THE TRAINING LADDER

JOE & THE JUICE

NORDIC

HOW TO PLAN

HOW TO EXECUTE

HOW TO VALIDATE

THE TRAINING LADDER (The Guiding Star for Training Execution)

Goal: Ensure to increase Ideal Management Pipeline and Brilliant Basic Store Execution

Role	Accountability Regarding Training	How to Plan (What must be prepared)	How to Execute (What must be done)	How to Validate (How we know it worked)
District Manager	*Coach Store Managers to follow the Training Ladder by understanding and manoeuvre it 100%*	• Define market training priorities based on BB dashboard ❑ • Map Performance gaps across stores (STM review) ❑ • Ensure to read up on all training E-campus knowledge ❑ • Plan store visit calendar ❑ • Schedule monthly leadership training sessions w. STM's ❑ • Plan Training Calendar w. all Store Managers ensuring training are being executed daily ❑ • Align training focus with Store Managers ❑	• Run leadership & training workshops for STMs ❑ • Conduct store visits and live coaching ❑ • Coach STMs on training planning, execution and leadership development conversations ❑	• Review store BB performance weekly ❑ • Conduct store audits and leadership reviews ❑ • Evaluate STM development and store performance improvement ❑ • Follow up on action plans from store visits & Monthly Reviews ❑
Store Manager	*Employee Planning & pipeline development talks* *BB Performance tracking and Communication* *Training validations*	• Review store BB KPIs and training priorities (Monthly R) ❑ • Build store training plan by using team heatmap & Training Completion Mapping ❑ • Identify Juicer and Shift Lead development needs ❑ • Schedule weekly training themes and planning (product, speed, service) ❑ • Plan coaching sessions with ASMs and Shift Leads and Juicer training planning with them ❑	• Train ASTMs and Shift Leads through shadowing and coaching ❑ • Lead by example on floor during peak hours ❑ • Run development talks and feedback sessions ❑ • Conduct onboarding sessions for new employees ❑ • Run training shifts and demonstrations ❑	• Track Juicer skill progression and onboarding completion through Training Dashboard ❑ • Monitor store KPIs & BB ❑ • Conduct store audits and operational reviews ❑ • Review weekly training outcomes with ASM team ❑ • Review Monthly outcomes with DM ❑
Assistant Store Manager	*Training of SMs and pipeline* *Onboarding and Training of New Juicers* *DCW & Riskproof.* *4-wall Operational Specialist*	• Plan shift training focus based on store priorities with the Store Manager ❑ • Identify Juicers & Shift Managers needing coaching • Prepare shift assignments and development opportunities ❑ • Plan and support onboarding sessions for new Juicers ❑	• Lead training during shifts ❑ • Demonstrate correct workstation execution ❑ • Coach Juicers and managers on DCW, products preparation, cleaning and guest service ❑ • Run pre-shift briefings explaining the training focus and team positioning delegation ❑ • Provide real-time feedback during shifts ❑	• Review shift performance metrics (speed, quality. (use training validation board)) ❑ • Check operational DCW checklists and station standards ❑ • Gather feedback from Juicers on training clarity ❑ • Report training progress to Store Manager ❑
Shift Lead / Manager	*Training of new and senior Juicers: During every Shift* *Brand Behaviour & Guest Experience Specialist* *Run The Shift*	• Execute the Identified training opportunities for the shift ❑ • Support management with assigning Juicers to positions that support team development ❑ • Prepare quick training focus for pre-shift briefing with the trainee. ❑	• Run pre-shift training briefing (5–10 min) with the trainee. ❑ • Demonstrate correct product preparation and DCW operational standards ❑ • Coach Juicers during operation ❑ • Reinforce brand behaviour and teamwork ❑	• Observe product quality, speed, and guest interactions ❑ • Give immediate coaching feedback ❑ • Confirm trainee improvement during shift ❑ • Coach and give feedback on DCW executions ❑
Juicer / Team Member	*Training Discipline* *Do the right thing when no one is looking*	• Prepare for training by reviewing tasks and station routines ❑ • Ask questions and request feedback ❑	• Practice product preparation and guest service ❑ • Follow operational routines and brand behaviour standards ❑ • Apply feedback from Shift Leads ❑	• Demonstrate improved speed and accuracy ❑ • Deliver consistent product quality, guest experience and DCW execution ❑ • Receive validation from Shift Leads ❑