

CLOSING SHIFT

TRAINEE NAME & DATE _____

ON-TOP TRAINING PRACTICE SHIFTS VALIDATION SHIFT

POSITION	PRACTICAL	ON-TOP	VALIDATION
AFTERNOON	Juicer knows where to change clothes, clock in and wash hands		
	Sets the mood with ambient music from Joe Playlists (Afternoon)		
	Knows how to make restock lists and restocks the bar using FIFO		
	Can find DCWF and can understand and navigate it		
	Registers temperatures in RiskProof in time and honestly		
	Pre-cleans guest area without compromising the guest experience		
PRE-CLOSE	Pre-cleans stations according to DCWF and one by one, without compromising the guest experience		
	Ensures that the store still looks open at all times		
CLOSE	Closes all stations fully, turning off machinery (except coffee machine)		
	Deep cleans all sinks, counter displays, tiles and glass		
	Closes Till by doing EOD-count correctly and understands the procedure for Till Differences and cash deposits		
	Closes down sanitiser, washes floors and ensures Guest Area is clean		
	Registers all actions in RiskProof in time and honestly		
BRAND BEHAVIOUR	(Execute at least 2 out of 3 to check off) Goes down to table with products for evening guests Initiates conversation with guests Creates new loyal guests by converting them to the Joe App		
ATTENSI	Has passed all relevant Attensi for the module		
STM/BM	Store Manager quality check & WP2 registration		

JOE-SLANGS

- “Ambiance”: Is the vibe a Juicer or a team can create purely based on their energy & positive attitude
- “Brand Behaviour”: Is our fundamental way of behaving towards our guests
- “DCWF”: Daily Concept Workflow is our entire procedures carried out from Open to Close in the store
- “FIFO”: Our fundamental rule when rotating stock: First in, first out
- “If you clean everyday, you don’t have to clean everyday”: Our saying for cleaning the store or equipment properly, so it remains clean
- “It’s never the coffee”: In situations where a guest had a bad day, we must accept that even the best product can’t fulfil their needs. At this point, it is all about how we deal with the scenario and let the guest leave happy.

CLOSING SHIFT CHECKLIST GUIDE

ON-TOP SHIFT

1. Do a quick rundown of checklist with trainee to set the expectations for the On-Top Shift.
2. Trains the trainee according to checklist
3. At middle and/or end of shift, cross off together with trainee Using **Teach The Teacher**:
 1. Let the trainee **explain** the procedures back to you (theory)
 2. Let the trainee **show** you that they can do it (practical)
4. Final step of the shift: Set expectations for the coming practice shifts with trainee

Tip: Use the slow periods to recap teach the teacher and practice more advanced procedures

PRACTICE SHIFTS

During all the Practice Shifts, trainer and trainee crosses off **VALIDATION** checkboxes when the trainee is comfortably and perfectly executing the tasks. That means, the trainee can **show and explain** the procedures/joe slangs back to the trainer, without direction, guidance or support.

Use remaining time on practice shifts to build speed, maintain quality and gain confidence

VALIDATION SHIFT

Use the validation shift to recap the full training. When the trainee can both explain and execute all the checklist points without directions, guidance and support, the trainee is ready for the final validation.

BM/STM acts as validator and does a quality check of the validation:

- Observes the trainee working on the station for as long as the validator needs to, to know if the trainee can execute all the procedures without direction, guidance or support.
- Asks the juicer to explain certain procedures and JOE-Slangs back to the validator using Teach The Teacher.
- Finally, the validator tells trainee and trainer, if the validation is passed, or they need more time/work to be validated.

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