OPENING SHIFT

TRAINEE NAME & DATE _____

POSITION	PRACTICAL	ON-TOP PRACTICE	VALIDATION
OVERVIEW	Knows how to open store with Key/Lock Box		
	Knows where/how to turn on lights and machinery		
HYGIENE	Knows where to change clothes, clock in and wash hands		
	Uses DCWF and understands why it is important to do it in the correct order and in a timely manner		
	Can check cleaning standard of close according to DCWF, and informs Manager if needed		
	Can navigate and understand RiskProof procedures (taking temperatures, pictures and check off etc.)		
BEFORE OPEN	Sets up Customer Area according to DCWF (chairs, tables, coffee condiment, toilets, doors, windows etc.)		
	Can open and start POS (count cash)		
	Can find Ideal Prep + Prep Sheet, understands ideals, washes ingredients and preps according to Ideal Prep in the correct order, while keeping a clean bar		
OPENING	Sets the mood with ambient music from Joe Playlists (morning)		
	Executes cleaning tasks up to Pink Standard while prioritising guest at all times		
BEFORE LUNCH	Sets the mood with ambient music from Joe Playlist (Lunch)		
	Cleans tables and empties all trash bins in guest area and BTC. Refills all canteens and dry stock using FIFO to get ready for lunch rush		
BRAND BEHAVIOR	*Execute at least 2 out of 3 to check off* 1. Goes down to tables with products for morning guests and initiates conversation 2. Aligns tables and chairs consistently ahead of lunch rush 3. Creates new loyal guests by converting them to the Joe App		
ATTENSI	Has passed all relevant Attensi for the module		
STM/BM	**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.

TRAINER'S GUIDE TO THE CHECKLIST

ON-TOP SHIFT

1. Do a quick rundown of checklist with trainee to set the expectations for the On-Top Shift.
2. Train 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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