TRAINING GUIDE

OVERVIEW ≈15 min
☐ Supervise trainee clock-in/out routine and hygiene.
☐ Explain how evening playlists set mood for guests.

RE-STOCK
☐ Walk through restock list, explain FIFO.
☐ Supervise trainee navigating DCWF.
☐ Guide RiskProof: register temps on time, explain why honesty matters.

PRE-CLOSE
☐ Have trainee pre-clean guest areas while maintaining service.
☐ Demonstrate DCWF pre-close routines → supervise trainee completing them one by one.
☐ Stress "guest experience first" even during clean-up.

CLOSE STORE
☐ Supervise closing of stations (leave coffee machine last).
☐ Train deep clean: sinks, counters, glass, toilets.
☐ Walk trainee through EOD-count, till differences and cash deposits.
☐ Oversee sanitizer, washer use, guest area final clean.
☐ Confirm all RiskProof actions registered.

BRAND BEHAVIOR
Execute at least 2 out of 3 to check off
☐ Trainee goes to tables with products for evening guests.
☐ Initiates conversation naturally during close.
☐ Practices converting guests to Joe App users.

Remember to check off validation on front side when trainee understand and executes up to standards

DCWF TEST

Objective
 Validate that Juicer can carry out the DCWF Closing procedures independently and consistently.

Time frame
 During the Closing Shift

Juicer must
☐ Navigate Closing DCWF step by step without trainer support.

☐ Explain where to find re-stock list and demonstrate how to use it

☐ Navigate RiskProof showing tasks, checks, HACCP etc.

☐ Demonstrate pre-close procedures and explain The Why in prioritising the guest while pre-closing

If above points are not executed correctly, the test is not passed and needs to be repeated or/and replanned.

FEEDBACK

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TRAINEE NAME & DATE

POSITION	PRACTICAL	VALIDATION
ATTENSI	Has passed all relevant Attensi for the module	
OVERVIEW	Juicer knows where to change clothes, clock in and wash hands	
	Sets the mood with ambient music from Joe Playlists (Afternoon)	
RE-STOCK	Knows how to make restock lists and restocks the bar using FIFO	
	Can find DCWF, understand and navigate it	
PRE-CLOSE	Registers temperatures in RiskProof in time and honestly	
	Pre-cleans guest area without compromising the guest experience	
	Pre-cleans stations according to DCWF one by one, without compromising the guest experience	
	Ensures that the store still looks open at all times	
CLOSE STORE	Closes all stations fully, following DCWF	
	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 BEHAVIOR	See backside for reference	
DCWF	See backside for reference	
STM/BM	Has passed all relevant Attensi for the module	
	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.