Onboarding

Moneyball 2.0 Leadership Training

Proudly made in JOE collaboration with

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AGENDA

1 **Why is this skill important?**

2 How to master the skill

3 Sum-up and Impact

4 How to apply into practice

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WHY IS THIS SKILL IMPORTANT?

Learning goals for this session

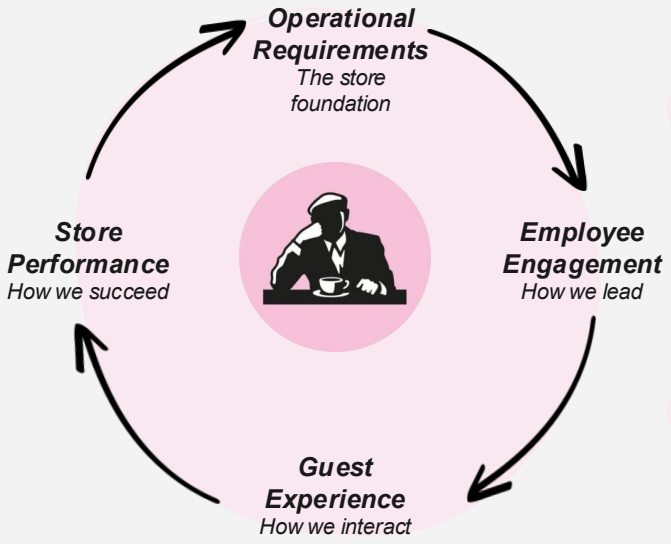
LEARNING GOALS

Learn the complete on-boarding flow from pre-boarding to in-store on-boarding to ensure the best start for a new employee.

1. Understand practical **pre-boarding** steps for a **new hire**
2. Master the **pre-boarding manager tasks**
3. Excel in the **in-store onboarding hour**
4. Plan in the **five touch base meetings** during first 3 months

Structured onboarding ensures new hires are properly **enabled in WP2**, allowing seamless integration into team and **shift plan**.

Effective onboarding **increases retention**, reduces **employee turnover costs**, and drives stronger financial performance.



A well-planned onboarding process makes new hires **feel seen and heard,** boosting motivation & **engagement**.

Consistently **emphasizing brand behavior** and guest experience during **onboarding meetings** leads to improved guest satisfaction and loyalty.

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AGENDA

1 Why is this skill important?

How to master the skill

- The pre-boarding typeform
- The pre-boarding manager tasks
- The in-store onboarding hour
- The in-store touch base meetings

2

3 Sum-up and Impact

4 How to apply into practice

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OPEN QUESTION

HOW DID YOUR FIRST MANAGER ONBOARD YOU AS A JUICER?

PRE-BOARDING TYPEFORM

The important first step of a successful onboarding

Our pre-boarding Typeform introduces new hires to our company virtues, culture and daily life while gathering required information

Description

The pre-boarding Typeform is essential as it collects all the necessary information to set up new hires.

- **Contract** – Completing the Typeform makes them eligible to receive their contract.
- **Payroll** – Ensures everything is ready for WP2 and payroll processing.
- **Introduction** – We introduce them to our virtues, daily vibe, and work culture.

Goal

By introducing new hires to our virtues, expectations and daily routines, we set a strong foundation to…:

- **Confidence & preparation** – Ensure they feel ready and confident prior to their first shift.
- **Positive experience** – Set the stage for a smooth and engaging start from **day one**.
- **Long-term retention** – Help build commitment and loyalty.

THE PRE-BOARDING TYPEFORM

The four elements in the typeform

PROVIDING INFORMATION

- ✓ Realistic job preview video
- ✓ Manifest and company virtues
- ✓ What benefits we offer

To welcome and share company insights

GATHERING INFORMATION

- ✓ Full name & age
- ✓ Address
- ✓ Bank & Pension details

To send contract & activate WP2 profile

SETTING EXPECTATIONS

- ✓ Punctuality
- ✓ Dress Code
- ✓ Hygiene

To set and align expectations

ATTENSI INTRODUCTION

- ✓ Introduction to training journey
- ✓ A module overview
- ✓ Getting started with Attensi

To inform about training journey

A new employee will complete the pre-boarding Typeform to successfully activate their employment on WP2.

https://joejuice.typeform.com/to/sjC5NR#onboarding=xxxxx

EXERCISE: THE PRE-BOARDING TYPEFORM

Understand how new employees complete the typeform

THE PRE-BOARDING TYPEFORM EXPERIENCE

1 INDIVIDUAL:
Complete the Typeform

2 TOGETHER:
Share your thoughts on the experience

https://joejuice.typeform.com/to/sjC5NR#onboarding=xxxxx

THE MANAGER PRE-BOARDING TASKS

Tasks to complete before start of your new Juicer

THE STEPS

1 TRAINING PLAN

- ❑ Assign hours following availability of new hire (add pre-booked vacation)
- ❑ Plan in Station Exams & all touch base meetings
- ❑ Add all training Tags (incl. Onboarding Hour (both new hire & manager)

2 WELCOME MAIL

- ❑ Store name & address
- ❑ Contact Details (incl. email & phone # of all in-Store Management)

3 PHONE CALL

- ❑ Recap of Welcome Mail (i.e., brief overview of week ahead)
- ❑ Call new hire to plan in-store onboarding (DON'T BE ON SHIFT)
- ❑ Ensuring confidence ahead of starting BTC (e.g. any questions they have)

EXAMPLE OF A WELCOME MAIL*

Dear [NAME OF NEW JUICER],
Congratulations on your new position at Joe & The Juice! I am very happy to welcome you to our team and look forward to working with you.

Start date and location:
You will start at [NAME OF BAR] on [DATE], where we have planned a thorough training period to ensure you get the best possible start.

Next steps:
Pre-boarding Typeform link:
Here, you will find a short introduction to Joe & The Juice and can fill in the necessary information.

WorkPlanner2 activation link:
Gives you access to our internal system, where you can view your schedule and find other important information.

DocuSign contract:
Your contract will be sent via DocuSign (sent once the Pre-boarding Typeform is completed). Please remember to sign it before your first day.

Vacation and days off:
If you have any pre-booked vacations or days off within the next 8 weeks, please let me know so we can plan the training accordingly.

Onboarding planning:
I will call you in the coming days to go through the in-store onboarding and finalize the last details so that you are well-prepared for your first day.

If you have any questions along the way, you are always welcome to contact me directly. I am here to make sure you get a great start!
We are excited to have you on the team and look forward to the energy and engagement you will bring.

*Reach out to your local recruiter for market adjusted welcome template

EXERCISE: MANAGER TASKS BEFORE FIRST DAY

Practicing essential tasks before your Juicers first day

PRE-BOARDING FLOW

STEP 1

TRAINING PLAN

INDIVIDUAL

- Identify your newest hire and draft up your own fictive training plan incl. relevant tags

STEP 2

WELCOME MAIL

INDIVIDUAL

- Create your own of your own welcome mail template

EXERCISE 3

PHONE CALL

1. **GROUPS OF TWO**
   Identify roles of 1) New Juicer Candidate & Manager
2. Manager to make phone call: Recap the job interview, inform about job offer, explain why they got the job
3. Manager to briefly recap step 1 & 2 on the phone to prepare new hire

Completing all three relevant tasks will secure a successful overall pre-boarding of new hires in Joe & the Juice

OPEN QUESTION

AS A JUICER, HOW DID YOU GET PREPARED BEFORE YOUR FIRST SHIFT?

IN-STORE ONBOARDING STRUCTURE

How to ensure that your new juicer thrives throughout the first 3 months

In-store onboarding process helps our new hires feel confident, improve experience, and provide ongoing support and guidance.

Description

The overall in-store onboarding has **two parts:**

- **Part 1:** A one-hour meeting where the Store Manager introduces practical info, store orientation, training expectations, and key topics from pre-boarding.
- **Part 2:** Five one-on-one touch base meetings over eight weeks to provide ongoing support and development.

Goal

We strive to give our new hires the knowledge and skills to succeed, be confident and hereby:

- **Reduce early turnover** – Improve the 154% employee turnover rate (2024), especially in the first 3 months.
- **Encourage ownership** – Strengthen responsibility for both Managers and Juicers.
- **Strengthen collaboration** – Build a positive team feedback culture and social ties.
- **Boost engagement** – Create a more motivated and scalable workforce.

OPEN QUESTION

WHAT’S MOST IMPORTANT FOR YOU WHEN WELCOMING NEW EMPLOYEES?

AS WE SAY

"YOU NEVER GET A

SECOND CHANCE TO MAKE A

GOOD FIRST IMPRESSION"

A GOOD FIRST IMPRESSION

How to welcome your new hire on day 1

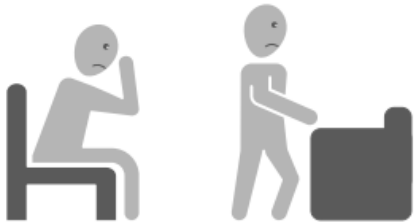
A SIMPLE DO'S AND DON'TS GUIDELINE

GOOD FIRST IMPRESSION

A great first impression:

- ✓ Use positive body language and smile
- ✓ Be inclusive, attentive, and appreciative
- ✓ Be well prepared
- ✓ Act professional

BAD FIRST IMPRESSION



Usual mistakes:

- ❖ Being on shift when meeting the Juicer
- ❖ Not being prepared
- ❖ Being stressed or unfocused
- ❖ First day of BTC on a peak day

FOUR ADVICES ABOUT POSITIVE BODY LANGUAGE

1. **Confident posture** – Stay tall and open in a relaxed posture to show confidence and make your new Juicer feel welcome.
2. **Make eye contact** – Look at your new Juicer when speaking to show you are engaged and happy they are here.
3. **Smile naturally** – A warm smile helps your new Juicer feel comfortable and appreciated.
4. **Use open gestures** – Nod, use your hands naturally, and avoid crossing your arms to show openness and support.

THE IN-STORE ONBOARDING MEETING

What to go through during the 1-hour on-boarding meeting before a Juicer's first shift

THE ONBOARDING HOUR

1. Welcome (15m)

The Preperation

- ✓ Ensure you are available at scheduled time
- ✓ Offer a Coffee/Juice etc.
- ✓ Find suitable table to talk

The Introduction

- ✓ Who you are/what your role is.
- ✓ A little about you (i.e., your 'Joe Journey.')
- ✓ A little about them (i.e., outside interests.)
- ✓ How was Onboarding so far (i.e., Campus.)

Attensi / E-Campus / Courses

- ✓ Check Completed Attensi Modules
- ✓ Food Safety/Anti-Harassment Courses

2. Store Orientation (15m)

Introduction to Store

- ✓ Fire escapes & procedures
- ✓ Stockroom, (storing belongings)
- ✓ Toilet (storage of cleaning products)

Introduction to Bar

- ✓ Sink Purposes
- ✓ Clock-in App
- ✓ How to register Employee Meals
- ✓ Cabinets & Fridges (finding ingredients)

Introduction to Team

- ✓ Names & job roles
- ✓ Contacts, other in-Store Management

3. Workplanner (15m)

Introduction to WP2

- ✓ How to access
- ✓ How to find Store Shiftplan
- ✓ How to find My-Shiftplanner

Introduction to Shiftplanner

- ✓ How to navigate weeks
- ✓ How to see upcoming shifts
- ✓ How to find phone # (clicking on Name)
- ✓ How to see & request vacations

Introduction to Tags

- ✓ Brief introduction to position tags (e.g., BM)
- ✓ Brief introduction to shift training tags

4. Training Plan (15m)

Training Plan

- ✓ Walk through training plan
- ✓ Breakdown of week-by-week
- ✓ Alignment with availability

Outline your Expectations

- ✓ Punctuality / Dress-Code
- ✓ Pass relevant Attensi Module(s) on time
- ✓ Pass relevant Tests (Attensi) on time
- ✓ Agreement on above as reasonable

Recap

- ✓ Dates of scheduled Validation/exams
- ✓ Dates of scheduled Touch bases

This is a great opportunity to set expectations and demonstrate our virtues. *Be prepared and make a good first impression.*
WP2 'Onboarding' tag to be added on both the employee and Manager.

THE FIVE TOUCH BASE MEETINGS

The 15-minute meetings throughout the employee on-boarding journey

The Touch Base meetings are similar to a Yellow Development Talk where the focus is to ask open questions, making sure employee feels seen and heard

AFTER 7 DAYS

INTRODUCTION

- How has the work in Joe & the Juice aligning with the Juicers expectations?
- How have the Juicers new colleagues received them as a new team member?

AFTER 14 DAYS

SUCCESS & CHALLENGES

- What successes have the Juicer experienced since they started?
- What challenges have been the biggest and what can you do together to overcome them?

AFTER 21 DAYS

SETTING GOALS

- Have the Juicer describe how their training period has been, compared to their expectations.
- Set goals with the Juicer and agree on 3 focus points.

AFTER 1 MONTH

PERFORMANCE SHIFT PREPERATION

- Follow up on training and plan towards Performance Shift
- What has been the Juicers biggest success?
- What rewards and recognitions has been most valuable to the Juicer?

AFTER 2 MONTHS

DEVELOPMENT

- Discuss how it has been to work with the three focus points discussed at 3rd meeting
- How has the Juicers journey been so far?
- Explain what it takes to progress and present Moneyball structure
- How does the Juicer see themselves progress?

All touch base meetings (15 min) to be planned and registered on WP2 with tags, prior to a shift

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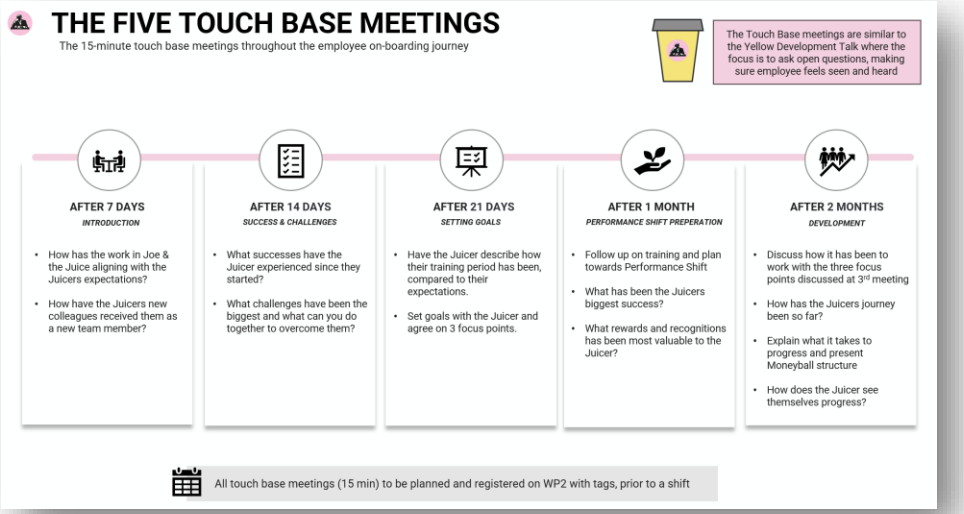
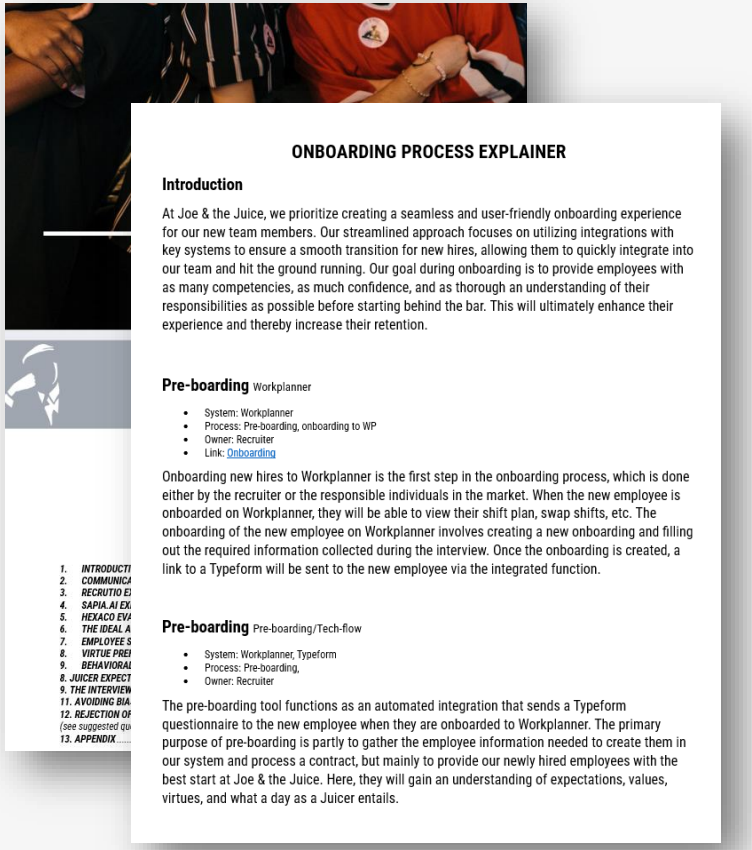
SUM-UP AND IMPACT

From class-room theory to practical in-store skills

What are your **key learnings?**





ONBOARDING PROCESS EXPLAINER

Introduction

At Joe & the Juice, we prioritize creating a seamless and user-friendly onboarding experience for our new team members. Our streamlined approach focuses on utilizing integrations with key systems to ensure a smooth transition for new hires, allowing them to quickly integrate into our team and hit the ground running. Our goal during onboarding is to provide employees with as many competencies, as much confidence, and as thorough an understanding of their responsibilities as possible before starting behind the bar. This will ultimately enhance their experience and thereby increase their retention.

Pre-boarding Workplanner

- System: Workplanner
- Process: Pre-boarding, onboarding to WP
- Owner: Recruiter
- Link: Onboarding

Onboarding new hires to Workplanner is the first step in the onboarding process, which is done either by the recruiter or the responsible individuals in the market. When the new employee is onboarded on Workplanner, they will be able to view their shift plan, swap shifts, etc. The onboarding of the new employee on Workplanner involves creating a new onboarding and filling out the required information collected during the interview. Once the onboarding is created, a link to a Typeform will be sent to the new employee via the integrated function.

Pre-boarding Pre-boarding/Tech-flow

- System: Workplanner, Typeform
- Process: Pre-boarding,
- Owner: Recruiter

The pre-boarding tool functions as an automated integration that sends a Typeform questionnaire to the new employee when they are onboarded to Workplanner. The primary purpose of pre-boarding is partly to gather the employee information needed to create them in our system and process a contract, but mainly to provide our newly hired employees with the best start at Joe & the Juice. Here, they will gain an understanding of expectations, values, virtues, and what a day as a Juicer entails.

Our Global Standards and Onboarding Manual is to be followed at all times

Click here to access

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HOW TO APPLY INTO PRACTICE

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

Assistant Store Manager	Assists the Store Manager with on-boarding scheduling. Capable of leading processes in the absence of the Store Manager
Store Manager	Responsible for on-boarding new employees and communication, hosting on-boarding meetings and touch-bases throughout employee journey
District Manager	Mentors and supports Store Manager in completing on-boarding procedures and oversees the overall onboarding flow by providing constructive feedback and sparring.

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MANAGER SPECIALIST SESSIONS

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