



Store Maintenance

Moneyball 2.0 Leadership training



Proudly made in JOE collaboration with

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#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

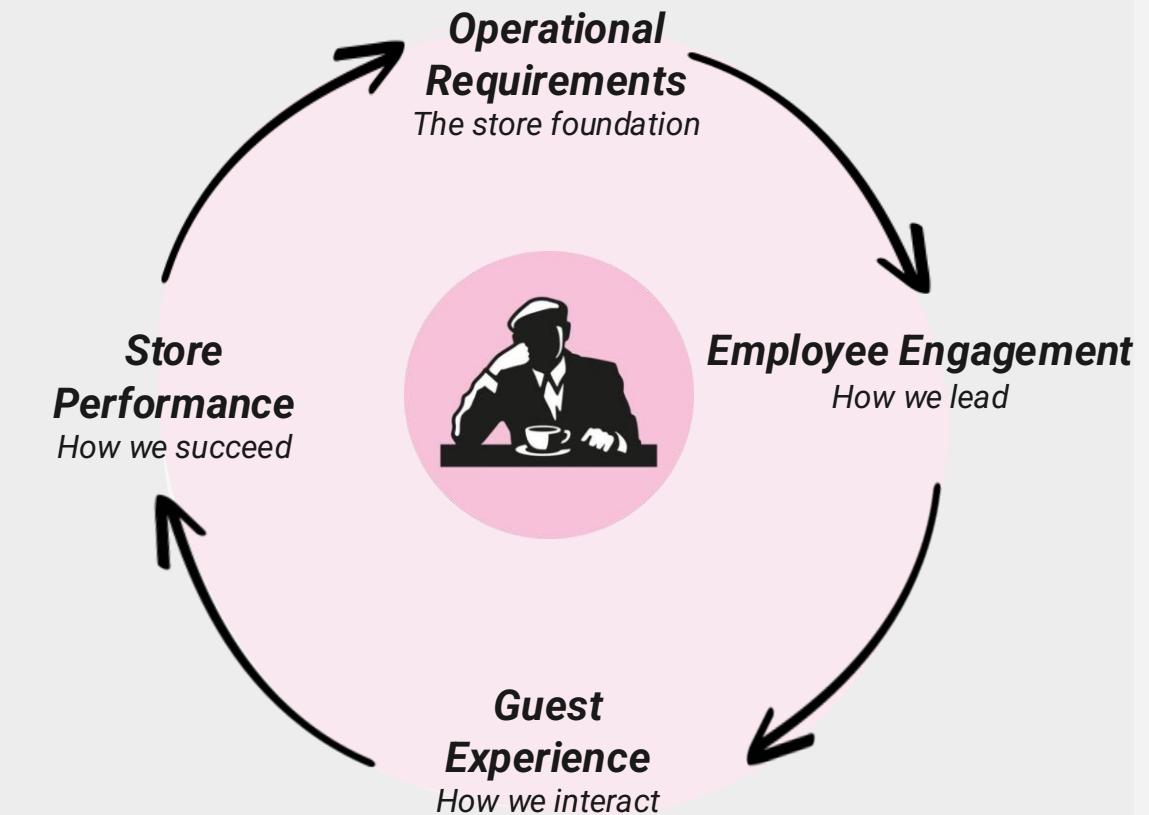
Learn how to lead preventative store maintenance, troubleshooting, and understand DOC reporting requirements.

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

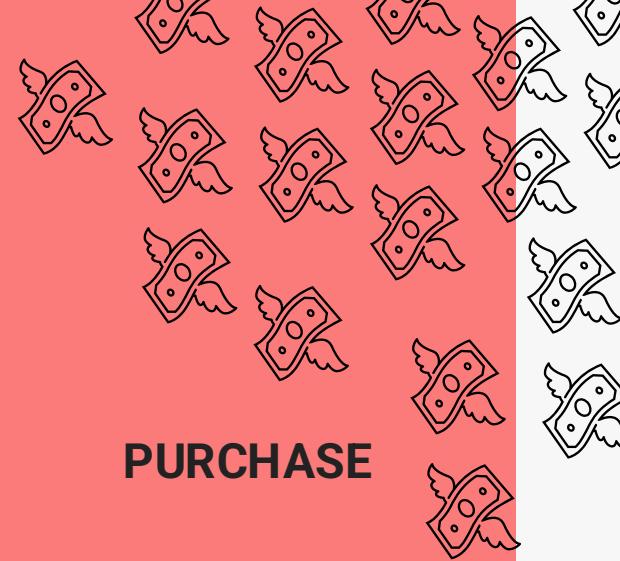
TOMORROW'S

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:

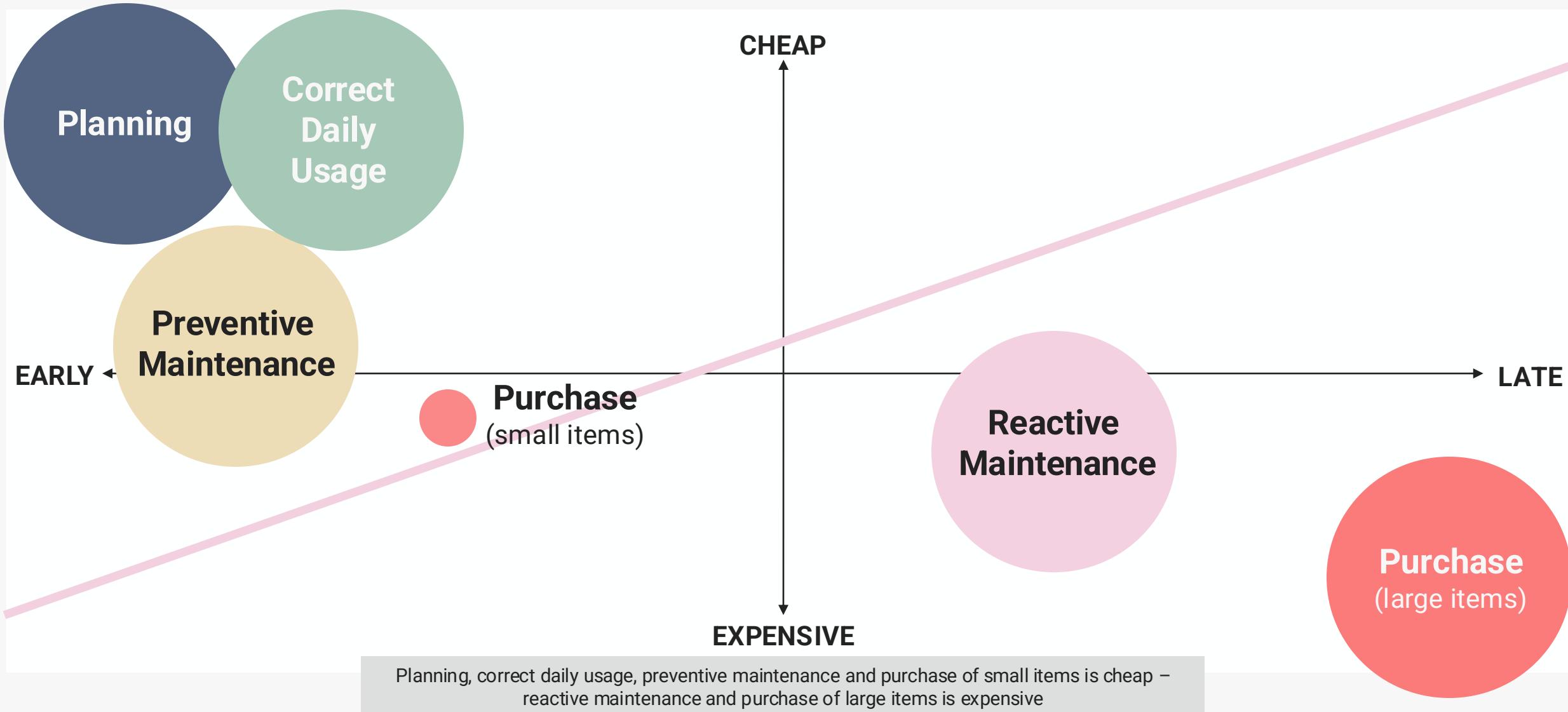
3.000 EUR

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





PLANNING STORE MAINTENANCE



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

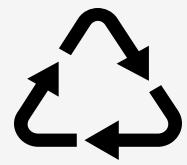
HOW

- ✓ 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"

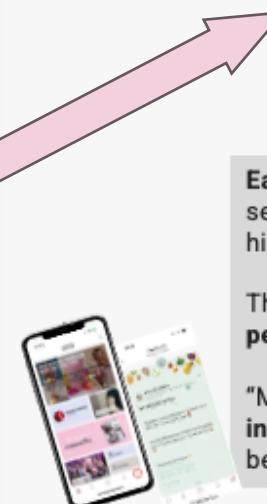
This was specifically good
And why it was good



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 GOING DOWN!



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

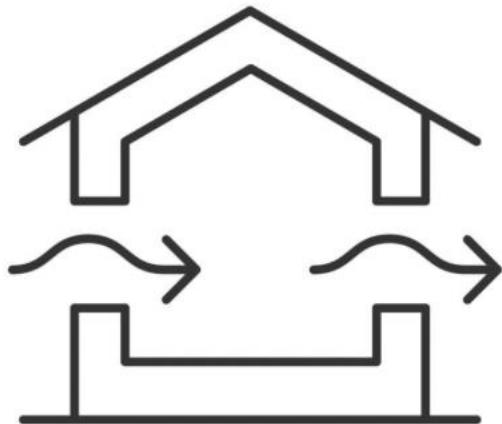
- ✓ Keep aligned with coupling nut
- ✓ Tighten with your hands

TOP 1 APPLIANCE ISSUE



CAN WE FIX IT? – YES WE CAN! EXERCISE

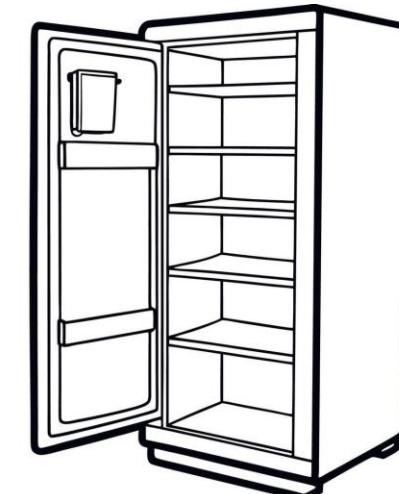
WHY POOR PERFORMANCE OR NO PERFORMANCE?



THE VENTILATION



THE ICE CUBE MACHINE



THE FRIDGE OR FREEZER

IN GROUPS OF TWO

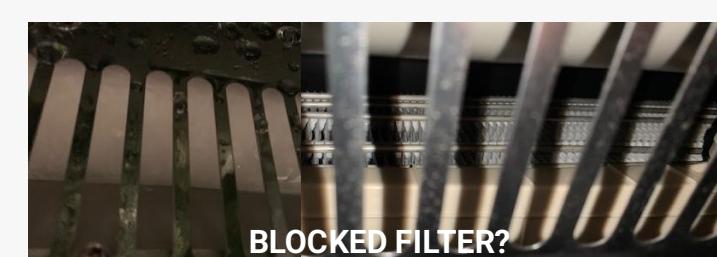
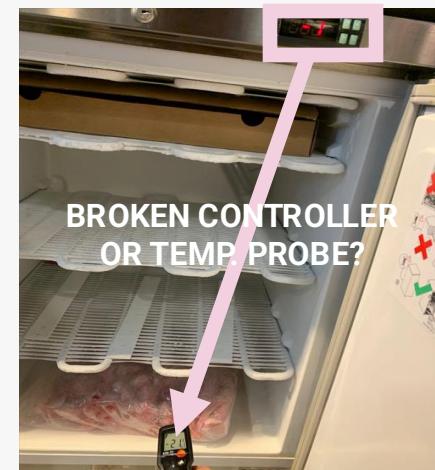
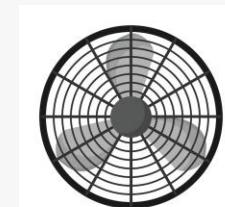
➤ Discuss why the appliance allocated to you could have poor or no performance – what would that lead you to check?

TOP 2-4 APPLIANCE ISSUE



CAN WE FIX IT? – YES WE CAN! EXERCISE

WHY POOR PERFORMANCE OR NO PERFORMANCE?





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.

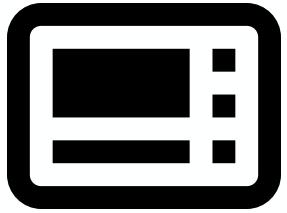


The DOC team can right away

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



WHEN YOU NEED TO PURCHASE



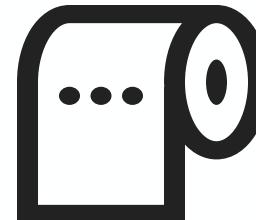
APPLIANCES/FURNITURE
Large

Fx. Coffee machine



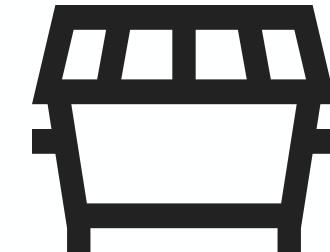
APPLIANCES/SPARE PARTS
Small

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



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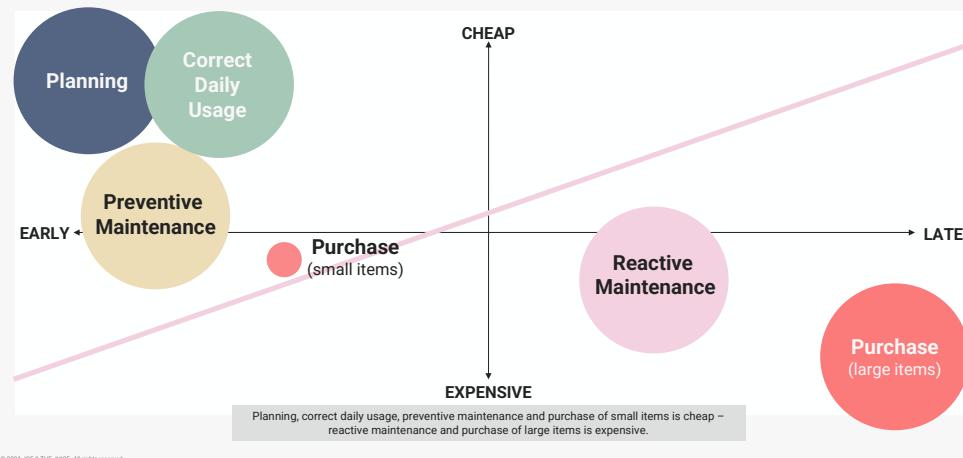
SUM-UP AND IMPACT

From class-room theory to practical in-store skills

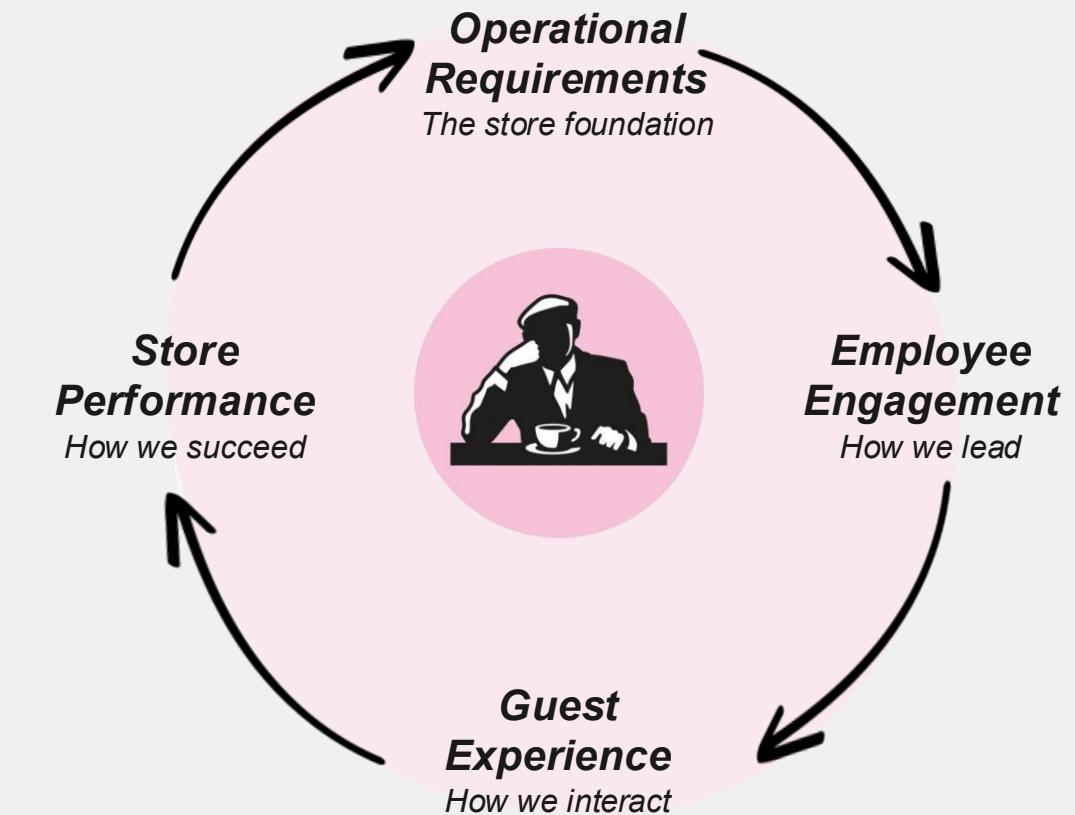
What are your **key learnings**?

WHAT IS STORE MAINTENANCE TASKS AS A MANAGER

AIM FOR EARLY AND CHEAP - STAY ABOVE THE PINK LINE



CIRCLE OF OPERATIONAL EXCELLENCE



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

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



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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