



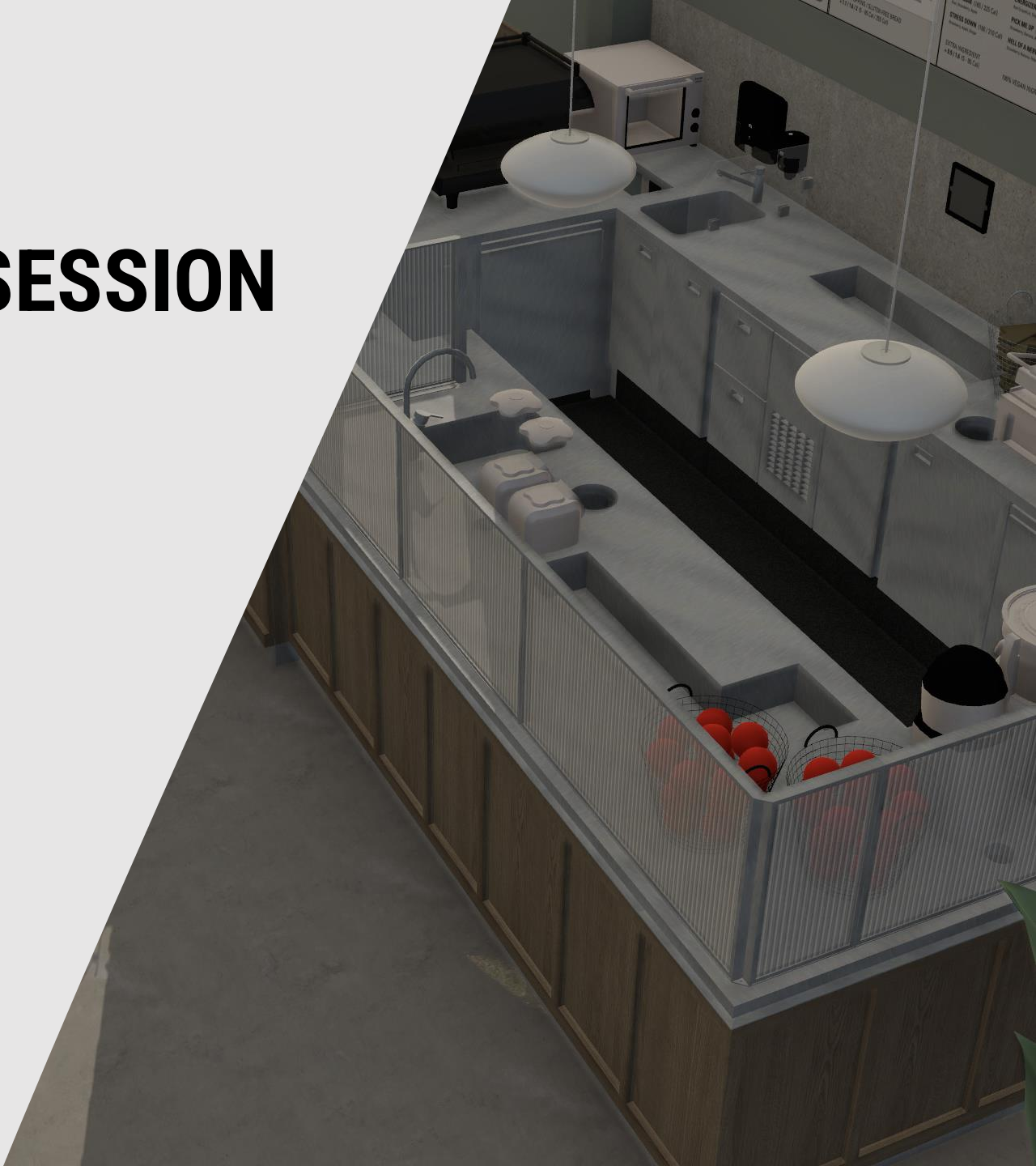
FACILITY MANAGEMENT SESSION

Nordic – FM, 2026

SESSION STRUCTURE (ON-SITE WALKTHROUGH)

Duration: 60–90 minutes

Format: Guided walkthrough + hands-on interaction



WHY ARE WE TRAINING THIS

Purpose

This module ensures that new trainees gain a holistic, hands-on understanding of the store's facilities, equipment, and infrastructure through a guided walkthrough led by a Facility/Store Manager.

It bridges:

Classroom knowledge	→ Real store environment
Theory	→ Practical troubleshooting & awareness

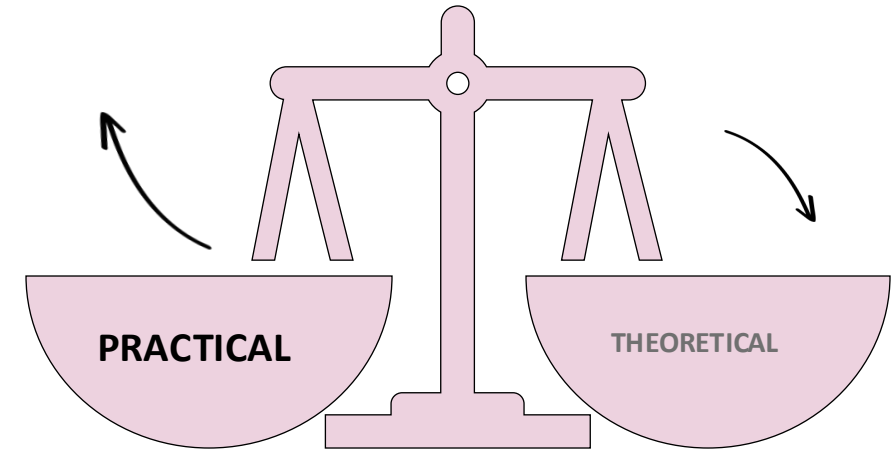
LEARNING OBJECTIVES

After completing this module, the STM trainee should be able to:

- Identify all key facility areas in the store
- Understand how equipment works + common issues
- Apply basic troubleshooting and maintenance awareness
- Understand preventive vs reactive maintenance mindset
- Know when to fix vs when to escalate (DOC reporting)

👉 This aligns directly with the Store Maintenance philosophy:

“Planning, correct daily usage and preventive maintenance are cheap – reactive maintenance is expensive” . jf. theory module (store maintenance)





FACILITY MANAGEMENT SESSION

TRAINING FLOW

(ALIGNED WITH EXISTING MODULE STRUCTURE)

Why is this important? (5–10 min)

Facilitator script:

Connect facility knowledge to Circle of Operational Excellence

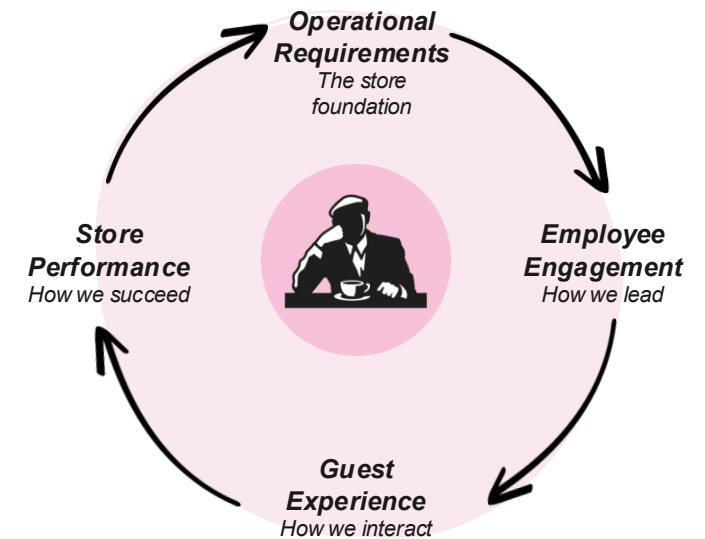
- ✓ Operational Requirements
- ✓ Employee Engagement
- ✓ Guest experience
- ✓ Store performance → Cost control

Use examples:

Dishwasher misuse → €3000 cost vs €0 with care

Key message:

👉 *"Today's ignorance is tomorrow's headache" (p.6)*





WALKTHROUGH SEQUENCE

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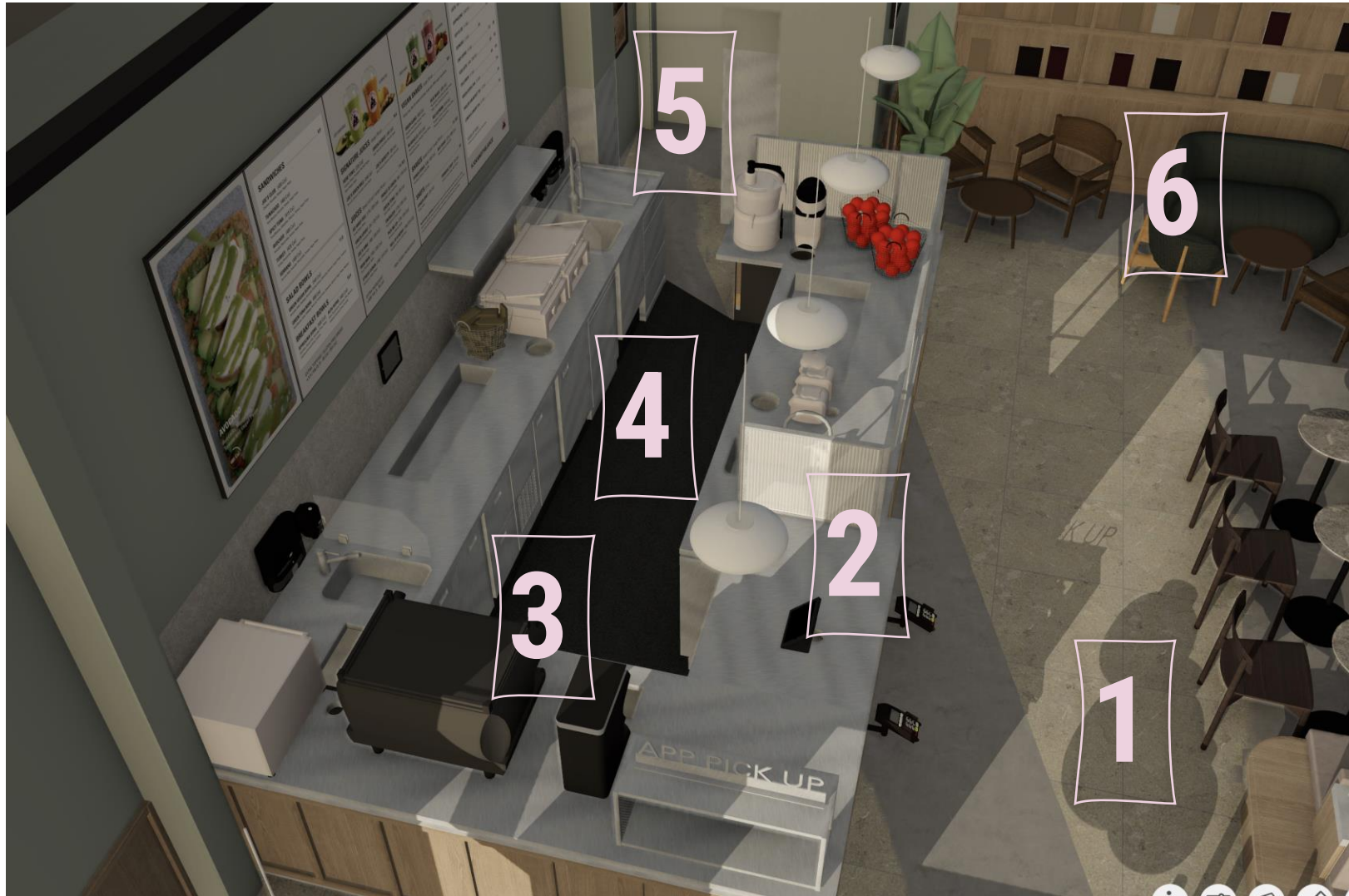
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FACILITY MANAGEMENT SESSION – WALKTHROUGH SEQUENCE



STEP 1

WALKTHROUGH SEQUENCE

1. Customer Area
2. FOH, IT & POS
3. Coffee Station
4. Production (Juice/Sandwich)
5. BOH Stockroom

STEP 2 (6)

SIT DOWN SEQUENCE

- 6.1 Storage & Spare Parts
- 6.2 Common Failures scenarios
- 6.3 DOC Reporting & escalation



FACILITY MANAGEMENT SESSION



1. CUSTOMER AREA

Walkthrough Sequence

Focus Areas

1. Seating area (tables, chairs, sofas)
2. Cleanliness (floors, surfaces, waste)
3. Lighting, Spots & atmosphere
4. Guest flow (entrance → order → seating)

Trainer Guidelines

Connect to:

1. Guest experience & first impression
2. Store atmosphere and brand perception
3. Flow efficiency and accessibility

Highlight:

1. "This is what the guest sees first"
2. Clean, maintained and organized = higher perceived quality

Focus on optics & furniture troubleshooting

Trainee Tasks

- Identify 3 things a guest would notice immediately (In the store & their own)
- Spot potential issues (wear & tear, , unstable chair, clutter etc.)
- Evaluate flow: Is it easy to move from entrance → counter?
- Suggest 1 improvement for better guest experience





FACILITY MANAGEMENT SESSION



2. FOH / POS / IT

Walkthrough Sequence

Focus Areas – How to

1. POS terminals
2. WiFi setup (new vs old)
3. Printer
4. SSKs
5. Router

Trainer Guidelines

Show how systems connect physically

Demonstrate:

- Restart router
- Reconnect terminal
- Printer troubleshooting

Trainee Tasks

- Restart a router (guided)
- Identify WiFi networks
- Simulate “POS not working” scenario



FACILITY MANAGEMENT SESSION



3. COFFEE STATION

Walkthrough Sequence

Focus Areas

1. Coffee machine
2. Grinder
 - Daily usage & care

Use Advanced Coffee for reference (Toolbox etc.)

Trainer Guidelines

Emphasize:

1. Correct usage = fewer breakdowns
2. *“Treat the store as your home”* mindset ref. to Store Maintenance module

Trainee Tasks

1. Identify warning signs (noise, inconsistency)
2. Explain when to troubleshoot vs escalate



FACILITY MANAGEMENT SESSION



4. Production (Juice/Sandwich)

Walkthrough Sequence

Focus Areas

1. Dishwasher (assembly + issues)
2. Grills (burn-off, trouble shoot + usage awareness)
3. Centrifuge (safety switch)
4. Ice machine (trouble shooting)

Trainer Guidelines

Connect to:

- Preventive maintenance (cleaning, assembly)
- Cost impact of misuse

Trainee Tasks

- Assemble/disassemble dishwasher parts
- Identify incorrect setup
- Explain “no spoons” rule impact – ref. Store Maintenance Module



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5. BOH & TECHNICAL AREAS

Walkthrough Sequence

Focus Areas

1. Water trap
2. Filters (air compressor cleaning)
3. Electricity basics
4. Wifi Router Connection
5. Speakers
6. Fire escape Route

Trainer Guidelines

1. Show hidden areas trainees usually ignore
2. Emphasize: *"Clean before you repair"*-mindset ref. Store Maintenance Module
3. Compliance rules and standards set-ups

Trainee Tasks

1. Locate filters
2. Locate electricity fuse box
3. Explain cleaning frequency and why it's so essential
4. Explain importance of fire escape compliance and route



FACILITY MANAGEMENT SESSION

6. POST WALKTHROUGH

Sit down after the walkthrough and go over these 2 sequences

FOCUS AREAS

TRAINER GUIDELINES

TRAINEE TASKS

6.1 STORAGE / SPARE PARTS

- Spare equipment
- Maintenance supplies

- Connect to planning:
 - “Have a plan, have a stock”

- Identify Critical Spare Parts to have in stock
- Explain why they are needed

6.2 COMMON FAILURES SCENARIOS

Use real examples from your OWN EXPERIENCES:

- *No power*
- *Equipment not working*
- *Water leaks*
- *Poor performance*

Trainer Approach

Ask:

“So, if that happened to you - What would you check first from what we have went over today?”

Then guide and support toward modules and knowledge

- Filters
- Settings
- Power
- Water supply

(Aligned with troubleshooting logic on p.14-15)

6.3 FACILITY REPORTING & ESCALATION

Key Learning

1. Go over the Escalation Sequence

Facility Breakdown Happening	Employee try to trouble shoot (Using toolbox on e-campus for ref.)	Employee cannot fix, then Employee reports to Manager which will make DOC report.	If the issue is a level 5, "store is not operational", Store Manager will call District Manager. If District Manager cannot fix the issue - they call the local facility technician for final vote.
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2. DOC Reports:

Difference between:

- X Bad report: "Grill not working"
- ✓ Good report: Clear issue descriptions + trouble shooting observations (Example from p.17 in Store Maintenance module.)

LEVEL 5

Trainee Task

Write a "5-star DOC report" based on a scenario.
Write a Regular DOC Report and explain how and why your communication method