



# 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



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		<b>WEEKLY PLANNING</b> 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							
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						
5.00 PM							
5.30 PM							
6.00 PM							
6.30 PM							
7.00 PM							
7.30 PM							
8.00 PM							

Capture the Morning

Show-Time

Evening Host

**WEEKLY DISCIPLINE**



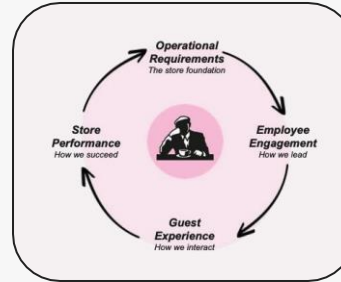


# OUR OPERATIONAL PHILOSOPHY



## 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 store (open / peak / close shifts)
2. Lead by example in BTC, Products, cleaning & 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 Updated 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 (BB)

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 etc.)
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 (HeatMap & Training Compl.)
5. Develop Shift Manager pipeline (top performers & Ideal Management)
6. Ensure consistency across all shifts through strong planning (Man.Pres)
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)
<b>1. EARN YOUR RESPECT</b> 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- & Lead by example (Not delegation) Ensure STM understands and have been introduced to BB expectations & Role definitions
<b>2. ALIGNMENT &amp; STRUCTURE</b> Week 3	Host Store Alignment Team Meeting Implement Foundation; Ideal Prep, Stock, DCW & Riskproof Set expectations & structure across shifts	Align STM on role expectations & store standards Join/validate alignment Team Meeting Ensure structures are correctly implemented Follow up on structures consistency
<b>3. FOLLOW UP &amp; EXECUTION</b> Week 4-5	Follow up daily on standards Execute weekly role tasks (Sales, BB, ROTB) Coach team & re-train needed areas Ensure J&TJ compliance & store execution	Coach STM on the follow-up discipline Follow up on integrated DCW & Training procedures Challenge execution quality Validate KPI understanding & actions Align on store Audit expectations
<b>4. PERFORMANCE &amp; TEAM DEVELOPMENT</b> Week 6	Own store performance (P&L, BB, labour) Ensure Training Plan through the TR. Completion% Build team development plan (Heatmap/BR) Develop Shift Manager pipeline (Ideal M.) Drive consistency across shifts (Management Pr.)	Ensure Store Performance understanding is aligned Challenge performance gaps Review action plans (Business Review) Coach STM on Team Development exercise Align on performance expectations (BB)



**THANK YOU**

[JOEJUICE.COM](http://JOEJUICE.COM)