

Trainer's Guide to the Checklists

Every Juicer wants to know: How can I be the best version of myself, and get validated?

That's exactly what the checklist gives them – a roadmap.

Step by step, day by day, it turns training into clear actions and visible progress.

For trainers, it's the easiest way to guide and track development, without losing speed or quality.

When you bring the checklist into play from shift one, everyone knows where they stand – and where they're heading.

Here's a simple trainer-guide in how to use the checklists:

On-Top

At the very beginning of the first on-top shift, walk through the checklist together with the Juicer.

Set the expectation

this is the roadmap for their training journey, and it shows exactly what needs to be achieved before they can be validated. You can explain that the blue Validation column will be ticked off gradually throughout the week – each time the Juicer can perform a task up to standard, without guidance.

Backside

On the back of each checklist you'll find trainer guidance. This is for you – use it as your support tool during training. It helps you coach, guide and make sure the Juicer can work more independently already from the next shift.

Practice

During practice shifts, work actively with the checklist.

Whenever the Juicer performs a task correctly and consistently, you tick the validation box.

The Juicer should be able to both show and explain the procedures back to you (Teach the Teacher). Over the week, the boxes will be completed one by one, giving both you and the Juicer a clear view of progress.

Validation

Once all boxes are ticked, the Store Manager can carry out a final spot-check and record the result in WP2.

To pass validation, the Juicer must:

Have all checks crossed off by the trainer before validation, including all relevant Attensi gameplay

Be able to "teach the teacher" in a quality-check by the Store Manager

Work independently on the station without guidance

How a quality-check works:

The Store Manager observes the Juicer on the station for a short period.

- The Juicer should be able to run the tasks without support.
- The Manager may ask them to explain or "teach back" a procedure or Joe slang.
- The goal is not to catch mistakes, but to confirm that the Juicer is fully confident and independent.

If the Juicer cannot uphold hygiene, product or brand standards during the validation shift, more practice is needed – and the validation can be repeated at the next available shift.



BEFORE YOUR FIRST SHIFT

This list is the first thing your new Juicer should be taken through when entering the bar, before starting on a station. Use Teach The Teacher to ensure that the communication has been received well

JUICER HYGIENE	QUESTIONS	TEACH THE TEACHER	CHECK OFF
	Key Juicer Hygiene Procedures	Hand wash, personal items, gloves, illness, presentation	
	At-work presentation	Work shoes, clean clothes, no longer than elbow length shirts covering armpits, shoulder length hair tied up, hairnet/cap	
	Personal belongings & break procedures	Smoking not allowed in front of stores. Watches, bracelets, rings not to be worn, phone and personal belongings stored away in personal locker	
	Cuts & wounds	Wounds & tattoos covered with waterproof bandage, smaller cuts with blue-coloured waterproof band-aid	
	Illness	Vomit, diarrhoea, fever: Inform manager before shift	
	Hand wash procedure	When entering bar, before gloves, changing bins	
	When to wear gloves	All the time except in Guest Area, on Till Station/Coffee Station	
	Glove changing procedure	Entering the bar. pick up from floor, touching cloth, clothes or face, changing bins, wear and tear, before gluten free bread, after Almond butter contact, guest requests.	
	Key Bar Hygiene Procedures	FIFO, Sinks, High Temp Disinfectant	
BAR HYGIENE	Sink explanation	Sink 1: hand wash, Sink 2: juice, Sink 3: dishwashing	
	Clean & disinfect equipment	Soap, brush and hot water before sanitising	
	Clean On The Go	Clean surfaces with hand towel between product making	
	FIFO	First In - First Out	
	Fruit & vegetables	Rinse before prepping every time	
	Where to access HACCP	RiskProof iPad	
	Saturday Night Dinner Host	Behave as if you have guests at home	
BRAND BEHAVIOR	Adjust your approach	How we interact with different types of guests	
	Positive Attitude	Choose your attitude	
	The Guest Journey	Pre-Welcome, Music. Almost done, Farewell	
	The Name Is The Game	We use the name every time to create connections	