



# ONBOARDING

Moneyball 2.0 Leadership Training



Proudly made in JOE collaboration with

*Sebastian Jeppesen*

#663 - Head of Recruitment



# AGENDA

- 1 **Why is this skill important?**
- 2 How to master the skill
- 3 Sum-up and Impact
- 4 How to apply into practice



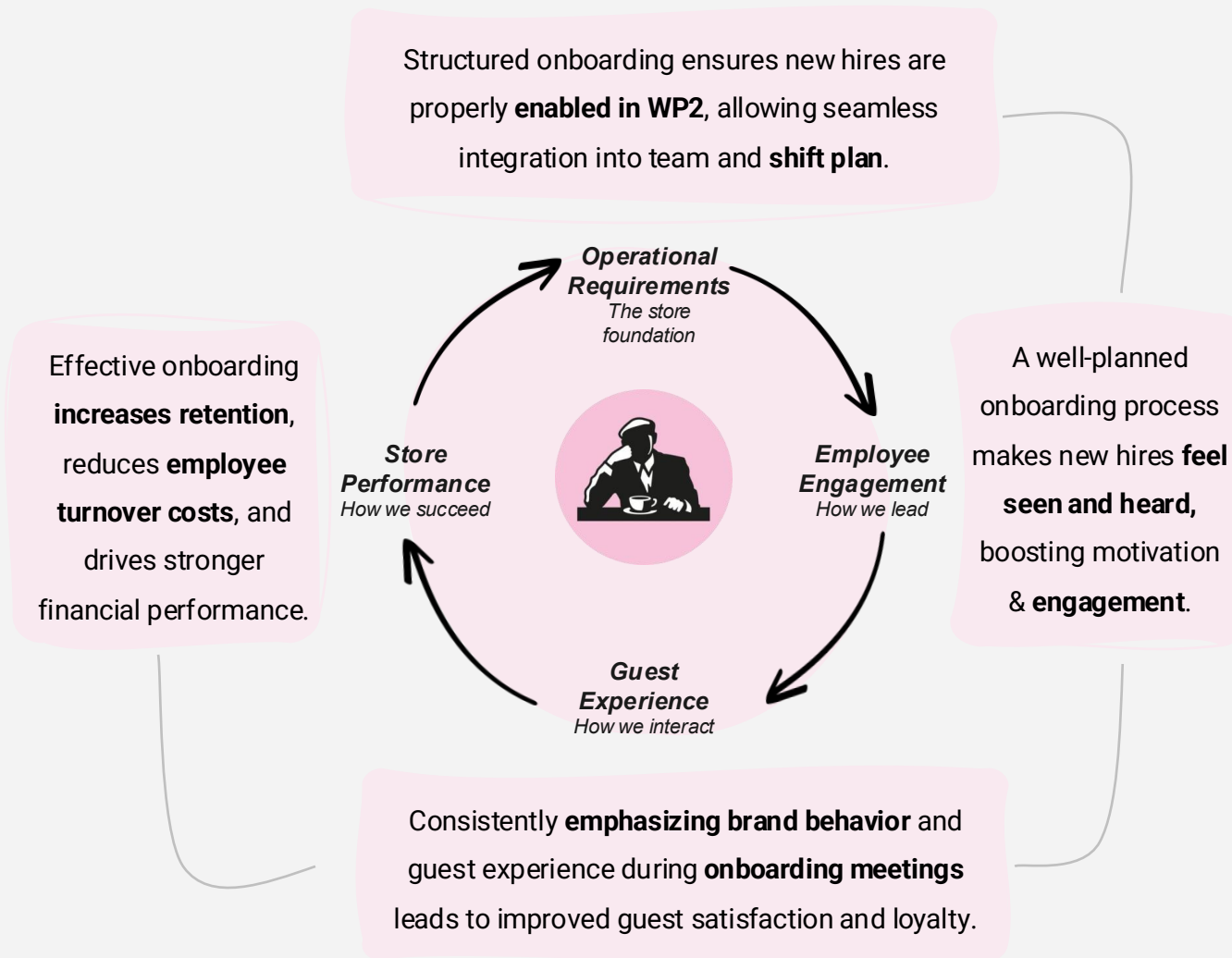
# WHY IS THIS SKILL IMPORTANT?

Learning goals for this session

## LEARNING GOALS

Learn the complete on-boarding flow from pre-boarding to in-store on-boarding to ensure the best start for a new employee.

1. Understand practical **pre-boarding** steps for a **new hire**
2. Master the **pre-boarding manager tasks**
3. Excel in the **in-store onboarding hour**
4. Plan in the **five touch base meetings** during first 3 months





# AGENDA

## 1 Why is this skill important?

### **How to master the skill**

- ## 2
- The pre-boarding manager tasks
  - The in-store onboarding hour
  - The in-store touch base meetings

## 3 Sum-up and Impact

## 4 How to apply into practice







## OPEN QUESTION

**HOW WAS YOUR  
ONBOARDING WHEN YOU  
FIRST STARTED?**

*WHAT WENT WELL AND WHAT COULD HAVE BEEN BETTER?*





# PRE-BOARDING



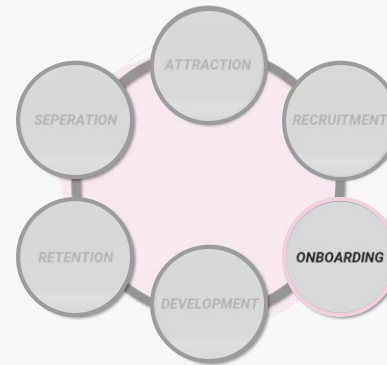
WELCOME TO THE TEAM!

We are so excited to welcome you to the Joe & the Juice Team! This packet contains information that will help start your journey at Joe! Please save a copy of this document for personal reference.

Our pre-boarding sets new hires up for success at Joe & the Juice. It's an intro to our values, the Juicer's day, and what it means to be part of the team—all while gathering what we need to support them.

## Description

When we onboard, structure is key—it gathers all the essential info needed to set up the new hire, making them eligible to receive their contract and ensuring everything's ready for payroll. From there, we dive into what it means to be a Juicer—our values, the daily vibe, and everything they need to start strong



## Goal

The goal of our pre-boarding is to give new hires a strong foundation by introducing them to our values, expectations, and daily routines. This way, they'll feel confident and prepared as they begin their journey, helping to set the stage for a positive experience and long-term retention.



# PRE-BOARDING

A smooth start to the employee journey



A new employee will complete the pre-boarding documents for a successful practical on-boarding as well as getting started with the initial learning journey.



# THE MANAGER PRE-BOARDING TASKS

Tasks to complete before start of your new Juicer

## THE STEPS

1

### TRAINING PLAN



- ☐ Assign hours following availability of new hire (add pre-booked vacation)
- ☐ Plan in Station Exams & all touch base meetings
- ☐ Add all training Tags (incl. Onboarding Hour (both new hire & manager))



2

### PHONE CALL



- ☐ Call new hire to plan in-store onboarding (DON'T BE ON SHIFT)
- ☐ Ensuring confidence ahead of starting BTC (e.g. any questions they have)
- ☐ Include any important details about their first day and training plan



3

### WELCOME MAIL



- ☐ Store name & address
- ☐ Contact Details (incl. email & phone # of all in-Store Management)



## EXAMPLE OF A WELCOME MAIL

**Dear [NAME OF NEW JUICER],**

*Congratulations on your new position at Joe & The Juice! I am very happy to welcome you to our team and look forward to working with you.*

**Start date and location:**

*You will start at [NAME OF BAR] on [DATE], where we have planned a thorough training period to ensure you get the best possible start.*

**Who to contact:**

**(STORE MANAGER + ASSISTANT STORE MANAGER)**

**Next steps:**

**WorkPlanner2 activation link:**

*You have received an email with the link to Workplanner2. This gives you access to our internal system, where you can view your schedule and find other important information.*

**Vacation and days off:**

*If you have any pre-booked vacations or days off within the next 8 weeks, please let me know so we can plan the training accordingly.*

**Onboarding planning:**

*We confirmed on the phone call your first day (**INSERT START DAY**) to go through the in-store onboarding and finalize the last details so that you are well-prepared for your first day.*

*If you have any questions along the way, you are always welcome to contact me directly. I am here to make sure you get a great start!*

*We are excited to have you on the team and look forward to the energy and engagement you will bring.*







## OPEN QUESTION

**DID YOU PARTICIPATE IN A  
IN-STORE ONBOARDING  
BEFORE YOUR FIRST SHIFT?**





# IN-STORE ONBOARDING STRUCTURE

How to ensure that your new juicer thrives throughout the first 3 months

*In-store onboarding process helps our new hires feel confident, improve experience, and provide ongoing support and guidance.*

## Description

The overall in-store onboarding has **two parts**:

- **Part 1:** A one-hour meeting where the Store Manager introduces practical info, store orientation, training expectations, and key topics from pre-boarding.
- **Part 2:** Five one-on-one touch base meetings over eight weeks to provide ongoing support and development.



## Goal

We strive to give our new hires the knowledge and skills to succeed, be confident and hereby:

- **Reduce early turnover** – Improve the 154% employee turnover rate (2024), especially in the first 3 months.
- **Encourage ownership** – Strengthen responsibility for both Managers and Juicers.
- **Strengthen collaboration** – Build a positive team feedback culture and social ties.
- **Boost engagement** – Create a more motivated and scalable workforce.



## OPEN QUESTION

**WHAT ARE THE MOST  
IMPORTANT FACTORS FOR  
YOU WHEN ONBOARDING  
NEW JUICERS?**





AS WE SAY

“YOU NEVER GET A

SECOND CHANCE TO MAKE A

GOOD FIRST IMPRESSION”





# A GOOD FIRST IMPRESSION

How to welcome your new hire on day 1

## A SIMPLE DO'S AND DON'TS GUIDELINE



### GOOD FIRST IMPRESSION

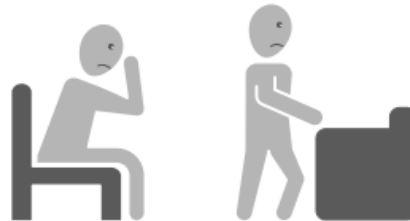


#### A great first impression:

- ✓ Use positive body language and smile
- ✓ Be inclusive, attentive, and appreciative
- ✓ Be well prepared
- ✓ Act professional



### BAD FIRST IMPRESSION



#### Usual mistakes:

- ❖ Being on shift when meeting the Juicer
- ❖ Not being prepared
- ❖ Being stressed or unfocused
- ❖ First day of BTC on a peak day

## FOUR ADVICES ABOUT POSITIVE BODY LANGUAGE

1. **Confident posture** – Stay tall and open in a relaxed posture to show confidence and make your new Juicer feel welcome.
2. **Make eye contact** – Look at your new Juicer when speaking to show you are engaged and happy they are here.
3. **Smile naturally** – A warm smile helps your new Juicer feel comfortable and appreciated.
4. **Use open gestures** – Nod, use your hands naturally, and avoid crossing your arms to show openness and support.



# THE IN-STORE ONBOARDING MEETING

What to go through during the 1-hour on-boarding meeting before a Juicer's first shift

## THE ONBOARDING HOUR



### 1. Welcome (15m)

#### The Preparation

- ✓ Ensure you are available at scheduled time
- ✓ Offer a Coffee/Juice etc.
- ✓ Find suitable table to talk

#### The Introduction

- ✓ Who you are/what your role is.
- ✓ A little about you (i.e., your 'Joe Journey.')
- ✓ A little about them (i.e., outside interests.)
- ✓ How was Onboarding so far (i.e., Intro session)

#### Attensi / Courses

- ✓ Check Completed Attensi Modules
- ✓ Food Safety/Anti-Harassment Courses



### 3. Workplanner (15m)

#### Introduction to WP2

- ✓ How to access
- ✓ How to find Store Shiftplan
- ✓ How to find My-Shiftplanner

#### Introduction to Shiftplanner

- ✓ How to navigate weeks
- ✓ How to see upcoming shifts
- ✓ How to find phone # (clicking on Name)
- ✓ How to see & request vacations

#### Introduction to Tags

- ✓ Brief introduction to Moneyball roles
- ✓ Brief introduction to shift training tags



### 2. Training Plan (15m)

#### Training Plan

- ✓ Walk through training plan
- ✓ Breakdown of week-by-week
- ✓ Alignment with availability

#### Outline your Expectations

- ✓ Punctuality / Dress-Code
- ✓ Pass relevant Attensi Module(s) on time
- ✓ Pass relevant Tests (Attensi) on time
- ✓ Agreement on above as reasonable

#### Recap

- ✓ Dates of scheduled Validation/exams
- ✓ Dates of scheduled Touch bases



### 4. Store Orientation (15m)

#### Introduction to Store

- ✓ Fire escapes & procedures
- ✓ Stockroom, (storing belongings)
- ✓ Toilet (storage of cleaning products)

#### Introduction to Bar

- ✓ Sink Purposes
- ✓ Clock-in App
- ✓ How to register Employee Meals
- ✓ Cabinets & Fridges (finding ingredients)

#### Introduction to Team

- ✓ Names & job roles
- ✓ Contacts, other in-Store Management

This is a great opportunity to set expectations and demonstrate our virtues. *Be prepared and make a good first impression.*  
 WP2 'Onboarding' tag to be added on both the employee and Manager.

OH : Training on top





# THE FIVE TOUCH BASE MEETINGS

The 15-minute meetings throughout the employee on-boarding journey



The Touch Base meetings are similar to the Yellow Development Talk where the focus is to ask open questions, making sure employee feels seen and heard



## AFTER 7 DAYS INTRODUCTION

- How has the work in Joe & the Juice aligning with the Juicers expectations?
- How have the Juicers new colleagues received them as a new team member?



## AFTER 14 DAYS SUCCESS & CHALLENGES

- What successes have the Juicer experienced since they started?
- What challenges have been the biggest and what can you do together to overcome them?



## AFTER 21 DAYS SETTING GOALS

- Have the Juicer describe how their training period has been, compared to their expectations.
- Set goals with the Juicer and agree on 3 focus points.



## AFTER 1 MONTH PERFORMANCE SHIFT PREPERATION

- Follow up on training and plan towards Performance Shift
- What has been the Juicers biggest success?
- What rewards and recognitions has been most valuable to the Juicer?



## AFTER 2 MONTHS DEVELOPMENT

- Discuss how it has been to work with the three focus points discussed at 3<sup>rd</sup> meeting
- How has the Juicers journey been so far?
- Explain what it takes to progress and present Moneyball structure
- How does the Juicer see themselves progress?



All touch base meetings (15 min) to be planned and registered on WP2 with tags, prior to a shift

Touch bases



# 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 FIVE TOUCH BASE MEETINGS

The 15-minute touch base meetings throughout the employee on-boarding journey

The Touch Base meetings are similar to the Yellow Development Talk where the focus is to ask open questions, making sure employee feels seen and heard

AFTER 7 DAYS  
INTRODUCTION

- How has the work in Joe & the Juice aligning with the Juicers expectations?
- How have the Juicers new colleagues received them as a new team member?

AFTER 14 DAYS  
SUCCESS & CHALLENGES

- What successes have the Juicer experienced since they started?
- What challenges have been the biggest and what can you do together to overcome them?

AFTER 21 DAYS  
SETTING GOALS

- Have the Juicer describe how their training period has been, compared to their expectations.
- Set goals with the Juicer and agree on 3 focus points.

AFTER 1 MONTH  
PERFORMANCE SHIFT PREPERATION

- Follow up on training and plan towards Performance Shift
- What has been the Juicers biggest success?
- What rewards and recognitions has been most valuable to the Juicer?

AFTER 2 MONTHS  
DEVELOPMENT

- Discuss how it has been to work with the three focus points discussed at 3<sup>rd</sup> meeting
- How has the Juicers journey been so far?
- Explain what it takes to progress and present Moneyball structure
- How does the Juicer see themselves progress?

All touch base meetings (15 min) to be planned and registered on WP2 with tags, prior to a shift

THE ONBOARDING HOUR			
1. Welcome (15m)	3. Workplanner (15m)	2. Training Plan (15m)	4. Store Orientation (15m)
<p><b>The Preparation</b></p> <ul style="list-style-type: none"><li>Ensure you are available at scheduled time</li><li>Offer a Coffee/Juice etc.</li><li>Find suitable table to talk</li></ul> <p><b>The Introduction</b></p> <ul style="list-style-type: none"><li>Who you are/what your role is.</li><li>A little about you (i.e., your 'Joe Journey.')</li><li>A little about them (i.e., outside interests.)</li><li>How was Onboarding so far (i.e., Intro session)</li></ul> <p><b>Attensi / Courses</b></p> <ul style="list-style-type: none"><li>Check Completed Attensi Modules</li><li>Food Safety/Anti-Harassment Courses</li></ul>	<p><b>Introduction to WP2</b></p> <ul style="list-style-type: none"><li>How to access</li><li>How to find Store Shiftplan</li><li>How to find My-Shiftplanner</li></ul> <p><b>Introduction to Shiftplanner</b></p> <ul style="list-style-type: none"><li>How to navigate weeks</li><li>How to see upcoming shifts</li><li>How to find phone # (clicking on Name)</li><li>How to see &amp; request vacations</li></ul> <p><b>Introduction to Tags</b></p> <ul style="list-style-type: none"><li>Brief introduction to Moneyball roles</li><li>Brief introduction to shift training tags</li></ul>	<p><b>Training Plan</b></p> <ul style="list-style-type: none"><li>Walk through training plan</li><li>Breakdown of week-by-week</li><li>Alignment with availability</li></ul> <p><b>Outline your Expectations</b></p> <ul style="list-style-type: none"><li>Punctuality / Dress-Code</li><li>Pass relevant Attensi Module(s) on time</li><li>Pass relevant Tests (Attensi) on time</li><li>Agreement on above as reasonable</li></ul> <p><b>Recap</b></p> <ul style="list-style-type: none"><li>Dates of scheduled Validation/exams</li><li>Dates of scheduled Touch bases</li></ul>	<p><b>Introduction to Store</b></p> <ul style="list-style-type: none"><li>Fire escapes &amp; procedures</li><li>Stockroom, (storing belongings)</li><li>Toilet (storage of cleaning products)</li></ul> <p><b>Introduction to Bar</b></p> <ul style="list-style-type: none"><li>Sink Purposes</li><li>Clock-in App</li><li>How to register Employee Meals</li><li>Cabinets &amp; Fridges (finding ingredients)</li></ul> <p><b>Introduction to Team</b></p> <ul style="list-style-type: none"><li>Names &amp; job roles</li><li>Contacts, other in-Store Management</li></ul>

Onboarding Manual is to be followed at all times

[Click here to access](#)

© 2024 JOE & THE JUICE. All rights reserved.

17



# AGENDA

- 1 Why is this skill important?
- 2 How to master the skill
- 3 Sum-up and Impact
- 4 **How to apply into practice**





# HOW TO APPLY INTO PRACTICE

From practical in-store skills to daily, weekly, and monthly habits

<b>Assistant Store Manager</b>	Assists the Store Manager with on-boarding scheduling. Capable of leading processes in the absence of the Store Manager
<b>Store Manager</b>	Responsible for communicating with the new juicer before their first day, hosting in store onboarding meetings and touch-bases throughout employee journey
<b>District Manager</b>	Mentors and supports Store Manager in completing on-boarding procedures and oversees the overall onboarding flow by providing constructive feedback and sparring.



## **MANAGER SPECIALIST SESSIONS**

© 2024 JOE & THE JUICE – ALL RIGHTS RESERVED