



STORE MANAGER TRAINING

JOE & THE JUICE

MB 2.0





JOB DEFINITION

JOE & THE JUICE NORDIC TRAINING
ROLE DASHBOARD

TASK OVERVIEW

WEEKLY

MONTHLY

OPERATIONAL REQUIREMENTS

1. BTC Shifts (Lead by example)
2. Waste Management Procedures
3. DCW & SOP Review
4. Health and Cleaning Compliance
5. Store Audit Review
6. Facility Tracker - Follow Up
7. Shift-plan assessment & clock in corrections

EMPLOYEE ENGAGEMENT

1. Juicer talks
2. Employee Training Evaluation
3. Compliance Tracking
4. Recruitment & Onboarding
5. Team Devl. & Positioning
6. Sign off shiftplans/ Close Weeks
7. Update Pipeline overview

GUEST SATISFACTION

1. Brand Behaviour training and execution (Show time)
2. Myli-Score: (Comments & Score evaluation) disciplinary actions

STORE PERFORMANCE

1. Template Review & Optimizations
2. Weekly Report (ROTB)
3. Brilliant Basics Evaluation

TASKS

1. Monthly Training Execution

STORE
MANAGER

ACCOUNTABLE FOR

- Store operations, retention & compliance
- Compliance & food safety standards

RESPONSIBILITIES

- Control labour, waste, productivity, ticket & transactions
- Weekly review of leading & lagging KPIs to steer performance outcomes
- Build training completion & internal pipeline with a continues focus on & employee engagement over industry benchmark
- Ensure full compliance with food & safety standards
- Lead from the front BTC (all admin limited need to drive direct value in-store)

SUCCESS MEASURES / KPI'S

- Brilliant basic performance (-4)
- In-store revenue vs budget
- Retention & training completion
- Compliance audit (health authorities) and Ops audit (DM) outcomes
- Engagement Score

ACCOUNTABILITY GOALSETTING





JOB DEFINITION

JOE & THE JUICE NORDIC TRAINING WEEKLY PLANNING

TASK OVERVIEW

STORE
MANAGER



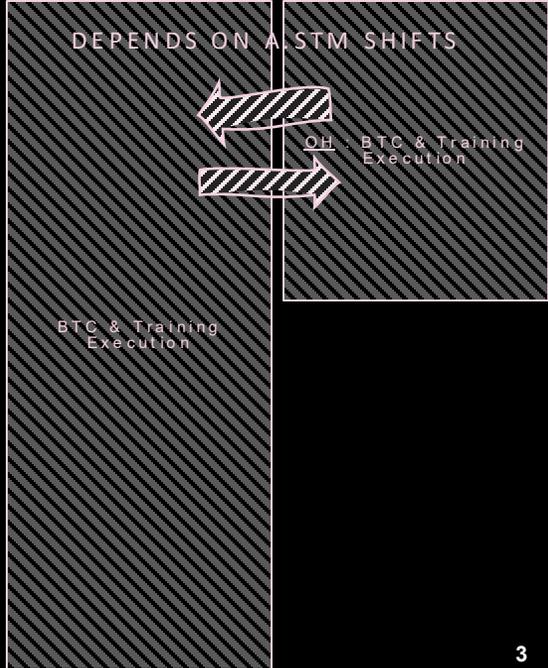
Capture the Morning

Show-Time

Evening Host

TIME	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
7.00 AM						GAME - DAYS	
7.30 AM							
8.00 AM							
8.30 AM		Count verification	Pink Talks		Team Management Meeting & Plan for the next 2 weeks		
9.00 AM		WEEKLY PLANNING 1. Weekly Risk proof 2. Shift plan assess & clock-in corrections 3. Facility Tracker 4. DCW & SOP Review 5. Talent Pipeline - Heatmap Overview 6. Myli & Complaints review 7. BB Dashboard 8. Weekly Reporting (ROTB)					
9.30 AM							
10.00 AM							
10.30 AM							
11.00 AM					BTC & Training Execution		
11.30 AM							
12.00 PM							
12.30 PM							
1.00 PM							
1.30 PM							
2.00 PM							
2.30 PM							
3.00 PM							
3.30 PM							
4.00 PM							
4.30 PM	Count			Ideal Adjustments		Pink Talks	
5.00 PM				DM Meeting Deadline	Shift plan assessment for ROW		
5.30 PM		DEPENDS ON A. STM SHIFTS					
6.00 PM							
6.30 PM							
7.00 PM							
7.30 PM							
8.00 PM							

WEEKLY DISCIPLINE



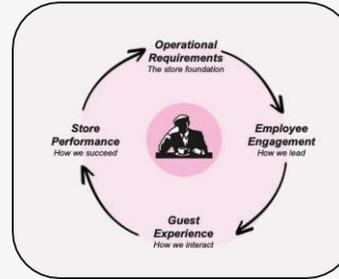


OUR OPERATIONAL PHILOSOPHY



Back to Basics

“Our mindset & onboarding leadership approach”



Circle of Operational Excellence

“Our training theory & practice structure for Operational Excellence”



Brilliant Basics

“How we drive performance”



1st & 2nd WEEKS >>> [EARN YOUR RESPECT]

1

Build credibility & understand the reality of the store.

3rd WEEK >>> [ALIGNMENT & STRUCTURE]

2

Define and create clarity for the store through structures & clear expectations

4th & 5th WEEK >>> [FOLLOW UP & EXECUTION]

3

Take ownership of the weekly operating rhythm and drive execution in the store

6th WEEK >>> [PERFORMANCE & TEAM DEVELOPMENT PLAN]

4/5

Own Store performance and define the plan together with OM & Market Manager

1. Be present in the bar (open / peak / close shifts)
2. Lead by example in cleaning, prep, stock & brand behaviour
3. Take ownership of all operational basics (waste, hygiene, equipment)
4. Fix broken standards immediately (cleaning, structure, workflow)
5. Work alongside the team (no delegation in this phase)
6. Build relationships with all Juicers (create trust & connection)
7. Ensure store is fully operational (no missing prep, stock or tools)
8. Update and practise all Store Manager tools from Toolbox set (H.M etc)

1. Host Store Alignment Meeting (set expectations & standards)
2. Introduce Ideal Prep, Ideal Stock & Daily Workflow
3. Align team on Open, Shift Change & Close routines
4. Clearly define roles, responsibilities & expectations
5. Implement structure across all shifts (visual & practical)
6. Introduce follow-up on compliance, cleaning & execution
7. Set team goals and communicate performance expectation

1. Follow up daily on all Operational standards
2. Correct immediately when structure is not followed
3. Lead daily operations (BTC) while coaching the team
4. Execute weekly tasks according to JD (BB, ROTB, Waste Management)
5. Conduct Juicer Talks & daily feedback conversations
6. Re-train team members not meeting standards
7. Monitor execution of workflow, prep, stock & cleaning
8. Ensure compliance, facility & SOP execution

1. Take ownership of store performance (Sales, BB, Myli, labour)
2. Identify performance gaps and define clear action plans
3. Build individual development plans for all Juicers
4. Create training plan based on skill gaps (Control Sheet)
5. Develop Shift Manager pipeline (top performers)
6. Ensure consistency across all shifts through strong follow-up
7. Present store performance & development plan to District Manager



STORE MANAGER TRAINING

With DISTRICT MANAGER FOLLOW-UP

Phase	Store Manager (Training Focus)	District Manager (Follow-up & Coaching)
1. EARN YOUR RESPECT Week 1-2	Be present in store (open/close) Lead by example in BTC, cleaning & prep Fix basic operational issues Build team relationships	Be present in store with STM Observe behavior & standards Coach through example (not instruction) Ensure SM understands BB expectations
2. ALIGNMENT & STRUCTURE Week 3	Host Store Alignment Meeting Implement Ideal Prep, Stock & Workflow Set expectations & structure across shifts	Join/validate alignment meeting Ensure structure is correctly implemented Align SM on expectations & standards Follow up on structure consistency
3. FOLLOW UP & EXECUTION Week 4-5	Follow up daily on standards Execute weekly tasks (Sales, BB, Myli) Coach team & re-train where needed Ensure compliance & execution	Observe STM meetings & store visits Coach SM on follow-up discipline Challenge execution quality Validate KPI understanding & actions
4. PERFORMANCE & TEAM DEVELOPMENT Week 6	Own store performance (P&L, BB, labour) Build team development plan Develop Shift Manager pipeline Drive consistency across shifts	Challenge performance gaps Review action plans Coach SM on team development Align on performance expectations



THANK YOU

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