



MB 2.0 / TOOLBOX

JOE & THE JUICE

Nordic 2026





OPERATIONAL MODEL (- AND TOOLBOX)

Toolbox Overview: Enabling structured planning and daily execution to drive team performance, operational excellence, and consistent guest experience across all levels.

These tools are mandatory and must be used consistently to ensure strong performance and operational excellence

MANAGER (MANAGEMENT TOOLBOX)

A structured set of tools that gives managers full visibility of team performance, translates training priorities into clear execution plans, aligns long-term initiatives, and ensures consistent operational standards, while driving readiness for monthly Brilliant Basics performance and business reviews through data-driven insights and follow-up.

PLANNING & PERFORMANCE

- ❑ MONTHLY BUSINESS REVIEW (POWERPOINT)
- ❑ HEATMAP & ACTION PLANS (EXCEL)
- ❑ BRILLIANT BASIC AUDIT (GOAUDIT)
- ❑ MONTHLY 360 STORE AUDIT (GOAUDIT)
- ❑ RHYTHM OF THE BUSINESS (GOAUDIT)

VALIDATIONS

- ❑ STORE MANAGER VALIDATION (GOAUDIT)
- ❑ ASSISTANT STORE MANAGER VALIDATION (GOAUDIT)

These tools are mandatory and must be used consistently to ensure strong performance and operational excellence

IN-STORE TOOLBOX (DAILY EXECUTION)

A structured set of daily tools that ensures clear roles, strong team positioning, and consistent execution of operations, training, and routines. At the same time maintaining high standards in cleanliness, compliance, and guest experience while driving efficient store flow and team performance.

OPTICS & CLEANING

- ❑ DAILY CONCEPT WORKFLOW "DCW" (NUMBERS / IPAD)
- ❑ RISKPROOF (SHIELD APP / IPAD)

WORKFLOW & TRAINING

- ❑ TEAM POSITIONING WHITEBOARD (WHITEBOARD)
- ❑ ONE ROTATION WHITEBOARD (WHITEBOARD)
- ❑ TRAINING CHECKLIST FOR TRAINING VALIDATIONS (CHECKLIST)
- ❑ SHIFT MANAGER VALIDATION (GOAUDIT)
- ❑ JQ PERFORMANCE SHIFT VALIDATION (GOAUDIT)



AGENDA

JOE & THE JUICE NORDIC TRAINING
Management Toolbox

MANAGER (MANAGEMENT TOOLBOX)

STORE -
&
DISTRICT
MANAGER
Toolbox



Heat Map & Action Planning



DEFINITION

The Heat Map provides a structured overview of team performance, tenure, and capability levels across roles.

It supports managers in identifying strengths, gaps, and risk areas within their teams by combining operational skills, people skills, and tenure data.

This tool enables data-driven decisions around development, succession planning, and prioritization of training efforts.

Juicer & Training Planning



DEFINITION

The Planner transforms training priorities into clear, structured daily execution.

It supports trainers and managers in organizing training sessions, modules and practice routines within defined daily and weekly blocks.

By mapping out the weeks ahead, it ensures consistent progress, and efficient use of training time across all learning activities.

Gantt Planning



DEFINITION

Gantt Planning offers a long-term, structured overview of projects, training rollouts, and key initiatives.

It allows leaders to track progress, dependencies, and timelines while maintaining visibility across weeks and months.

This tool ensures alignment between strategy and execution, helping teams deliver on commitments on time.

Go Audit



DEFINITION

The Go Audit is a structured operational check that ensures standards, processes, and behaviors are consistently followed in-store.

It supports objective evaluation, highlights improvement opportunities, and drives corrective actions.

By linking observations to clear action points, the Go Audit strengthens operational excellence and continuous improvement.



Training & Talent Development: Audit Alignment

What Local Management Can Expect

Purpose: Ensure strong leadership, healthy talent pipelines, and consistent operational performance across Nordic markets by translating global training strategy into measurable local impact.

GLOBAL BB AUDIT REPORTING & COMMUNICATION



1 Rhythm of the Business

Weekly



Weekly Reporting tool, enhancing store – level optics and weekly goal setting follow up + Bottom up comm. Should be used for weekly catch up agenda between STM→DM → OM



2 Store Check

Monthly



Monthly Reporting tool which will be part of the monthly district business review (training segment needs further adjustment jf. juicer performance i-s)

3 Brilliant Basic Audit

Bi-Weekly



Bi-Weekly Reporting tool to ensure Operational excellence, lean stores and strong guest experience.

4 Training Validation

Pr. Training



Validating tool to ensure Operational excellence, lean stores and strong guest training confirmation.



TOOL BOX

JOE & THE JUICE NORDIC TRAINING
In – Store Toolbox(Daily)

IN-STORE TOOLBOX (DAILY EXECUTION)

ASSISTANT
STORE
MANAGER,

STORE
MANAGER

&

DISTRICT
MANAGER

Toolbox

Daily Concept Workflow



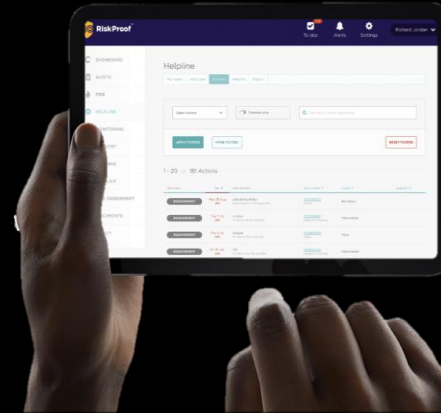
DEFINITION

The Daily Concept Workflow provides a clear, structured overview of daily in-store execution.

It supports managers in planning and monitoring key operational routines, ensuring that brand standards, productivity, and service expectations are consistently met.

This tool creates clarity around responsibilities and helps teams stay focused on what matters most throughout the day.

Risk Proof



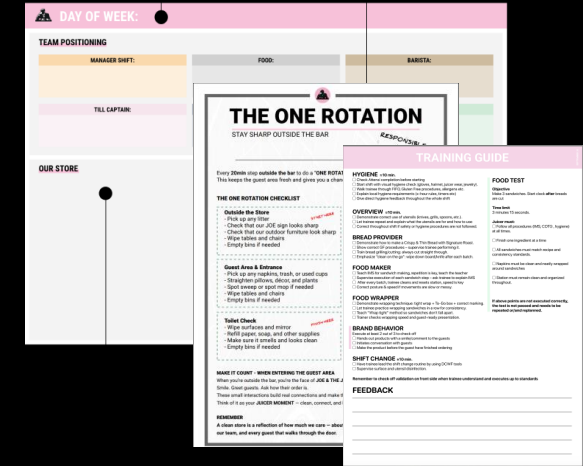
DEFINITION

The Risk Proof tool ensures operational stability by structuring and monitoring cleaning routines, compliance tasks, and critical operational checks.

It provides clear visibility of responsibilities, frequency, and execution status to reduce operational risk and ensure hygiene, safety, and brand standards are consistently met.

By identifying gaps early and creating accountability, Risk Proof supports a clean, compliant, and resilient store operation.

Operational Checklist & Whiteboard



DEFINITION

The Operational Checklist & Whiteboard serves as a central daily management tool for task execution, team positioning, and training structure.

It provides clear visibility of who is doing what, when, and why, while also highlighting training focus areas for each shift. By combining operational tasks with people development,

it strengthens accountability, supports coaching in real time, and ensures the right people are in the right positions.



TOOL BOX

JOE & THE JUICE NORDIC TRAINING In – Store Toolbox(Daily)

IN-STORE TOOLBOX (DAILY EXECUTION)

ASSISTANT
STORE
MANAGER,

STORE
MANAGER

&

DISTRICT
MANAGER

Toolbox

TEAM POSITIONING

DAY OF WEEK: _____

TEAM POSITIONING	
MANAGER SHIFT:	FOOD:
TILL CAPTAIN:	JUICE:
	SEND OUT:

OUR STORE

SHOWTIME TEST RECORD HOLDER Make to produce achieving 100% product quality & 100% Standard

FOOD STATION: _____

JUICE STATION: _____

COFFEE STATION: _____

TARGETS

DEFINITION

Team Positioning ensures the right people are placed in the right roles at the right time during the shift to create strong flow and efficient service. It helps managers assign stations based on skills, experience, and business needs across different dayparts. This clarity improves teamwork, communication, and overall performance.

The tool directly supports better productivity and guest experience. It can also be used to communicate daily KPI targets, highlight weekly top performers, and recognize team achievements. Use it actively before and during shifts to adapt to volume and team performance.

ONE ROTATION

THE ONE ROTATION
STAY SHARP OUTSIDE THE BAR

Every 20min step outside the bar to do a "ONE ROTATION" round. This keeps the guest area fresh and gives you a chance to connect with our guests.

RESPONSIBLE

THE ONE ROTATION CHECKLIST

Outside the Store

- Pick up any litter
- Check that our JOE sign looks sharp
- Check that our outdoor furniture look sharp
- Wipe tables and chairs
- Empty bins if needed

CLEANING TOOLS

- DISINFECTANT SPRAY + CLOTH
- BIN BAGS

Guest Area & Entrance

- Pick up any napkins, trash, or used cups
- Straighten pillows, decor, and plants
- Spot sweep or spot mop if needed
- Wipe tables and chairs
- Empty bins if needed

CLEANING TOOLS

- DISINFECTANT SPRAY + CLOTH
- BROOM & DUSTPAN
- BIN BAGS

Toilet Check

- Wipe surfaces and mirror
- Refill paper, soap, and other supplies
- Make sure it smells and looks clean
- Empty bins if needed

CLEANING TOOLS

- MULTI-PURPOSE SPRAY
- CLOTH
- BIN BAGS

MAKE IT COUNT - WHEN ENTERING THE GUEST AREA

When you're outside the bar, you're the face of JOE & THE JUICE. Smile. Greet guests. Ask how their order is. These small interactions build real connections and make the atmosphere come alive. Think of it as your **JUICER MOMENT** – clean, connect, and keep the JOE vibe strong.

REMEMBER

A clean store is a reflection of how much we care – about the brand, our team, and every guest that walks through the door.

DEFINITION

One Rotation is a simple 20-minute routine designed to maintain cleanliness, organization, and strong guest engagement throughout the day. It encourages the team to step away from their stations regularly to reset the guest area, clean key touchpoints, and restock essentials.

This proactive approach prevents build-up during busy periods and keeps the store consistently presentable. It also creates more opportunities for positive customer interaction. The routine supports a smoother operation and better overall guest experience. Use it consistently with clear ownership to ensure it becomes part of daily habits.

TRAINING CHECKLIST

TRAINING GUIDE

HYGIENE -10 min.

- Check Absent completion before starting
- Start shift with visual hygiene check (Tables, Seating, Juice area, jewelry)
- Walk through through FIFO (Clean) Free procedures, allergen etc.
- Document food hygiene requirements in your notes, logbook etc.
- Give direct hygiene feedback throughout the whole shift

OVERVIEW -10 min.

- Review the use of all items (Bottle, gills, spoons, etc.)
- Let trainee repeat and explain what the items are for and how to use
- Cover throughout with safety or hygiene procedures are not followed

BREAD PROVIDER

- Demonstrate how to load Crusts & Thin Bread with Signature Bread
- Show correct OP procedure – supervisor names performing it
- Trainee repeat and explain, demonstrate through
- Emphasize "lean on the go" wipe down boards/knife after each batch

FOOD MAKER

- Demonstrate how to assemble making, highlight key, teach the best way
- Supervise execution of each sandwich step – ask trainee to explain RIG
- After every batch, trainee clean and reuse water, separate tray
- Demonstrate how to separate ingredients are also in menu

FOOD WRAPPER

- Demonstrate wrapping technique, right wrap – To Go box – correct marking
- Let trainee show wrapping technique in a live scenario
- Teach "Wipe light" method as sandwiches don't fall apart
- Trainee check wrapping speed and guest ready presentation

BRAND BEHAVIOR

- Execute at least 2 out of 3 to check off
- Check out products with presentation to the guests
- Repeat communication with guests
- Make the product before the guest have finished ordering

SHIFT CHANGE -10 min.

- How to use hand gel and change routine by using OOHY tools
- Supervise surface and overall destination

Remember to check off validation on front side when trainee understand and executes up to standards

FEEDBACK

DEFINITION

The Training Checklist / Validation tool provides a structured way to train, track, and validate team members' skills across all stations. It ensures each employee is properly onboarded and confident before working independently. By standardizing training, it creates consistency in performance and reduces variability between shifts and stores.

The tool also gives managers clear visibility on progress and development areas. It supports accountability while building a stronger, more capable team. Use it regularly for onboarding and ongoing development to maintain high operational standards.



THANK YOU

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