



# TRAINING GUIDE

## HYGIENE ≈10 min.

- ☐ Check Attensi completion before starting
- ☐ Start shift with hygiene check (hairnet, juicer wear, jewelry).
- ☐ Teach proper tong use for allergens and hygiene.
- ☐ Supervise correct handling of card, cash and Joe App payments.

## OVERVIEW ≈10 min.

- ☐ Demonstrate correct use of all utensils (Tongs, 2-Go boxes, Printer, POS, Drawer).
- ☐ Let trainee repeat each action and explain what they are doing.
- ☐ Correct immediately if procedures are skipped or done incorrectly.

## POS NAVIGATION

- ☐ Demonstrate POS navigation step by step: categories, sizes, add/remove ingredients, custom notes.
- ☐ Run exercise: trainee must enter 3 different orders (To Stay, To-Go, Bag To Stay).
- ☐ Train cancel/return flow: let trainee practice canceling items.
- ☐ Practice input of Joe Price and Employee meals.
- ☐ Walk through Commercial KPI report

## TILL DISCIPLINE

- ☐ Teach Till Handling Flow (Welcome & Activate → Upsell/Cross Sell → App & Finalize → Receipt & Direction).
- ☐ Roleplay guest interactions – supervise tone, smile, upsell.
- ☐ When more than 3 in queue and during rush – Kills the Queue
- ☐ Give feedback on eye contact and guest activation.
- ☐ Use scenarios where guest is in a hurry vs. guest is curious → check adaptability.

## BRAND BEHAVIOR

Execute at least 2 out of 3 to check off

- ☐ Makes an extraordinary effort to make guests smile
- ☐ Initiates conversation while handling payment.
- ☐ Remembers name and/or order of loyal guests before they order

## SHIFT CHANGE

- ☐ Have trainee lead the shift change routine by using DCWF tools
- ☐ Supervise disinfection of surfaces, glass and utensils.

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

## FEEDBACK

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## TILL TEST

### Time frame

1 hour

### Objective

- ☐ Hit the Commercial KPI targets set by Trainer/ Validator while delivering consistent guest experience.

### Juicer must:

- ☐ Follow Till Handling Flow at all times (Welcome & Activate, Upsell/Cross Sell, App & Finalize, Receipt & Direction)
- ☐ Recognize and activate loyal guests by name/ order when possible.
- ☐ Use correct POS navigation (categories, sizes, modifiers, returns).
- ☐ Maintain hygiene and cleanliness of Till Station throughout.
- ☐ Guest experience must remain positive (smile, energy, conversation).

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



# TILL STATION

## TRAINEE NAME & DATE

POSITION	PRACTICAL	VALIDATION
ATTENSI	Has passed all relevant Attensi for the module	
HYGIENE	Follows personal hygiene procedures (hairnet, juicer wear, jewelry, etc.)	
	Uses correct tongs for the correct usage (allergenes and hygiene procedures)	
OVERVIEW	Knows and uses station utilities correct (Tongs, 2-GO boxes, Printer, POS, Drawer etc.)	
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	
TILL DISCIPLINE	Can find and understand Commercial KPI Report	
	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 )	
BRAND BEHAVIOR	Execute at least 2 out of 3 to check off (see backside for reference)	
TILL TEST	See backside for reference	
SHIFT CHANGE	Fills up all dry stock, cake fridges etc. using FIFO and according to DCWF	
	Disinfect all surface areas, glass and utensils.	
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

**"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 fulfill their needs. At this point, it is all about how we deal with the scenario and let the guest leave happy.