts

Active ⌄	Department/Locations ⌄	Saorise Jumawan ⌄	All departments ⌄			

SHOW 50 ⌄ ENTRIES

West	Juicer - West London	West London JOE & THE JUICE - UK	3046 All	6 New	289 In process	52 Hired	CLOSE	COPY
Store Manager	STM UK	Central London JOE & THE JUICE - UK	122 All	10 New	18 In process	0 Hired	CLOSE	COPY
South	Juicer - South London	South London JOE & THE JUICE - UK	2966 All	10 New	193 In process	27 Hired	CLOSE	COPY
North	Juicer - North London	North London JOE & THE JUICE - UK	2127 All	3 New	273 In process	41 Hired	CLOSE	COPY
Liverpool	Juicer - Liverpool	Liverpool JOE & THE JUICE - UK	670 All	2 New	62 In process	8 Hired	CLOSE	COPY

Select to view applications for this particular job post – take you to the 'candidates' section

Edit the backend of a job post

Select to close job posts for requests that have been fulfilled (Juicer – London posts always stay open)

Recruitio: Candidates/Basics

The candidate section allows you to view all the applicants for this job post.

View new applications (Unfiltered)

View rejected candidates

View LinkedIn, Quick notes from other recruiters, and CV

Candidate name and date of application

Access interview calendar (In-depth on next slide)

Filter through applications with screening questions

East **Juicer - East London**

| 3539 | 18 | 52 | 76 | 5 | 5 | 44 |
| Rejected | **New Applicants** | Availability | Meet Joe | Welcome Pack | Introsession | Store Placements |

SHOW 50 ENTRIES

☑ BASIC INFO ☐ DOCUMENTS ☐ COMMENTS ☐ INTERVIEW

Search

	Applied ↑↓		Status ∨ ↑↓	Sapia ↑↓	Rating ↑↓
☐	ADESHDEEP SINGH 01/10/2024	in ▤ CV	Applied ∨	⭐ 47%	JD SJ JA ⭐
☐	Lara Fernandes Cuino 01/10/2024	in ▤ CV	Applied ∨	⭐ 85%	JD SJ JA ⭐
☐	Liam Oliver Platten			⭐	

Recruitio: Candidate Profiles/Screening

A candidate's screening allows you to view the details they have input regarding our base criteria.

Application ∧

Team Member/Juicer

Right To Work: How to upload this? If you are a British/Irish citizen, please take a photo of both pages of your passport in the same photo – clear, no glare and no covering of numbers. If your passport has expired, please provide us with a birth certificate & proof of NI via a government-approved document like a P45, payslip etc. If you have a non-British/Irish passport, you will need to upload this as well as an EU share code. You can get access to one through the following link: https://www.gov.uk

- ● I've uploaded my RTW on Extra Documents

Please provide a post code

N146QD

Are you seeking a full-time or part-time role?

- ● Full time (35-45 hours/5+ days)
- ○ Part time flex (30-35 hours/4 days)
- ○ Part time (8-20 hours/1-3 days)

Are you at least 18 years old?

- ● Yes
- ○ No

Are you seeking a permanent or temporary role?

- ● Permanent (6+ months)
- ○ Temporary (1-6 months)

Which days are you fully flexible to work (between 6AM-11PM)? - This is your availability not your preference.

- ✓ Monday
- ✓ Tuesday
- ✓ Wednesday
- ☐ Thursday
- ✓ Friday
- ✓ Saturday
- ✓ Sunday
- ☐ None of the Above

Basic Info   Documents   **Screening**   Interview   Evaluation   Logs

Any further notes regarding availability?

I have snowboard race training on Thursday evenings and so I am able to work until 4pm on this day.

Do you have any upcoming vacations?

October 29th-November 3rd

November 7-9th (Sports competition)

Are you currently working or studying? (Select all that apply)

- ☐ Working
- ☐ Studying
- ✓ None of the Above

Any further comments?

Are you looking to progress?

yes

Recruitio: Screening Candidates – Criteria & Requirements

The first step in screening applicants when they apply is filtering New Applicants via screening questions

Select answers you want to sort by

Right To Work: How to upload this? If you are a British/Irish citizen, please take a photo of both pages of your passport in the same photo – clear, no glare and no covering of numbers. If your passport has expired, please provide us with a birth certificate & proof of NI via a government-approved document like a P45, payslip etc. If you have a non-British/Irish passport, you will need to upload this as well as an EU share code. You can get access to one through the following link: https://www.gov.uk

- ✓ I've uploaded my RTW on Extra Documents

Are you seeking a full-time or part-time role?
- ✓ Full time (35-45 hours/5+ days)
- ☐ Part time flex (30-35 hours/4 days)
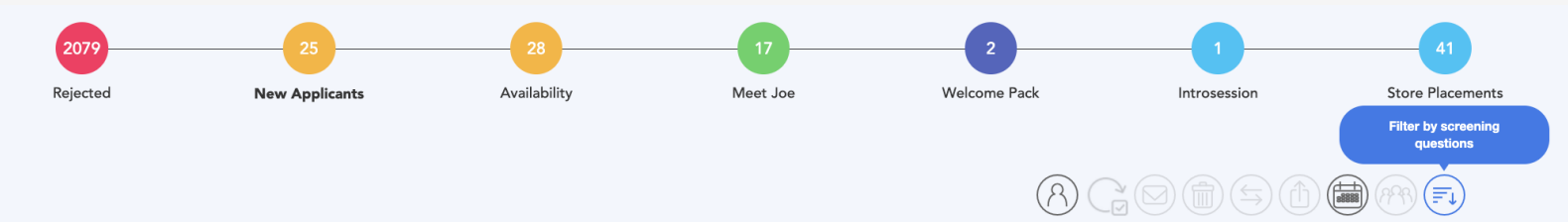- ☐ Part time (8-20 hours/1-3 days)

Are you at least 18 years old?
- ✓ Yes
- ☐ No

Are you seeking a permanent or temporary role?
- ✓ Permanent (6+ months)
- ☐ Temporary (1-6 months)

| 2079 Rejected | 25 New Applicants | 28 Availability | 17 Meet Joe | 2 Welcome Pack | 1 Introsession | 41 Store Placements |

Filter by screening questions

1) Select 'Filter by screening questions' in the task bar to find eligible candidates, whilst selecting the 'New Applicants' bubble

2) Must select the following criteria
   - I've uploaded my RTW on Extra Documents
   - Full-time or Part-time Flex – Make sure you filter twice with only one option selected for availability (The filtering will not work if you select both options)
   - At least 18 years old
   - Seeking a permanent role
   - The other filters you can leave blank, as we look at this later on

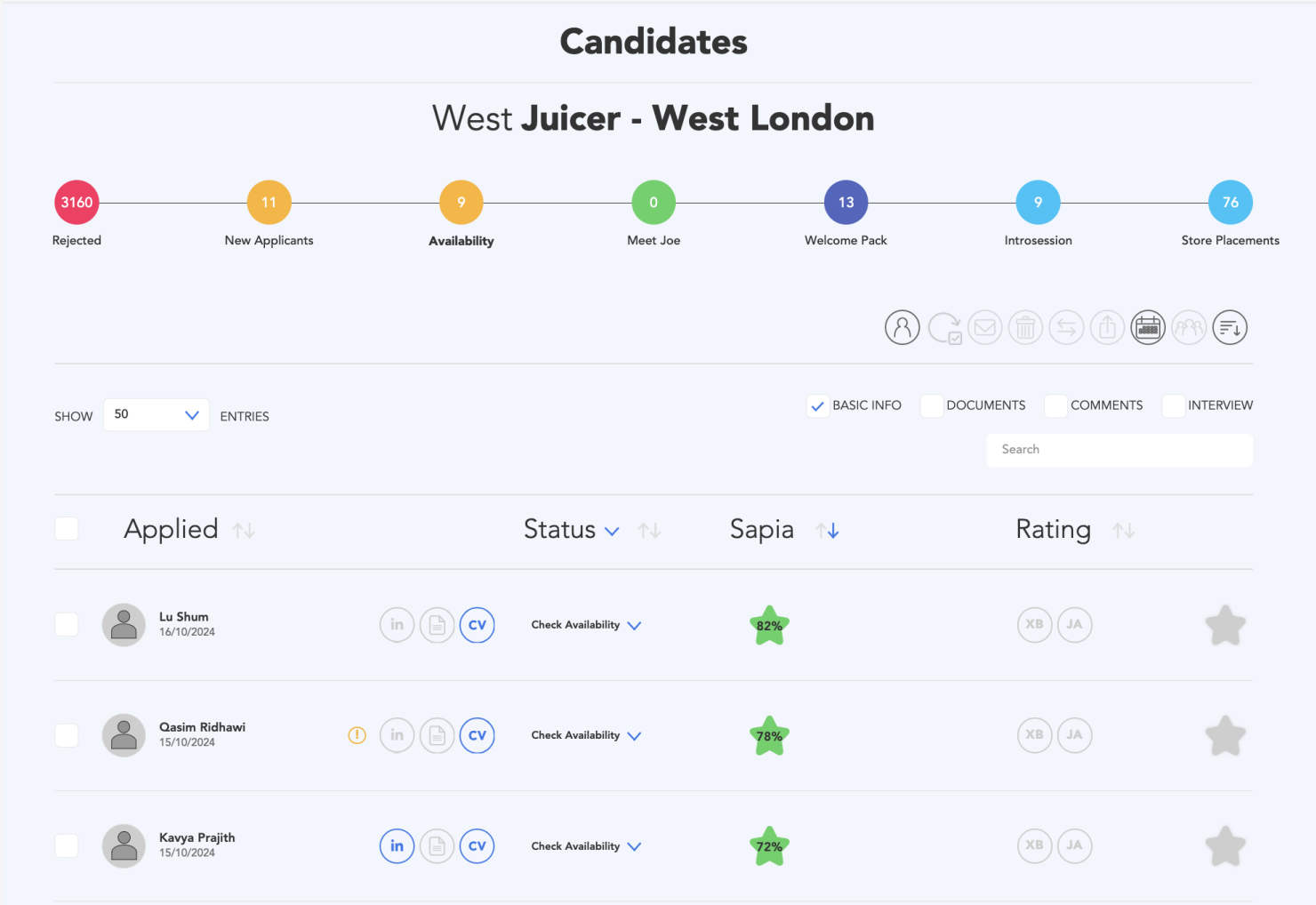3) Click 'Select' to view all eligible candidates for the next stage of screening

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Recruitio: Screening Candidates – Sapia.AI
Filtering candidates that fit the initial screening criteria.

In the 'Availability' bubble you will have all candidates that passed the initial screening – Now we go more in-depth by filtering their exact availability, current situation, and Sapia.AI scores.

1) Any candidates scoring below 40% on Sapia.AI can be rejected via the 'Rejected without interview' email template

2) For candidates between 40%-50%, we will review their Sapia.AI insights individually to make a fair judgement – We will go into this more in depth on the next few slides

3) Candidates who haven't filled in Sapia.AI after 5 days of their initial application can also be rejected – anyone still within these 5 days, we can leave in the bubble until the deadline

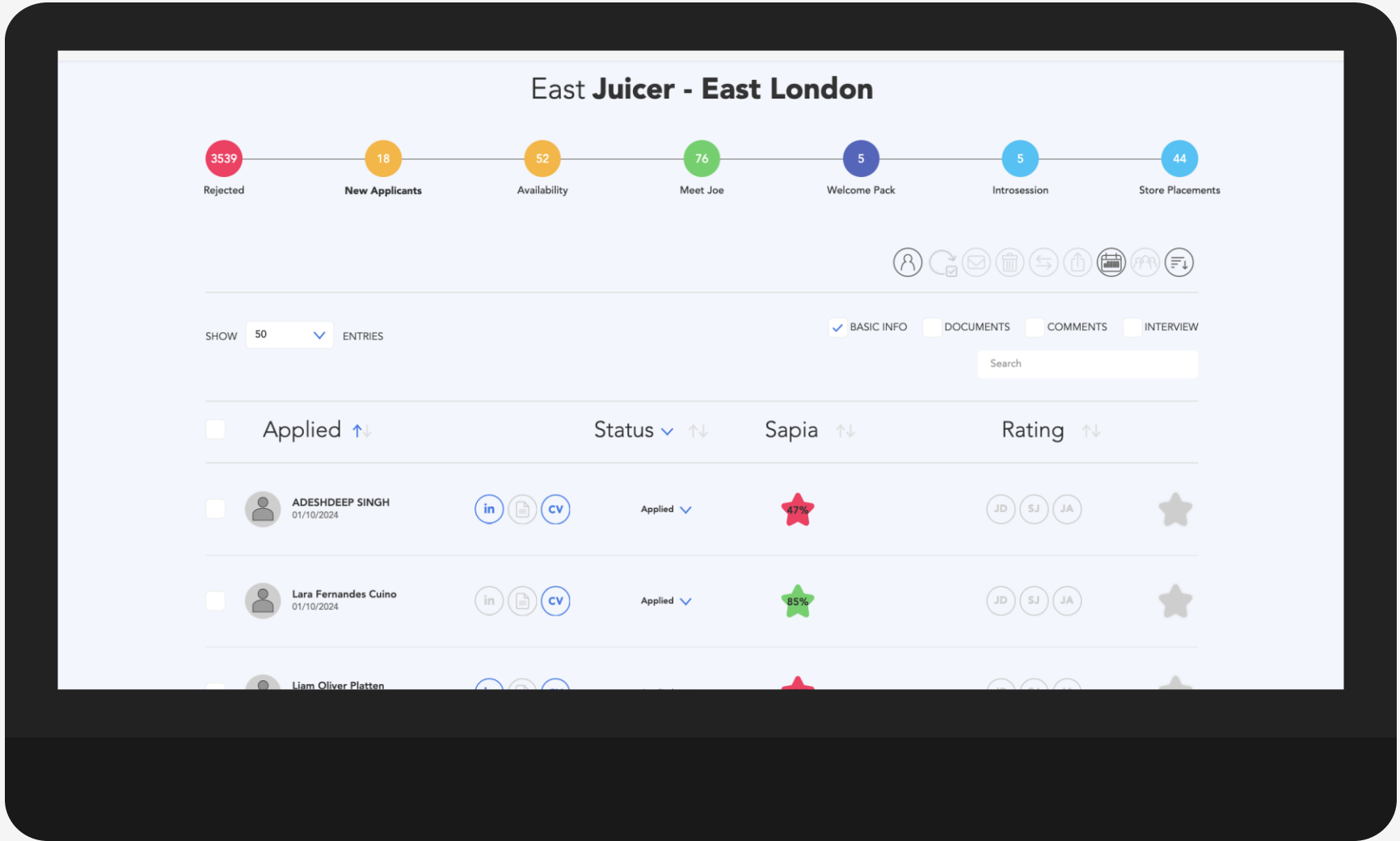4) Filter candidates that have selecting 'Studying' and send a rejection email

The candidates left, we can filter more in-depth by reviewing their application and candidate profile.

Candidates

West **Juicer - West London**

3160	11	9	0	13	9	76
Rejected	New Applicants	Availability	Meet Joe	Welcome Pack	Introsession	Store Placements

SHOW [50 ∨] ENTRIES

☑ BASIC INFO ☐ DOCUMENTS ☐ COMMENTS ☐ INTERVIEW

Search

	Applied ⇅		Status ∨ ⇅	Sapia ⇅	Rating ⇅
☐	Lu Shum 16/10/2024	(in) (📄) (CV)	Check Availability ∨	★ 82%	XB JA ☆
☐	Qasim Ridhawi 15/10/2024	⚠ (in) (📄) (CV)	Check Availability ∨	★ 78%	XB JA ☆
☐	Kavya Prajith 15/10/2024	(in) (📄) (CV)	Check Availability ∨	★ 72%	XB JA ☆

LETS LEARN RECRUITIO

Going through the system

SAPIA

How the platform works

" We value diversity & inclusion and strive to provide equal opportunities. All candidates will be fairly evaluated. "

THE RECRUITMENT FUNNEL

How we filter and identify our candidates
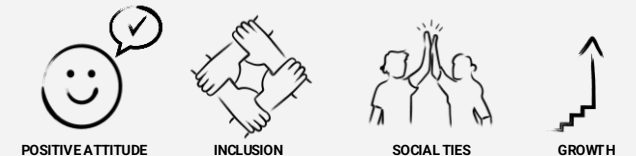
"THE RECRUITMENT FUNNEL"

EMPLOYEE AVAILABILITY

1

Employee Scheduling is the first layer in the funnel since we don't want to proceed with candidates who can't work the **required hours.**
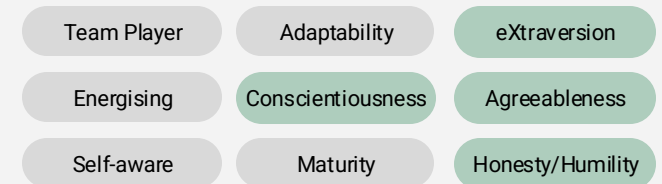
FT ✓   PT ✗   FLEX ✗

VIRTUE PREFERENCE

2

Virtue Preference helps us identify candidates who best fit our culture. Employees with close virtue preferences are more likely to stay and perform well, **improving retention.**

POSITIVE ATTITUDE   INCLUSION   SOCIAL TIES   GROWTH

BEHAVIORAL TRAITS

3

Lastly, we assess '*Behavioral Traits,* ensuring their **traits are close to our best-performing employees**, this will be done through the HEXACO Personality test

Team Player	Adaptability	eXtraversion
Energising	Conscientiousness	Agreeableness
Self-aware	Maturity	Honesty/Humility

Based on the Recruitment Funnel, we ensure the best potential candidates for the job interview before final selection

SAPIA.AI

Why we are using the AI platform

With Sapia.ai ensures a fair and consistent recruitment process for all 300,000+ yearly candidates, selecting the best ones based on Joe & The Juice's criteria.

Description

- An AI platform capable of screening and assessing over 300.000 applications received annually.

- Ensures a **fair and unbiased process** for all candidates

- Screens all candidates based on: **Availability, virtue preference, and behavioral traits.**

- All criteria are defined by JOE to **identify ideal candidates**
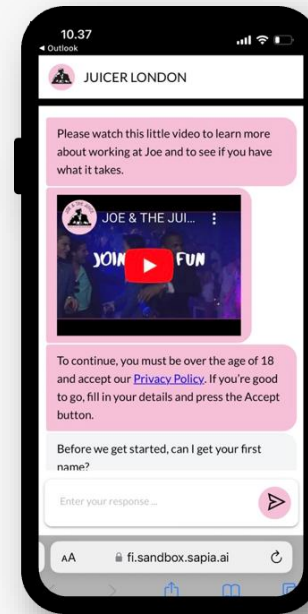
Goal

- ✓ Removing **unconscious bias**

- ✓ Only **hiring the best** candidates

- ✓ Lowering our **employee turnover**

- ✓ Reducing **quick quits**

The system is not tool to replace the human interaction, but rather a helping tool to support the Store Manager be efficient and take better decisions.

EXERCISE: THE APPLICATION JOURNEY

Experiencing the candidate application process

THE APPLICATION EXPERIENCE

1 Fill out information and complete *chat interview*

2 Reflect and discuss how the experience was

BECOME A JUICER

Our juicers are icons, and integral to the Joe culture! Are you ready to join one of our amazing juicer teams? We are hiring worldwide!

APPLY NOW!
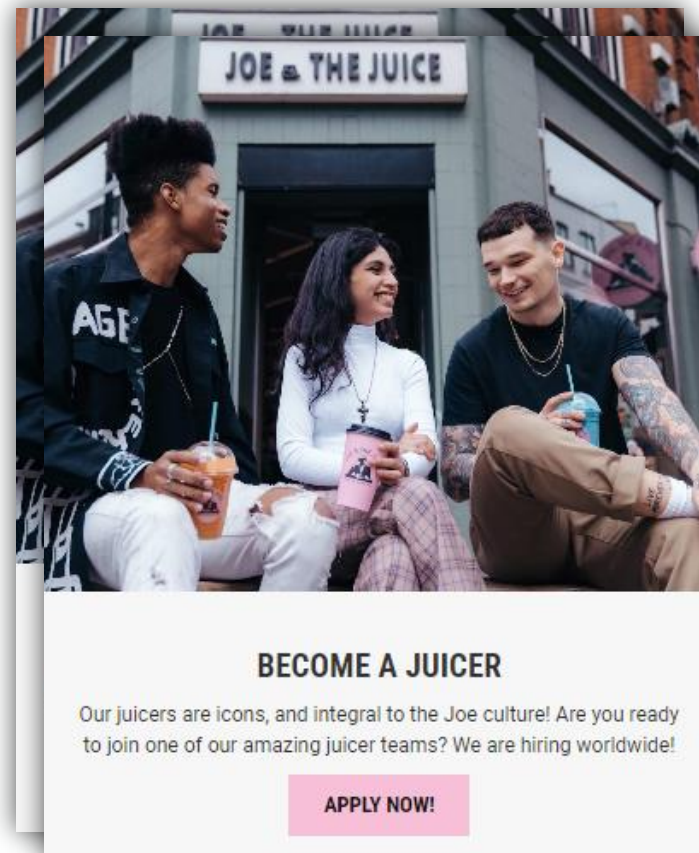
Your overall score and feedback will be available in 1 hour, allowing you to review your overall performance as a Juicer candidate.

A CANDIDATE'S APPLICATION JOURNEY

What they experience from sending application to attending the in-person interview

1 — *THE APPLICATION*

✓ Application filled out through *joejuice.com* **career page**

✓ **Basic personal** information

✓ **Availability** information (FT/PT)

2 — *THE CHAT INTERVIEW*

✓ Personal **introduction**

✓ **Realistic Job Preview** video

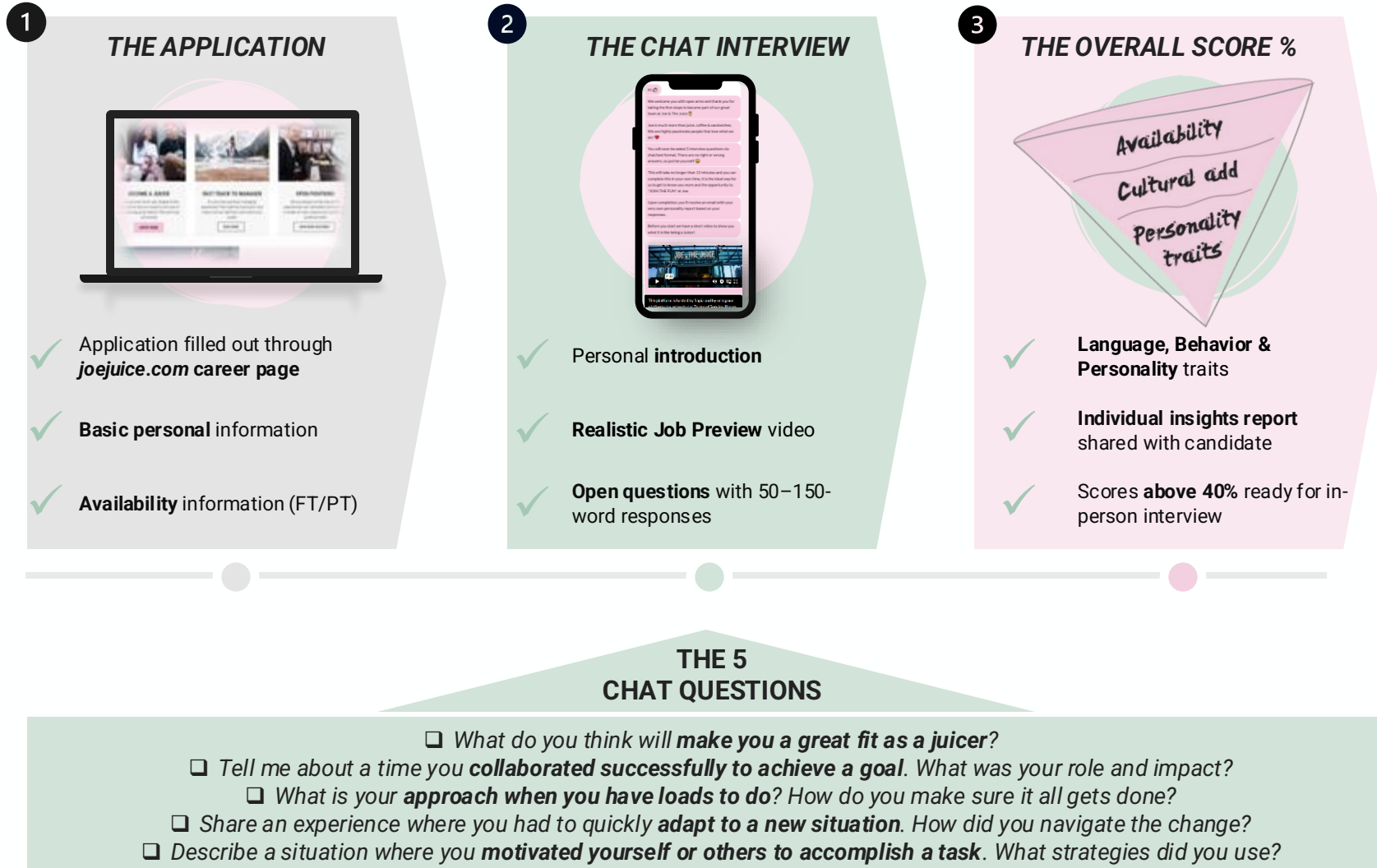✓ **Open questions** with 50–150-word responses

3 — *THE OVERALL SCORE %*

Availability
Cultural add
Personality traits

✓ **Language, Behavior & Personality** traits

✓ **Individual insights report** shared with candidate

✓ Scores **above 40%** ready for in-person interview

THE 5 CHAT QUESTIONS

❑ *What do you think will **make you a great fit as a juicer**?*
❑ *Tell me about a time you **collaborated successfully to achieve a goal**. What was your role and impact?*
❑ *What is your **approach when you have loads to do**? How do you make sure it all gets done?*
❑ *Share an experience where you had to quickly **adapt to a new situation**. How did you navigate the change?*
❑ *Describe a situation where you **motivated yourself or others to accomplish a task**. What strategies did you use?*

THE IDEAL JUICER PROFILE

How we identified the ideal Juicer candidate
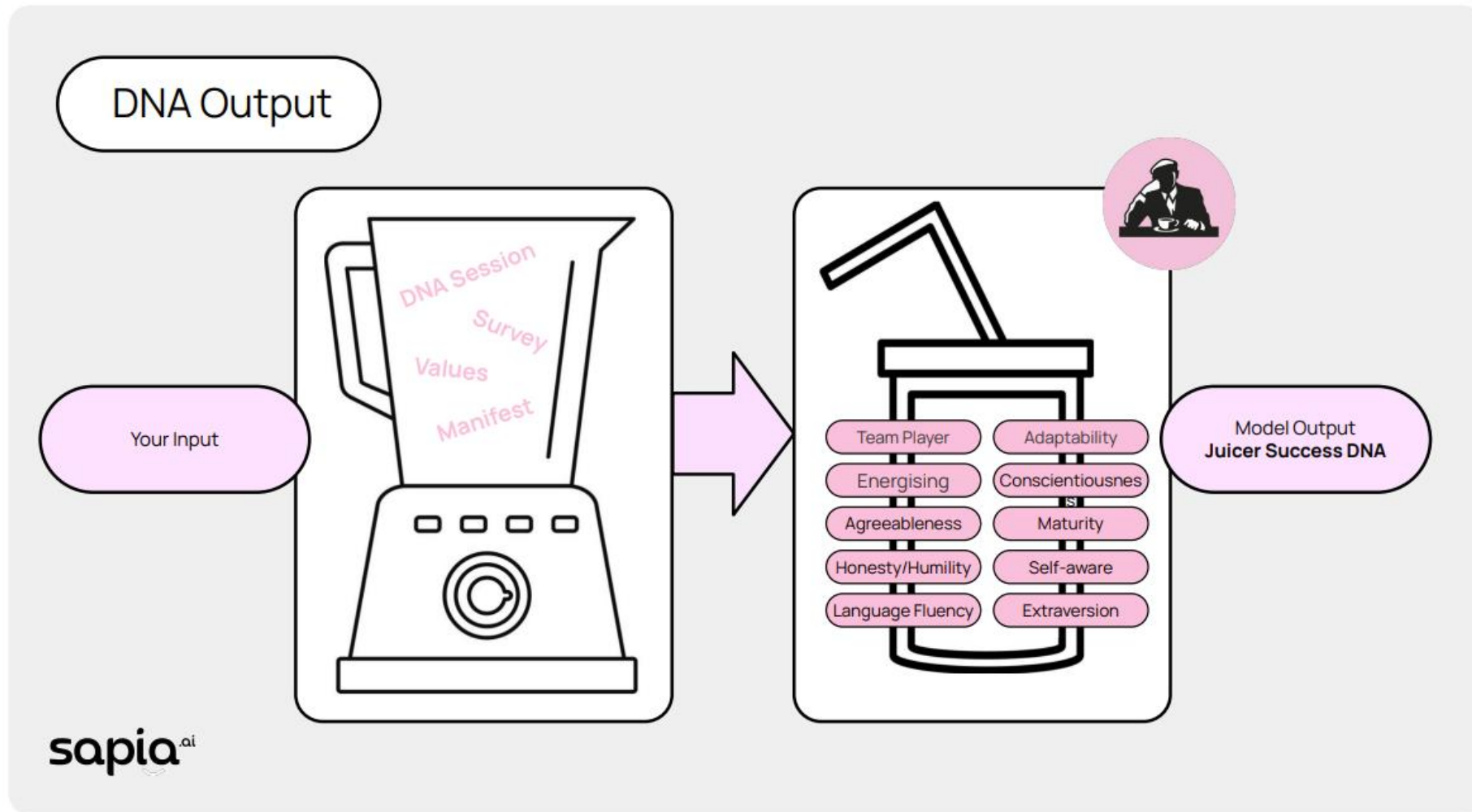
First, we surveyed JOE's top leaders to define a great juicer. Then, we worked with Sapia, incorporating our Company Manifest and Virtues. Combining this with key personality traits, we created the Juicer Success DNA we hire for today.

WHAT DOES SAPIA.AI PROVIDE FOR AN APPLICANT EMPLOYEE JOURNEY?

IS SAPIA.AI A TOOL OR A SOLUTION?

INTERVIEWS

MEET JOE & THE JUICE

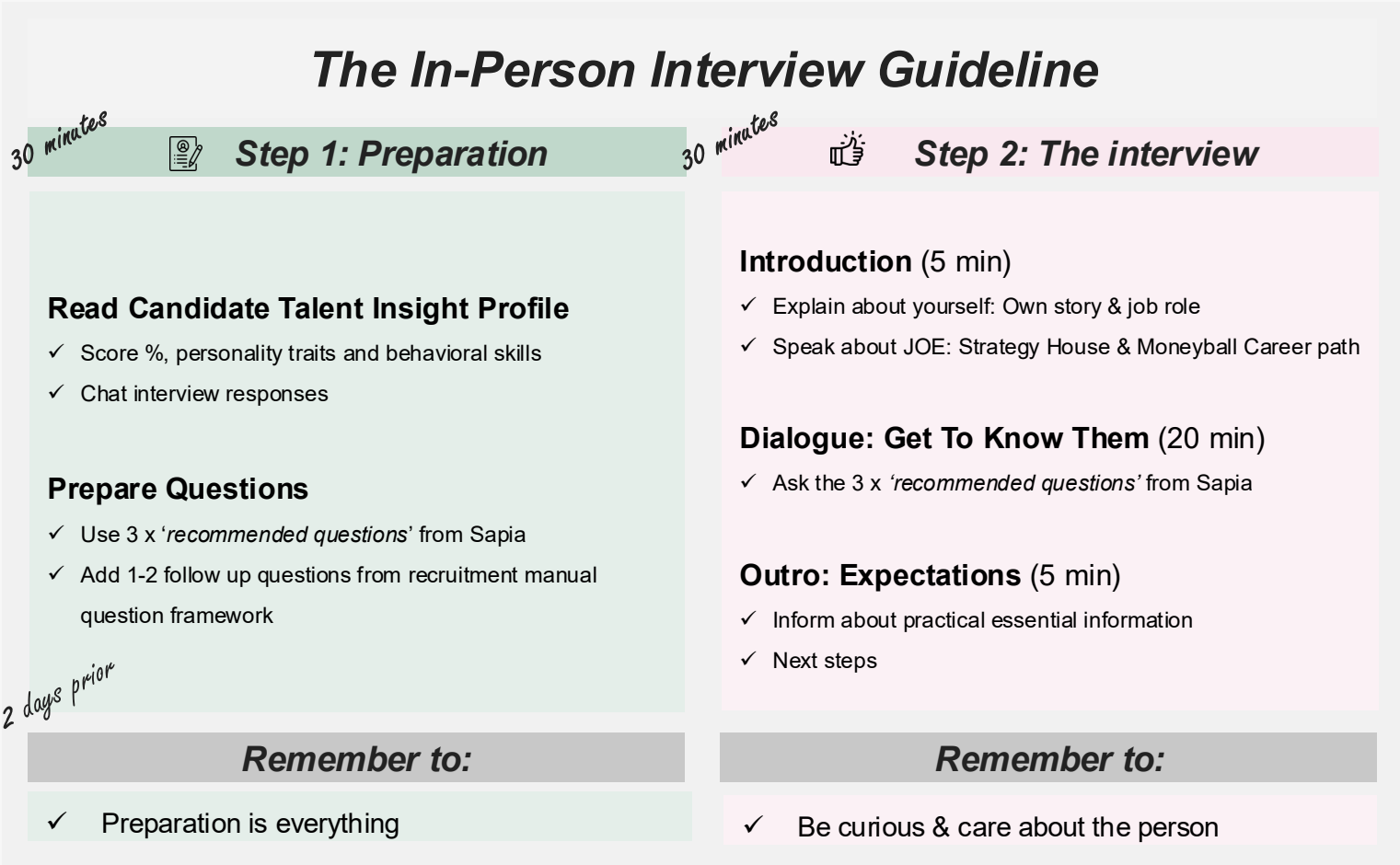# WHAT IS A GOOD IN-PERSON JOB INTERVIEW?

1. *WHICH QUESTIONS ARE IMPORTANT TO ASK?*
2. *HOW DOES THE INTERVIEW FEEL FOR THE CANDIDATE?*
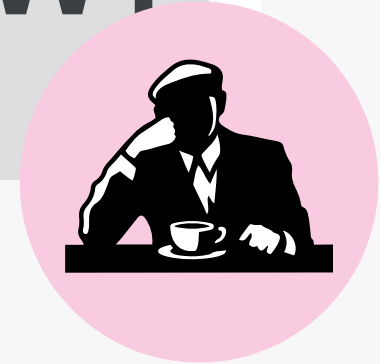
2: THE IN-PERSON INTERVIEW

A guide on how to host a successful in-person job interview

The In-Person Interview Guideline

Step 1: Preparation
30 minutes

Read Candidate Talent Insight Profile
- ✓ Score %, personality traits and behavioral skills
- ✓ Chat interview responses

Prepare Questions
- ✓ Use 3 x '*recommended questions*' from Sapia
- ✓ Add 1-2 follow up questions from recruitment manual question framework

2 days prior

Remember to:
- ✓ Preparation is everything

Step 2: The interview
30 minutes

Introduction (5 min)
- ✓ Explain about yourself: Own story & job role
- ✓ Speak about JOE: Strategy House & Moneyball Career path

Dialogue: Get To Know Them (20 min)
- ✓ Ask the 3 x '*recommended questions*' from Sapia

Outro: Expectations (5 min)
- ✓ Inform about practical essential information
- ✓ Next steps

Remember to:
- ✓ Be curious & care about the person

Always interview by representing our Virtues!

- POSITIVE ATTITUDE
- INCLUSION
- SOCIAL TIES
- GROWTH

The Store Manager uses insights from the Sapia platform to help assessing for cultural fit during the in-person interview

THE INTERVIEW QUESTION BANK

Gaining in-depth information about the candidate's availability, skills and cultural fit

INTRODUCTION
Getting to know the candidate

- Why do you want to work at JOE?
- What are you looking to gain from this role?
- What's your current situation (e.g. studying, working, unemployed)?
- Previous work experience?
- Why are you looking for a new position?
- What do you think are the qualities/skills you would need in this role?
- Can you provide an example of {said skills}?

PROFESSIONAL OUTLOOK
Meeting job requirements

- Why do you think you're well suited to a hospitality role?
- What was your biggest challenge in your previous role and how did you deal with this?
- Can you provide an example of a time you've had to be a quick learner?
- How do you navigate working under pressure?
- What's a weakness of yours and how are you trying to work on this?
- How would you handle a difficult customer?
- Can you tell me about a time you've had to work in a fast-paced environment?

CULTURAL FIT
Ascertaining personality

- What do you like to do outside of work?
- What are you most passionate about?
- What motivates you to go to work every day?
- What are your goals/plans for the next year?

AVAILABILITY CRITERIA
Fitting our minimum criteria

- Do you have any current or upcoming commitments – studying, apprenticeships, graduate schemes etc.?
- What's your availability from Monday-Sunday?
- How many hours/days a week are you looking for?
- Are you able to work between 6.00-23.00?
- Do you have any upcoming holidays/days off for the next 6 months?
- Are you looking for a long-term or temporary position?
- How far are you happy to commute?
- Do you have any issues handling any products?
- Would there be any upcoming changes to your availability?
- Start date?

3: THE SELECTION

How to identify best candidate based on the in-person job interview

CRITERIA

1. FUTURE PLANS & OTHER COMMITMENTS
- ❑ *Do they have any career goals, courses, or other commitments that may affect their availability at JOE?*

2. PASSIONS & VIRTUES
- ❑ *What are their hobbies and interests? Do they align with JOE's virtues, such as health, growth & social ties?*

3. AVAILABILITY
- ❑ *Are they looking for full or part-time work? Any upcoming changes, holidays, or limitations? When is start date?*

4. CULTURE/HISTORY
- ❑ *Are they familiar with JOE's history, culture, and virtues? Have they been a guest before?*

5. EXPECTATIONS
- ❑ *What do they expect from the role? What tasks do they anticipate doing daily? What do they hope to gain?*

6. WORK ETHIC
- ❑ *What relevant skills and work experience do they have? Can they share examples that show suitability for hospitality?*

GREEN FLAGS

1. FUTURE PLANS & OTHER COMMITMENTS
- ✓ *Wants to grow within the company, prioritizes hospitality as a career.*

2. VIRTUES/PASSIONS
- ✓ *Enjoys group activities, sports, or hobbies that show dedication. Passionate about health, nutrition, and social ties.*

3. AVAILABILITY
- ✓ *Available at least 4 days per week, committed long-term, flexible with shifts, minimal extended holidays.*

4. CULTURE/HISTORY
- ✓ *Researched the company, understands the culture, values, and history, has been a guest.*

5. EXPECTATIONS
- ✓ *Understands the job—making products, customer experience, cleaning, and working in a fast-paced environment.*

6. WORK ETHIC
- ✓ *Thrives in fast-paced environments, works well under pressure, enjoys teamwork, eager to learn.*

RED FLAGS

1. FUTURE PLANS & OTHER COMMITMENTS
- ✗ *Seeking a temporary role, has conflicting commitments, or plans to switch industries soon.*

2. VIRTUES/PASSIONS
- ✗ *No clear interests, lack of enthusiasm, or no alignment with JOE's virtues.*

3. AVAILABILITY
- ✗ *Limited availability, short-term commitment, frequent long holidays, or unwilling to adjust schedules.*

4. CULTURE/HISTORY
- ✗ *No knowledge of JOE, didn't research, just applying randomly for any job.*

5. EXPECTATIONS
- ✗ *Unclear or unrealistic expectations, not prepared for physical work, or doesn't grasp key responsibilities.*

6. WORK ETHIC
- ✗ *Poor attitude, struggles in teams, job-hopping history, resistant to feedback.*

Furthermore, as an overall impression when selecting -> observe body language throughout the interview—look for confidence without arrogance and a positive energy

EXERCISE: THE IN-PERSON JOB INTERVIEW

Hosting a job interview based on Sapia's recommended questions

THE IN-PERSON INTERVIEW

1 **INDIVIDUAL:**
- ➤ Read your colleagues Talent Insight Sapia Profile
- ➤ Prepare interview based on info & *recommended questions*

2 **TOGETHER:**
- ➤ Host *3-minute fast-track* interview by utilizing the 3 x *'recommended questions' from Sapia*
- ➤ Swap roles so both tries to be Store Manager & Juicer Candidate
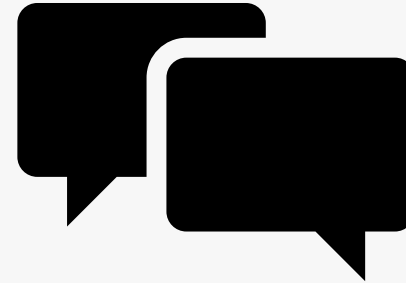
Based on the in-person job interview, the Store Manager will be able to determine whether the candidate is a cultural fit or add to the store.

Post-Interview Decision: Successful Candidates

If a candidates is successful in an interview, we must also evaluate the final 3 practicalities.

	Applied ⇅		Status ⌄ ⇅	Sapia ⇅	Rating ⇅
☐	**Rochelle Rebecca Reid** 14/10/2024	in 📄 CV	To Be Hired ⌄	⭐ 73%	JD SJ JA ⭐
☐	**Rupa Jane Shah Burn** 17/10/2024	in 📄 CV	To Be Hired ⌄	⭐ 69%	JD SJ JA ⭐

Requests/Store Placements

Are they able to reasonably commute to a store with a TR request? Does their availability fit the criteria needed for the store?

Start Date

Are they able to start on time and in line with the TR requests?

Right to Work Documents

Do they have a right to work in the UK?

Post-Interview Decision: Store Placements

How to decide store placements for potential hires – always have a store and start date in place before hiring.

Citymapper

London
Switch City

| Start | E9 5AP |
| End | 113 Cannon Street |

Now **Arrive** Leave — Set

Tomorrow 06 00

| | 74 min | | 41 min | | 24 min |
| Walk | Leave 04:46 | Cycle | Leave 05:19 | Cab | Leave 05:35 |

Suggested

| 🚌 26 | £1.75 | 26 min |
| Leave 05:28 | | |

| 🚶 · 🚌 277 / N277 · Ⓤ | £4.55 | 34 min |
| Leave 05:20 | | |

| 🚶 · 🚌 277 / N277 · Ⓤ | £4.55 | 37 |

Check Commute

Check the commute to the store for 6AM, mid-day, weekends, and leaving at closing. It should always be 1 hour> and with minimal changes and cost £5>.

Notes: Add disclaimers for people with good eyes

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Checking Right to Works

How to check a candidate's Right to Work documents – this is absolutely essential for compliance.

Right to Work Checks

Every candidate must have a valid Right to Work in the UK – check their uploaded documents on Recruitio, and if this has been uploaded incorrectly, chase via email. This must also be checked in-person.

Option 1: UK/Irish Passport

Must be full document (top and bottom pages, clear, no glare, no numbers covered). Confirm the photo is the candidate you met, it must be in-date, and they must be over 18.

Option 2: UK Birth Certificate and National Insurance

Both full documents uploaded – clear, no glare, no information covered. NI must be on an official document (e.g. Payslip, P45, or letter from HMRC).

Option 3: International Passport and EU Sharecode

The same passport rules apply as a UK/Irish passport.
Any candidate with an international passport must also upload an EU sharecode – we will go over this on the next slide.

AGENDA

1   Why is this skill important?

2   How to master the skill

3   **Sum-up and Impact**

4   How to apply into practice

SUM-UP AND IMPACT

From class-room theory to practical in-store skills

What are your **key learnings?**

THE RECRUITMENT FLOW
Phases from Requesting to Hiring a Juicer
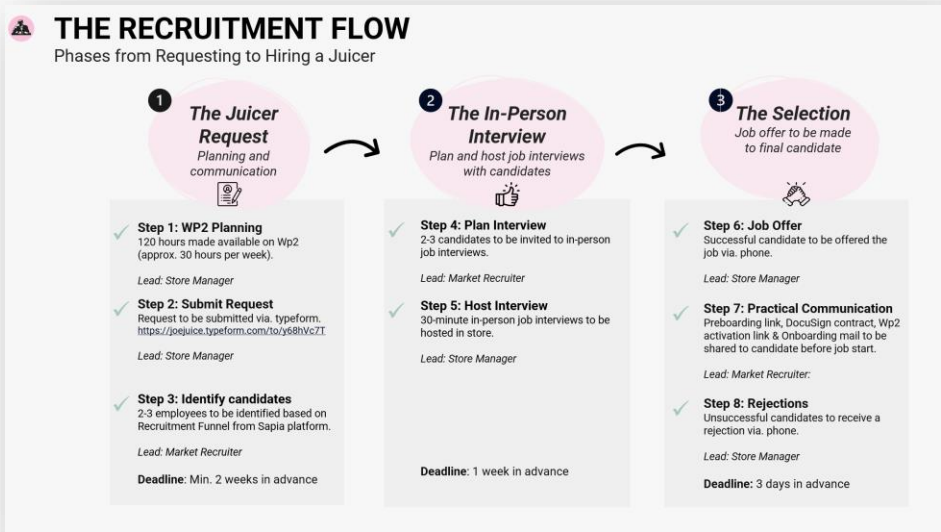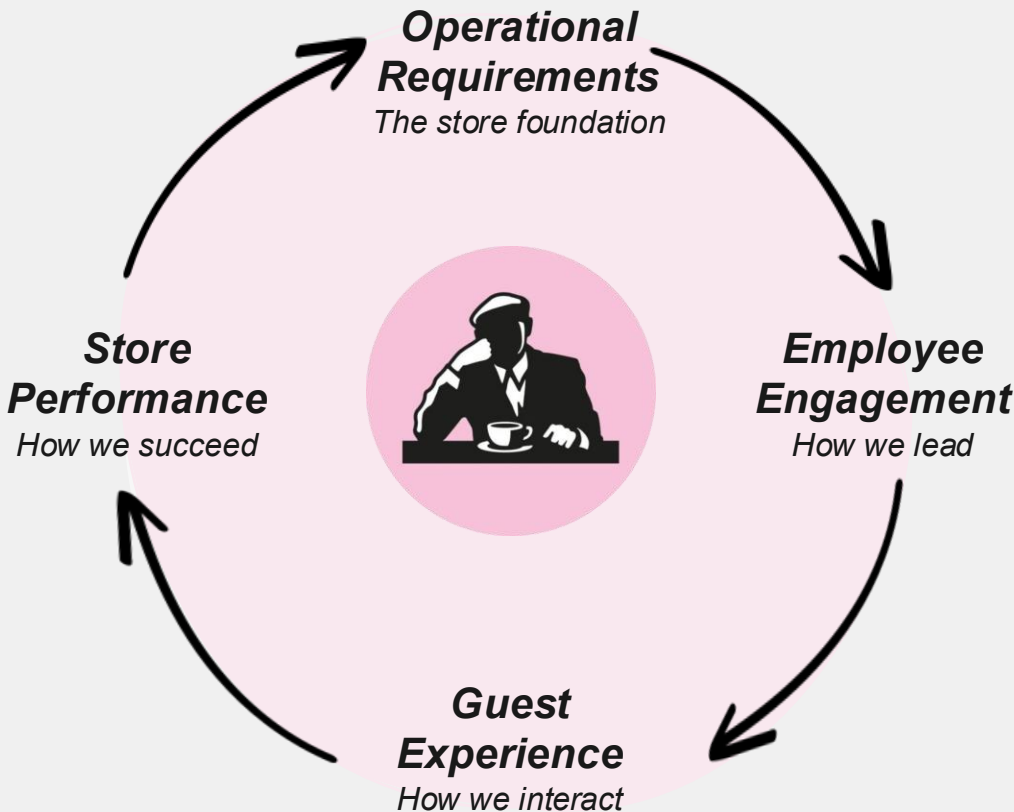
1 The Juicer Request
Planning and communication

2 The In-Person Interview
Plan and host job interviews with candidates

3 The Selection
Job offer to be made to final candidate

Step 1: WP2 Planning
120 hours made available on Wp2 (approx. 30 hours per week).
Lead: Store Manager

Step 2: Submit Request
Request to be submitted via. typeform.
https://joejuice.typeform.com/to/y68hVc7T
Lead: Store Manager

Step 3: Identify candidates
2-3 employees to be identified based on Recruitment Funnel from Sapia platform.
Lead: Market Recruiter
Deadline: Min. 2 weeks in advance

Step 4: Plan Interview
2-3 candidates to be invited to in-person job interviews.
Lead: Market Recruiter

Step 5: Host Interview
30-minute in-person job interviews to be hosted in store.
Lead: Store Manager

Deadline: 1 week in advance

Step 6: Job Offer
Successful candidate to be offered the job via. phone.
Lead: Store Manager

Step 7: Practical Communication
Preboarding link, DocuSign contract, Wp2 activation link & Onboarding mail to be shared to candidate before job start.
Lead: Market Recruiter:

Step 8: Rejections
Unsuccessful candidates to receive a rejection via. phone.
Lead: Store Manager

Deadline: 3 days in advance

CIRCLE OF OPERATIONAL EXCELLENCE

Operational Requirements
The store foundation

Employee Engagement
How we lead

Guest Experience
How we interact

Store Performance
How we succeed

How does mastering these skills affect each area within
the Circle of Operational Excellence **in your store?**

YOUR RECRUITMENT MANUAL
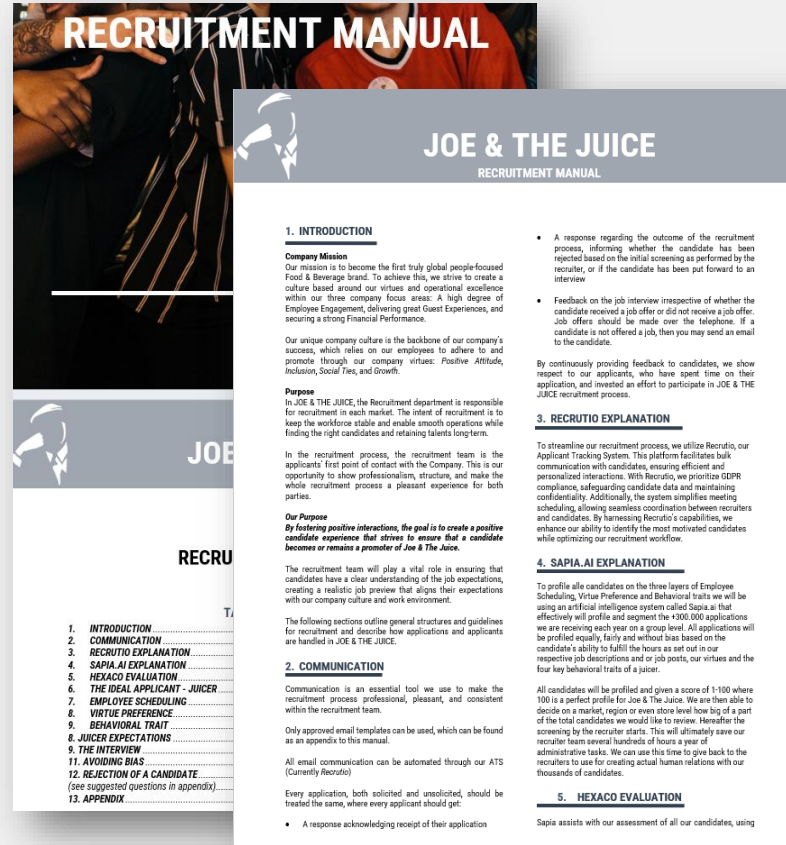
Our Global Standards and Recruitment Manual is to be followed at all times

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