



Store Maintenance

Moneyball 2.0 Leadership training



Proudly made in JOE collaboration with

Emil Möller

#629 - Senior Facility Manager



AGENDA

- 1 **Why is this skill important?**
- 2 How to master the skill
- 3 Sum-up and Impact
- 4 How to apply into practice





WHY IS THIS SKILL IMPORTANT?

Learning goals for this manager session

LEARNING GOAL

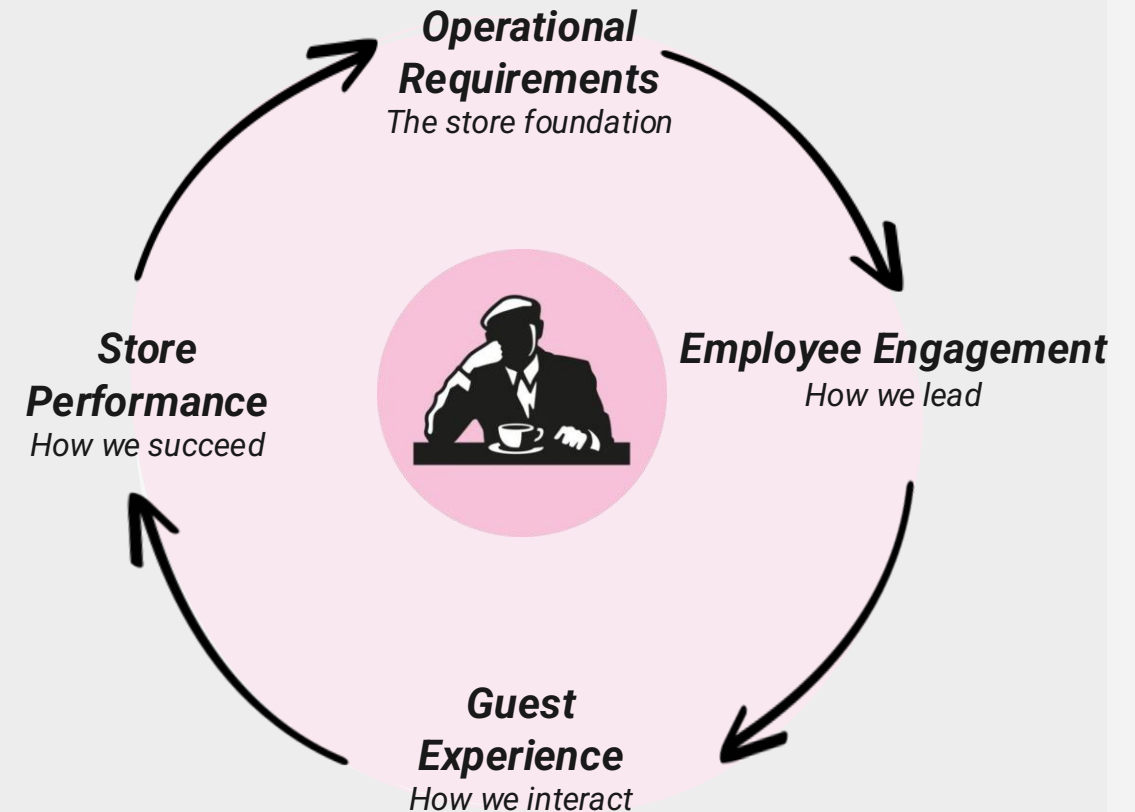
Learn how to lead preventative store maintenance, troubleshooting, and understand DOC reporting requirements.

WHY ARE WE TRAINING THIS ?

Optimized store maintenance leads to

- **Decreased cost** for buying or repairing equipment
- **Decreased salary cost** due to increased efficiency in production
- **Increased guest experience** due to lower waiting time and consistent product quality leading to increase in sales
- **Improved employee engagement** as an operational store is fundamental for motivation
- **Increased Store Performance**

CIRCLE OF OPERATIONAL EXCELLENCE



How does mastering these skills affect each area within the Circle of Operational Excellence in your store?



AGENDA

1 Why is this skill important?

How to master the skill

- **Tasks as a manager**
 - **Planning**
- ## 2
- **Daily usage**
 - **Preventive maintenance**
 - **Reactive maintenance**
 - **Responsibilities**
- ## 3
- Sum-up and Impact
- ## 4
- How to apply into practice





EXERCISE

STORE MAINTENANCE TASKS AS A MANAGER

IN GROUPS OF TWO

- 1 ➤ Discuss your home – what makes you do maintenance in your home?
- 2 ➤ What is different in your role as Manager?





TODAY'S

IGNORANCE

IS

TOMORROW'S

HEADACHE



SAVE COST EXAMPLE

- SHOW THE DISHWASHER SOME LOVE ❤️

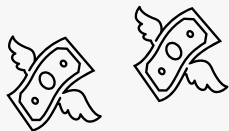


SHOW LOVE

NO SPOONS = ❤️

NO KICKING = ❤️

FINANCIAL IMPACT COST:
0 EUR



REPAIR

NEW DISPLAY/CONTROL
CAUSED BY KICKING

FINANCIAL IMPACT COST:

250 EUR

SAME AS THE GROSS
PROFIT OF 30 SANDWICHES



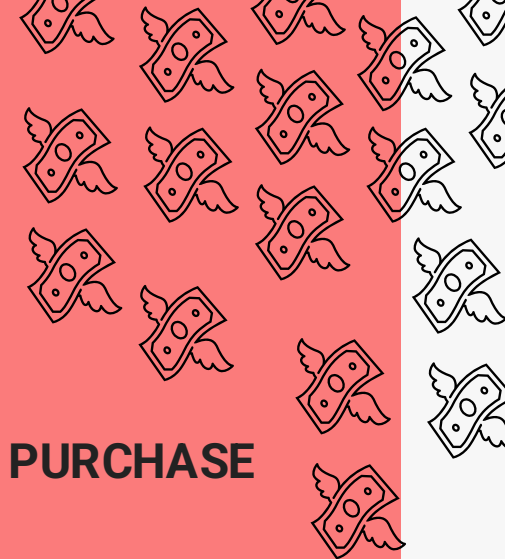
REPAIR

NEW DRAIN PUMP
CAUSED BY SPOONS
AND OTHER SMALL ITEMS

FINANCIAL IMPACT COST:

400 EUR

SAME AS THE GROSS
PROFIT OF 50 SANDWICHES



PURCHASE

FINANCIAL IMPACT COST:

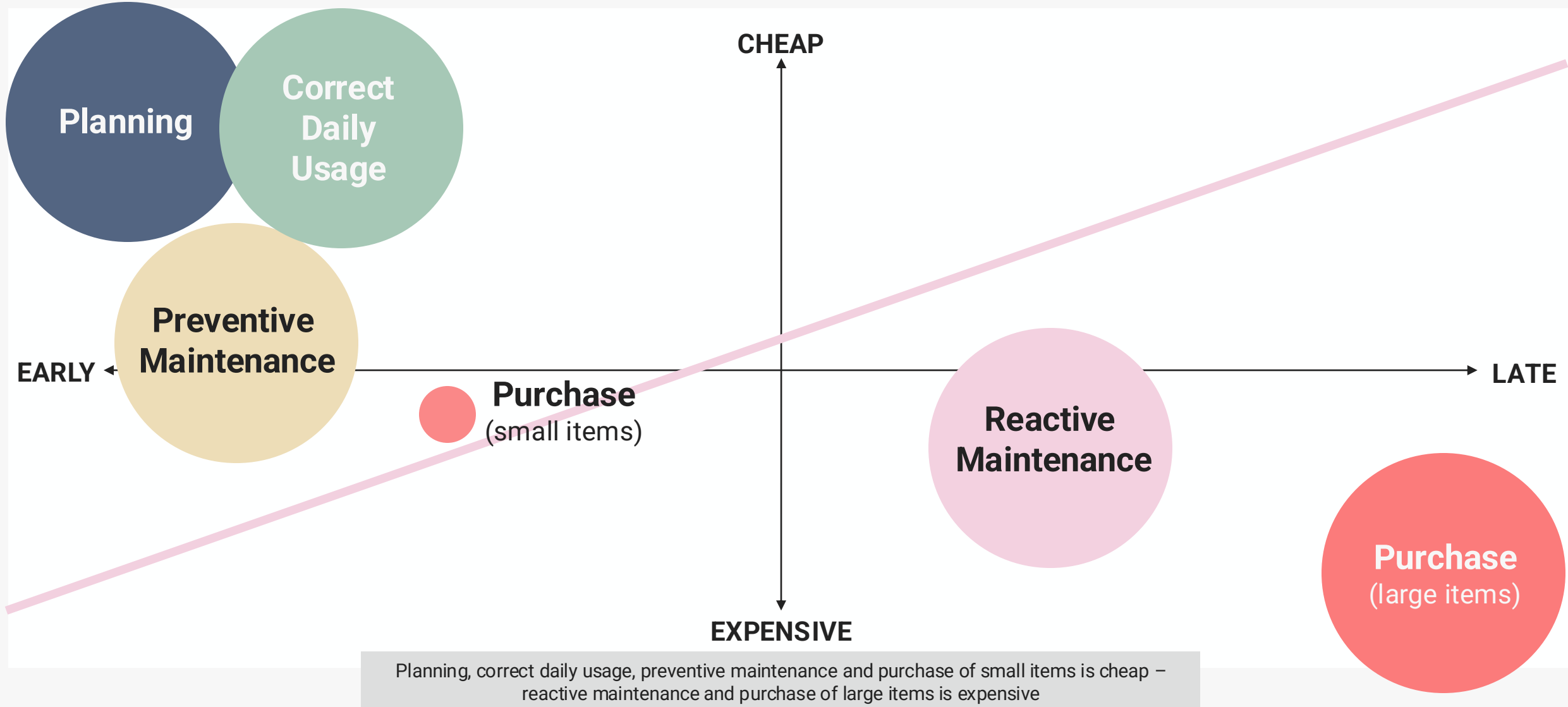
3.000 EUR

SAME AS THE GROSS
PROFIT OF 380 SANDWICHES



WHAT IS STORE MAINTENANCE TASKS AS A MANAGER

AIM FOR EARLY AND CHEAP - STAY ABOVE THE PINK LINE





HAVE A PLAN!



WHAT

- ✓ Cleaning of equipment
- ✓ Wear n' tear inspections

HOW

- ✓ Make sure all is in Risk Proof

HAVE A STOCK!



WHAT

- ✓ Maintenance supplies
- ✓ Spare equipment for emergencies

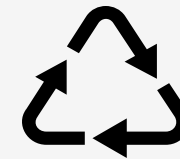
HOW

- ✓ Create spare parts overview
- ✓ Order in Inventory Workplanner

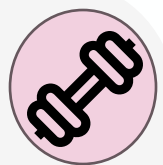
GET TO KNOW THE STORE SPECIFIC HISTORICAL ISSUES AND SUCCESSES - CONSIDER THE BUSINESS NEEDS WHEN PLANNING



CORRECT DAILY USAGE



BE A ROLE MODEL!

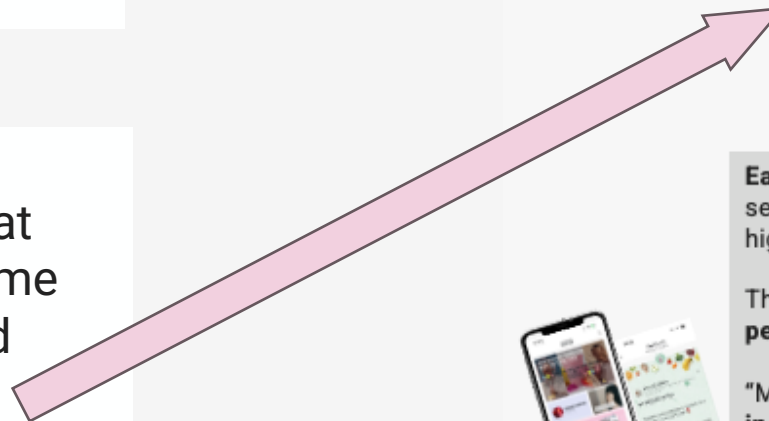


WHAT

- ✓ Show care and act
- ✓ Ensure all equipment is handled with care

HOW

- ✓ Act as a role model – treat the store as your own home
- ✓ Give feedback when used with care or non-care



The "Milk"
This was specifically good
And why it was good



The "Espresso"
This can be even better
By doing this

The "Cup"
The gift I see in you
Your strengths

Earn your right to serve "espresso" by serving "milk" often and "milk" in higher amounts than "espresso"

This way **you better control what people remember**

"Milk" can also be served **on-line and in front of others** – "Espresso" should be **personal and private**



TREAT THE STORE AS YOUR HOME – DO NOT "KICK THE DISH WASHER"



PREVENTIVE STORE MAINTENANCE

DAILY CLEANING!



WHAT

- ✓ Clean correct and according to plan

HOW

- ✓ Follow the plan in Risk Proof

MONITOR PERFORMANCE!



WHAT

- ✓ Encourage Juicers and act on strange noises and/or poor performance from equipment

HOW

- ✓ Can I replace/trouble shoot/repair myself or is DOC reporting required?

TREAT THE STORE AS YOUR HOME – CLEAN BEFORE YOU HAVE TO REPAIR OR EVEN WORSE BUY THE "FRIDGE"



REACTIVE MAINTENANCE



CAN WE FIX IT?



WHAT

- ✓ Who have fixed it before – or have curiosity and skills?
- ✓ Spares stocked?

HOW

- ✓ Fix it or find alternative solution fast!
- ✓ Evaluate how to avoid or be prepared for next time

GET HELP!



WHAT

- ✓ DOC Reporting
- ✓ Informative info supporting your DOC colleagues to act fast and correct

HOW

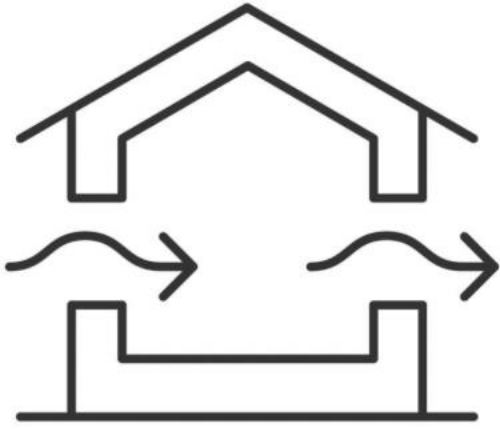
- ✓ Make DOC report
- ✓ Inform team of status all the time
- ✓ Evaluate how to avoid or be prepared for next time

WHEN IT BREAKS SWIFT RESPONSE IS KEY – WHEN THE MACHINE IS "ON FIRE" THE SALES IS GOOOING DOWN!



CAN WE FIX IT? – YES WE CAN! EXERCISE

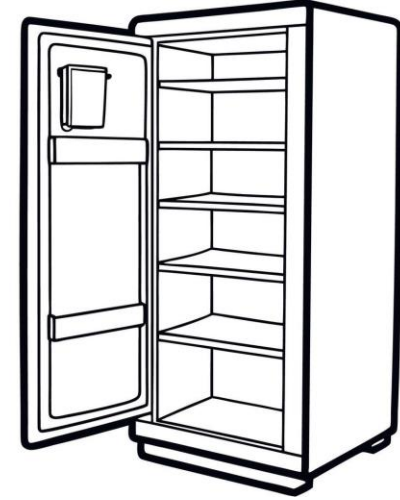
WHY POOR PERFORMANCE OR NO PERFORMANCE?



THE VENTILATION



THE ICE CUBE MACHINE



THE FRIDGE OR FREEZER

IN GROUPS OF TWO

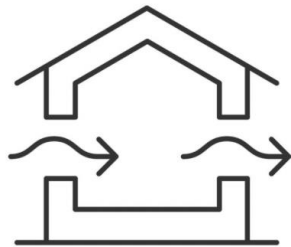
- Discuss why the appliance allocated to you could have poor or no performance – what would that lead you to check?

TOP 2-4 APPLIANCE ISSUE



CAN WE FIX IT? – YES WE CAN! EXERCISE

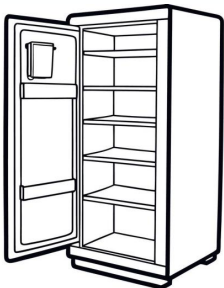
WHY POOR PERFORMANCE OR NO PERFORMANCE?



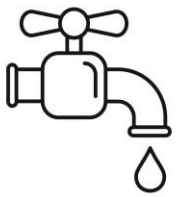
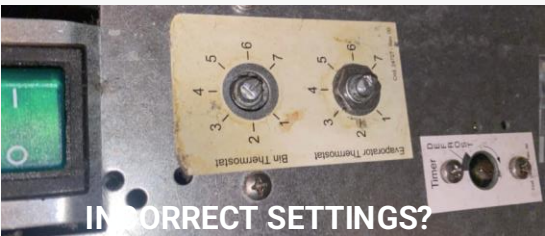
THE VENTILATION



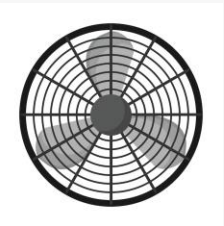
THE ICE CUBE MACHINE



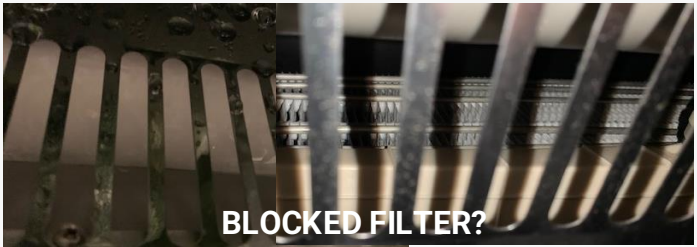
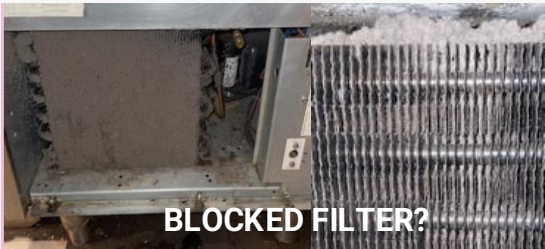
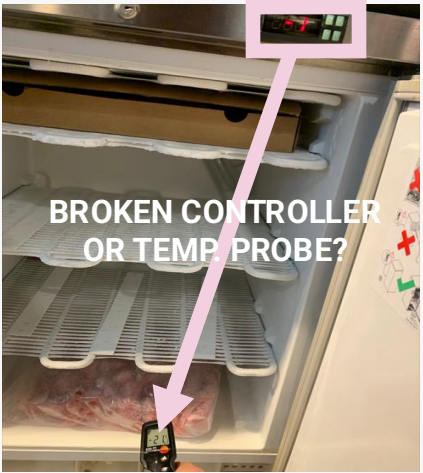
THE FRIDGE OR FREEZER



WATER SUPPLY?



BLOCKED FAN?





TROUBLESHOOTIN

&

MINOR

FIXES



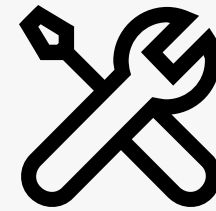
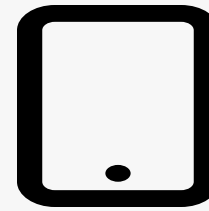
WHEN TO MAKE A DOC REPORT



Step 01

INVESTIGATION

- Try to fix the issues yourself.
If you haven't seen the issue before, Check E-campus.





TROUBLESHOOTING

TROUBLESHOOTING

For any issues, the Troubleshooting section offers solutions for equipment, technical difficulties, and IT support.



DIGITAL MENU

EQUIPMENT



IT

<https://e-campus.joejuice.com/e-campus-design-2-0/troubleshooting>



CAN WE FIX IT? – YES WE CAN!

WATER UNDER THE SINK



1. COUPLING NUT

- ✓ Keep it straight
- ✓ Don't over tighten it

2. RUBBER GASKETS

- ✓ Is there a rubber gasket?
- ✓ Place one 1.5 cm up on the pipe

3. THREADED PIPE

- ✓ Keep aligned with coupling nut
- ✓ Tighten with your hands

TOP 1 APPLIANCE ISSUE



ELECTRICITY

FUSE BOX

1. Push down all fuses/groups
2. Push up the main fuse
3. Push up 1 fuse/group at the time with a 3 seconds break inbetween
4. When a fuse shut down right away by it self. You fund the issue.
5. Push up all other fuses.
6. Go back in to the bar to see what is off
7. Investigate why the appliance cuts power



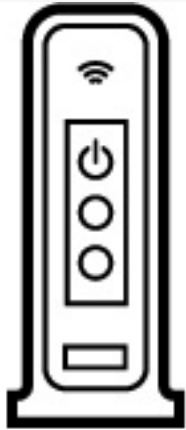
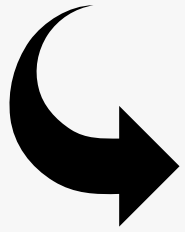


IT

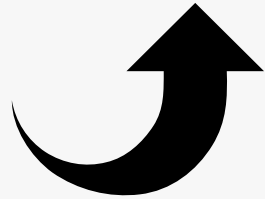
WIFI SET-UP



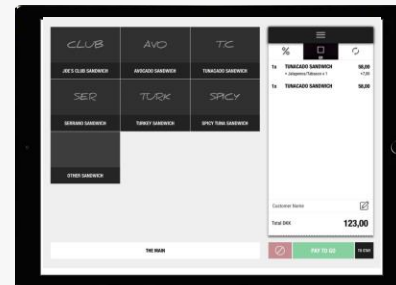
Internet



Modem



Router



Important
Ipads have to be on the wifi
called JJINT



IT

ETHERNET SET-UP



Stockroom

Router

Blue – Internet in

Yellow – Ethernet cables to the Patch



Stockroom

Patch 1

- Ethernet cables from the yellow sockets on the router



Bar - Cabinet under till

Patch 2

- Ethernet cables to be plugged in to sockets with matching numbers as on patch 1



Bar

Equipment

- Ethernet cable to go from patch 2 to Printer and CC terminal (in to the adapter on the power cable)





IT

CARD TERMINAL - CONNECT TO INTERNET

1. Symbol

- There should be one cloud and one ethernet symbol at the top



3. Main Menu

- Press 9+green button, Password is 0856
- Choose network->Ethernet



5. Start screen

- Once back to the home screen, the ethernet symbol + a cloud should be visible.
- The terminal is ready for boarding



7. Start screen

- Once back to the home screen, the WI-FI symbol + a cloud should be visible.
- The terminal is ready for boarding



2. Ethernet cable

- Make sure that the Ethernet cable is plugged in to the adapter. Socket marked "ETH"

4. IP-Settings

- Tick on DHCP
- Press apply
- The numbers should be filled out automaticaly



6. Wifi

- No symbols?
- Go back to main menu
- Choose "WI-FI" ONLY IF ETHERNET DOESN'T WORK
- Pick "JJINT"
- Code: Pickmeup1





IT

CARD TERMINAL - CONNECT TO INTERNET

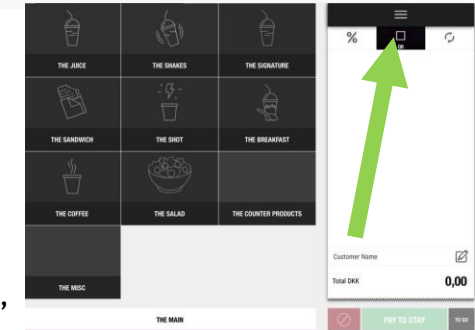
Symbols

- There should be one cloud and one ethernet symbol/WI-FI at the top of the screen



Add to POS

- Access the settings in the top right corner
- Choose “Card terminals”
- Choose “Adyen”
- Display the qr code for the Ipad camera



Scan QR code

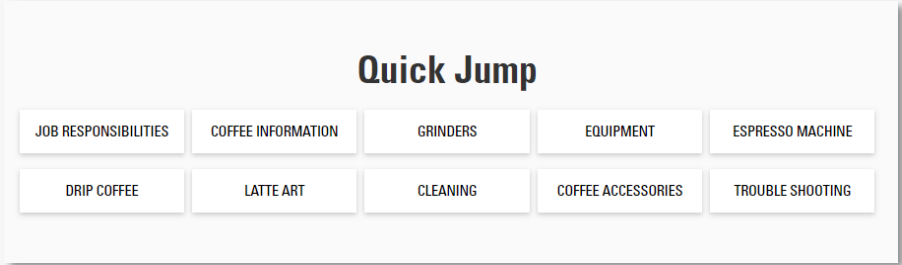
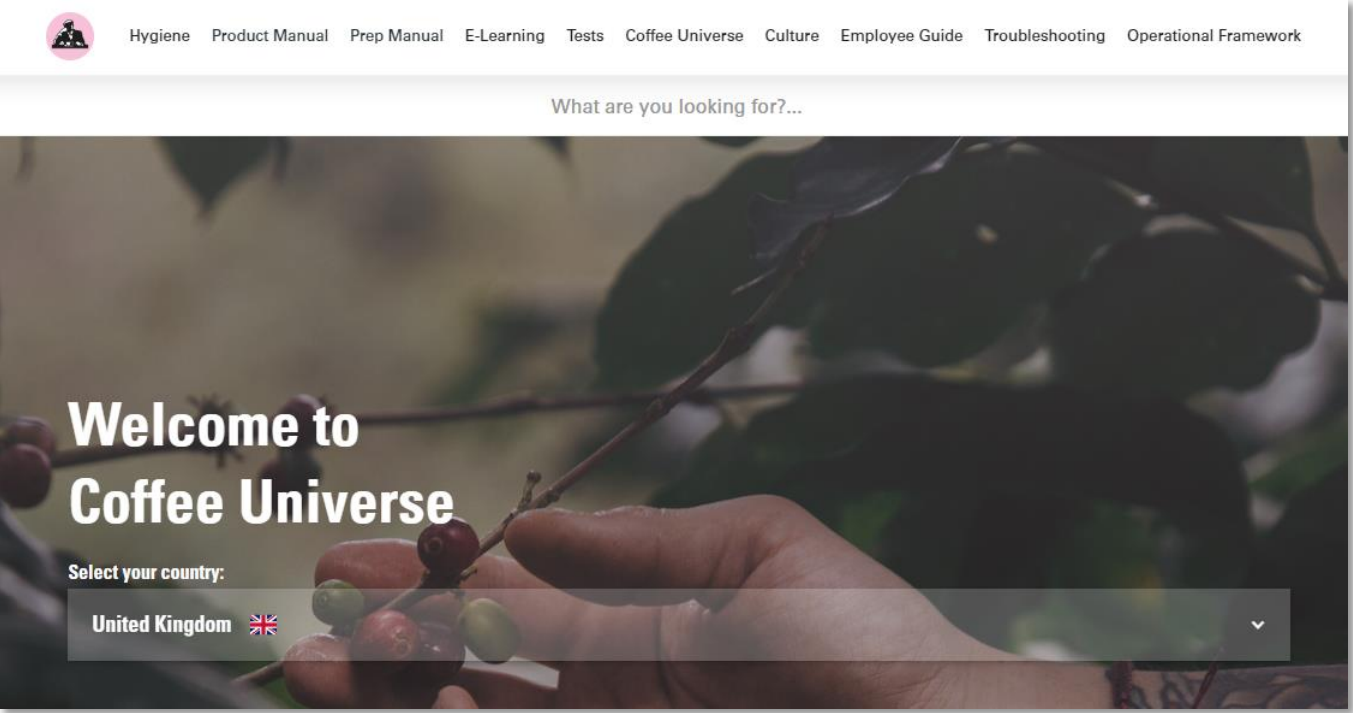
- Press 5 and green button
- Press the blue icon
- Scan the QR-code with your phone





COFFEE RELATED ISSUES - COFFEE UNIVERSE

Resources on all our coffee equipment can be found in the 'Coffee Universe' section on the Joe & the Juice e-campus. If you are ever unsure, always refer to this.



<https://e-campus.joejuice.com/coffee-universe/united-kingdom>



MAHLKONIG E80GBW

POTENTIAL ISSUES



- Cannot dial in
- Grinder 'spraying'
- Grinder not grinding?

Is the screen on?

Yes

No

Deep clean the grinder

Issue persists?

Burr calibration

Check connections (plug/on-off switch)

Turn grinder off and hold reset button down for 10 seconds. Turn grinder back on.



If issue persists, or any other issues, contact DOC.

Grinder not dosing correctly?

Is the dose set to 18g?

Yes

No

Re-calibrate load cell

Still not dosing correctly?

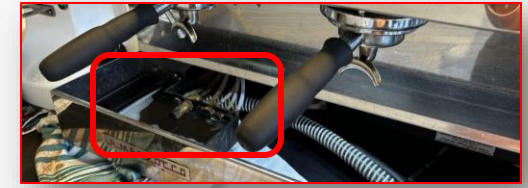
Factory reset grinder

Set dose to 18g



ESPRESSO MACHINE

POTENTIAL ISSUES



Inconsistent runtimes?

Weigh espresso shots from each group. Is the yield 36g (1g +/-)?

Yes

No

Clean grinder, Puqpress, portafilters, shower screens and group heads

Reprogramme the water volumes

Issue persists?

Check water pressure is at 9 bars and water boiler temperature is 91 - 96°C. Adjust if necessary.

Espresso machine leaking?

Is the leak coming from the 'drain box' or 'waste pipe' underneath the drip tray?

Yes

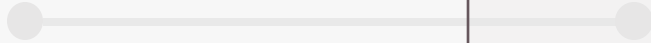
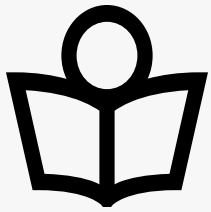
No

Clean out drain box and pour cleaning powder and hot water down waste pipe

If issue persists, or any other issues, contact DOC.



WHEN TO MAKE A DOC REPORT



Step 01

INVESTIGATION

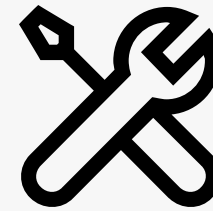
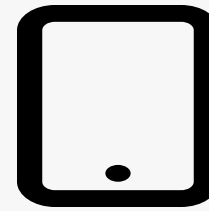
- Try to fix the issues yourself.
- If you haven't seen the issue before, Check E-campus.



Step 02

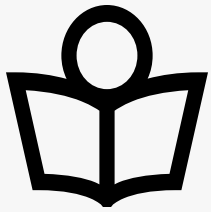
CONTACT AM

- If you cant fix the issue your self, contact your RM or DM for help and guidance.





WHEN TO MAKE A DOC REPORT



Step 01

INVESTIGATION

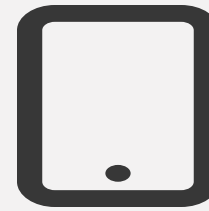
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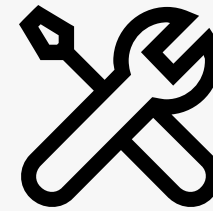
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Step 03

MAKE A DOC-Report

-If neither you or your AM know how to fix the issue. Make a DOC-Report





GET HELP – FAST! EXERCISE

AN EFFICIENT DOC REPORT – HELP DOC TEAM HELPING YOU FAST

IN GROUPS OF TWO

- What info would you add to make it a 5-star DOC report?

DOC Report



“One of our grills isn’t working”



GET HELP – FAST!

AN EFFICIENT DOC REPORT – HELP DOC TEAM HELPING YOU FAST

DOC Report ★



“One of our grills isn’t working”

The picture is adding no value to the report



The DOC team needs to

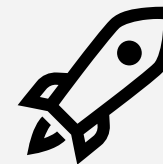
- Reach out & wait for additional info
- Potentially need 2 visits, 1 to assess- and 1 to carry out the repair.

DOC Report ★★★★★



“Our grill isn’t heating. The lights do not light up. The cable in the back looks damaged”

The Manager have done some troubleshooting and provided a clear picture of what's wrong.

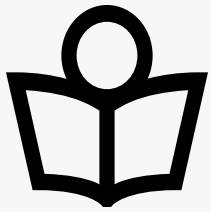


The DOC team can right away

- Assess urgency
- Bring correct equipment
- Repair upon first visit



WHEN TO MAKE A DOC REPORT



Step 01

INVESTIGATION

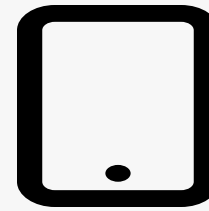
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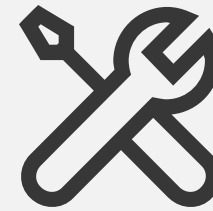
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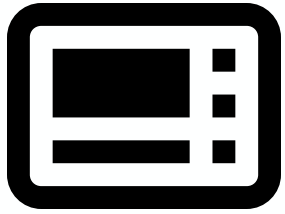
Step 04

DOC TEAM

- Once the DOC team have received the report, they will make an execution plan.



WHEN YOU NEED TO PURCHASE



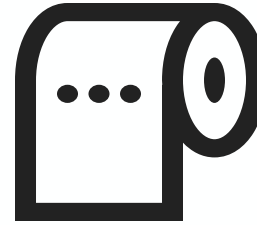
APPLIANCES/FURNITURE
Large

Fx. Coffee machine



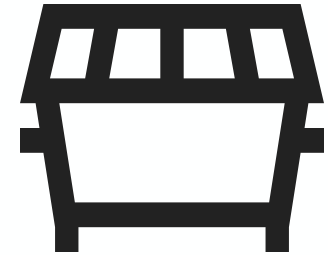
APPLIANCES/SPARE PARTS
Small

Fx. Sandwich grill, blender,
centrifuge knife, gaskets



DISPOSABLE GOODS

Fx. Cleaning material, light bulbs,
toilet paper



THIRD-PARTY VENDORS

Fx. Trash handling, cleaning,
laundry, pest control

Process

Raise request with facility
team via doc ticket in "Store
tasks" on Work planner

Monitor inventory list
Order via "Inventory" on Work planner

HQ Facility organises contract
STM request adjustment
directly to Facility
Management by mail



STORE MAINTENANCE

	Action	Tool
Planning store manitenance	<ul style="list-style-type: none">• Have a plan!• Have a stock!	Risk Proof Inventory workplanner
Planning store manitenance	<ul style="list-style-type: none">• Have a plan!• Have a stock!	Risk Proof Inventory workplanner
Correct daily usage	<ul style="list-style-type: none">• Be a role model!	Purple Latte Feedback
Preventive maintenance	<ul style="list-style-type: none">• Daily cleaning!• Monitor performance	Risk Proof Repair or DOC report
Reactive maintenance	<ul style="list-style-type: none">• Can we fix it?• Get help	Fix it! and evaluate for future DOC report
Purchase	<ul style="list-style-type: none">• Monitor and order inventory• Large purchases	Workplanner DOC report



AGENDA

- 1 Why is this skill important?
- 2 How to master the skill
- 3 Sum-up and Impact**
- 4 How to apply into practice





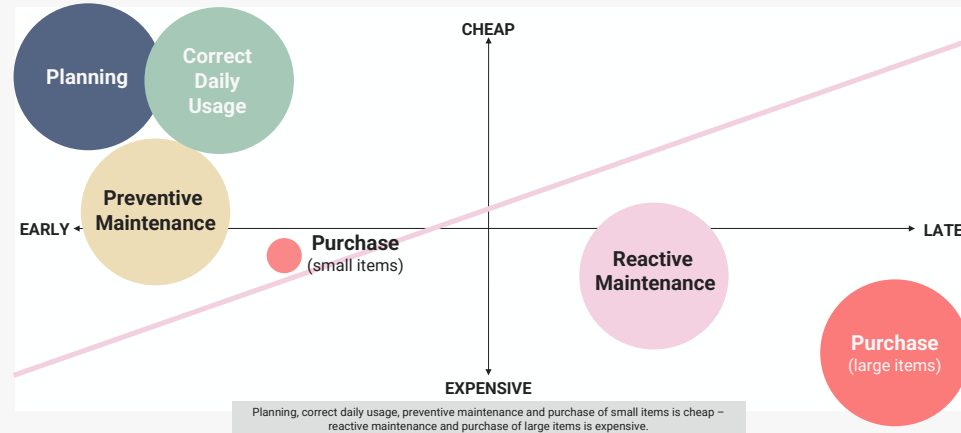
SUM-UP AND IMPACT

From class-room theory to practical in-store skills

What are your **key learnings**?

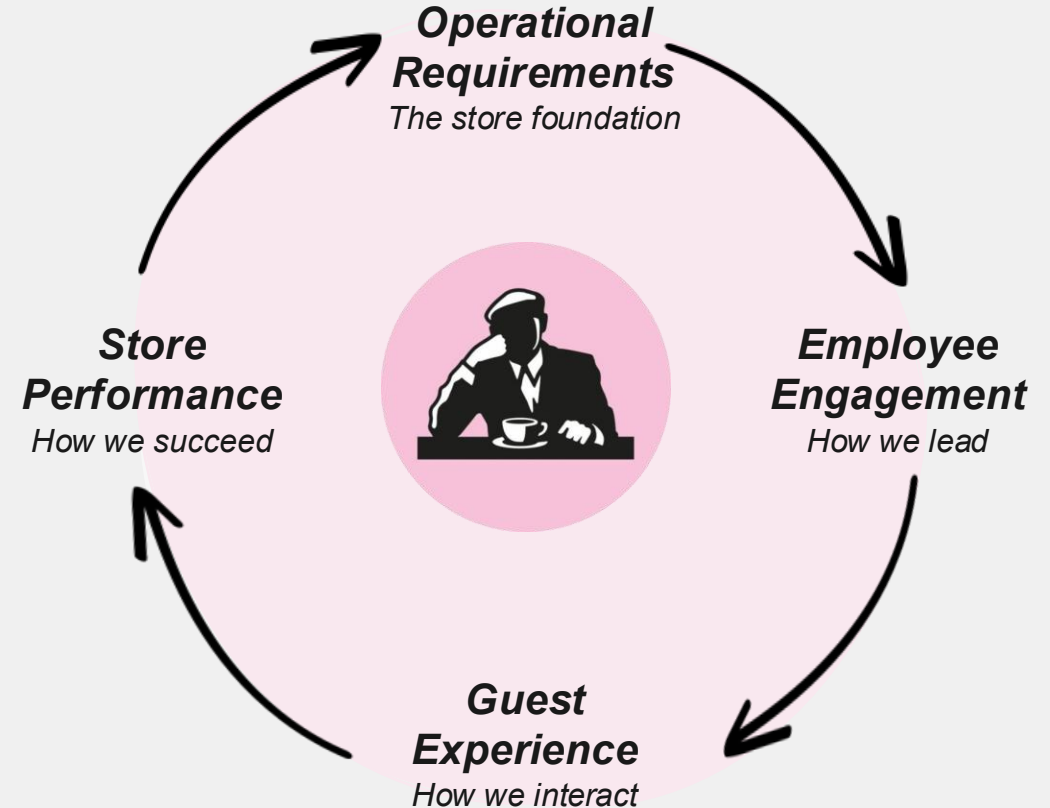
WHAT IS STORE MAINTENANCE TASKS AS A MANAGER

AIM FOR EARLY AND CHEAP - STAY ABOVE THE PINK LINE



- Proper daily usage and preventive maintenance is better than Reactive maintenance and purchase
- Planning and quick reaction => lower cost and increased sales

CIRCLE OF OPERATIONAL EXCELLENCE



How does mastering these skills affect each area within *the Circle of Operational Excellence* in your store?



AGENDA

- 1 Why is this skill important?
- 2 How to master the skill
- 3 Sum-up and Impact
- 4 **How to apply into practice**





HOW TO APPLY INTO PRACTICE

From practical in-store skills to daily, weekly, and monthly habits

Assistant Store Manager	Support the STM to make sure that set structures and standards are upheld.
Store Manager	Set structures and standards in the assigned store. Ensuring these are communicated, understood and followed by the team in the store.
District Manager	Train and support STM in developing, implementing, communicating and follow up on set structures and standards.



MANAGER SPECIALIST SESSIONS

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