

# TILL STATION/CAPTAIN

TRAINEE NAME & DATE \_\_\_\_\_

ON-TOP TRAINING PRACTICE SHIFTS VALIDATION SHIFT

POSITION	PRACTICAL	ON-TOP	VALIDATION
OVERVIEW	Knows and uses station utilities correct (Tongs, 2-GO boxes, Printer, POS, Drawer etc.)		
HYGIENE	Follows personal hygiene procedures ( <b>no</b> gloves, hairnet, juicer wear, jewelry, etc.)		
	Uses correct tongs for the correct usage (allergenes and hygiene procedures)		
POS NAVIGATION	Navigates between categories, sizes, add/remove ingredients, custom note, and understands difference between To Stay/To-Go/To-Go w. bag To Stay		
	Can take card/cash/Joe-App Payment and how to assist guests correctly		
	Can navigate and assist guests in the Joe App		
	Can cancel and return orders correctly		
	Can input Joe Price and Employee meals correctly		
	Can find and understand Commercial KPI Report		
TILL DISCIPLINE	Smiles, activates and shows genuine interest in guest experience		
	Follows Till Handling Flow at all times ( Welcome & Activate, Upsell/Cross Sell, App & Finalize, Receipt & Direction )		
SHIFT CHANGE	Fills up all dry stock, cake fridges etc. using FIFO and according to DCWF		
	Disinfect all surface areas, glass and utensils.		
BRAND BEHAVIOUR	(Execute at least 2 out of 3 to check off) <b>Recognises loyal guests and remembers their name and order</b> <b>Initiates conversation with guests</b> <b>Hands out Joe-stickers to kids</b>		
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

**“Kill the queue”**: When we speed up the till flow by adding one more person on till to free up the length of the queue

**“POS”**: Point of sales is our Till Station

**“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.

# TILL 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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