



JOB DESCRIPTION - SHIFT SUPERVISOR

ABOUT JOE & THE JUICE

Our vision is to become the first truly global people-centric food & beverage brand by offering a healthy, convenient, and ambient experience when entering our universe. To achieve this, we strive to create a culture based on our company virtues and operational excellence within our four company focus areas: Ensuring *Operational Requirements* are upheld, a high degree of *Employee Engagement*, leading to delivering great *Guest Experiences*, and hereby ensuring a strong *Financial Performance*.

Our unique company culture is the backbone of our company's success, which relies on our employees to adhere to and promote our company virtues: *Positive Attitude*, *Inclusion*, *Social Ties*, and *Growth*.

JOB SUMMARY

Position title:	Shift Supervisor
Reports to:	Store Manager
Job description last updated:	10/29/2025

As a Shift Supervisor at Joe & the Juice, you will play a vital role in supervising the daily operations. Your main responsibility is to maintain operational excellence by observing, delegating, and executing daily concept workflow (DCWF), and hereby deliver a high degree of guest satisfaction, leading to store performance. Acting as a key support to the store management team, you will set the tone for an engaging and motivated workplace through a people-centric corrective feedback culture and a train-every-day mindset. You will be a key driver of *Social Ties* by engaging in the Social Calendar. You will be expected to work full-time hours, and typically, mainly work opening and closing shifts.

KEY RESPONSIBILITIES

DCWF:	Ensure DCWF is executed to the highest possible standards by following the set structure and by observing operational gaps based on traffic in the store. Delegate tasks accordingly to maintain a focused and productive team and follow up on the execution with corrective and acknowledging feedback.
Cleanliness & Standards:	Oversee, delegate, and follow up on checklists in the task-monitoring system to ensure adherence with our food & bar safety principles: <i>Pink Standard</i> . Responsible for honest documentation and reporting any malfunctions or issues in the store.
Juicer Training:	Carry out planned Juicer training following our global training mantra: " <i>Knowledge - Training - Practice - Validation</i> " leading to skilled team members.
Guest Experience:	Lead by example, encourage, and follow up on the team to deliver exceptional guest experience through our brand behaviour principles. Furthermore, ensuring guest satisfaction by handling in-store guest feedback professionally.
Stock Management:	Carry out deliveries, including reporting, and supervising general waste control.

KEY PERFORMANCE INDICATORS

Operational Requirements:	Task-monitoring checklists completion rate, Product Availability, Waste registration
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Employee Engagement:	Training Completion
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Guest Experience:	Waiting Time, Complaints
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I acknowledge that I have understood and agree with the above-stated accountabilities and responsibilities of this position:

Signature and date, Shift Supervisor

Signature and date, Store Manager