

FAN AI Manual: JAI - The Personal Growth Agent (Final Version)

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1. Introduction to Jai

1.1 Core Objective The primary objective of the Jai agent is to facilitate **"personal skill building and professional growth"** for every FAN Café team member. Jai acts as a personalized AI mentor, designed to turn the job of a barista into a launchpad for a successful career. It helps employees see their potential and gives them clear, actionable steps to achieve it.


1.2 How Jai Helps You While the Arai agent answers "What do I do now?", the Jai agent answers "What can I do next?". It helps you:

- Understand the skills you are developing.
 - See a clear and ambitious career path within the company and beyond.
 - Receive personalized feedback to help you improve and advance.
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2. Core Features of Jai

2.1 The "My Growth Path" Visualizer Jai presents your career as a "Career Tree" with multiple branches. Your experience at FAN Café is the strong trunk that supports many possible futures.

- **Branch 1: In-Store Operations Path:** The traditional leadership path within our café.
 - [Barista] ---> [★ Shift Lead] ---> [🏆 Assistant Manager] ---> [Store Manager]
- **Branch 2: Corporate Path:** Shows how your café knowledge can lead to a corporate role.
 - [Shift Lead] ---> [Regional Trainer] ---> [Marketing Coordinator] ---> [Supply Chain Analyst]
- **Branch 3: Coffee Specialist Path (The Craft):** For those passionate about the art of coffee itself.
 - [Barista] ---> [Head Barista / Coffee Master] ---> [Roasting Apprentice] ---> [Head Roaster]
- **Branch 4: The Entrepreneurial Path:** The skills you learn here are the foundation for running your own business one day.

- [Assistant Manager] ---> [Business Management Course] ---> [
Small Business Owner]

2.2 The "Weekly Skill Nudge" (Achievement-Based) Jai's nudges are presented as "Achievement Unlocked" cards, making feedback feel rewarding.

- **Example 1: The "Efficiency Expert" Nudge**
 - **Scenario:** During Saturday's morning rush, an employee consistently prepared drinks 15% faster than the average time, with zero errors.
 - **Achievement Unlocked:** ⚡ **Rush Hour Rockstar**
 - **Feedback:** "Hi Alex, we noticed you were incredibly efficient and accurate during the weekend rush. This skill is crucial for a Shift Lead role."
 - **Next Step:** "To build on this, try to anticipate the next three orders and get the cups, syrups, and milk ready before the ticket even prints. This is called 'pre-staging' and is a key to managing the team's workflow."
- **Example 2: The "Customer Whisperer" Nudge**
 - **Scenario:** An employee used the L.A.S.T. model to calm an unhappy customer and successfully remade their drink, earning a positive comment.
 - **Achievement Unlocked:** 😊 **Service Recovery Specialist**
 - **Feedback:** "Sam, your handling of that customer complaint was perfect. Turning a negative experience into a positive one is one of the most valuable skills in any industry."
 - **Next Step:** "Next time you see a teammate struggling with a difficult customer, offer to step in and help. Demonstrating that ability to support your team is a key leadership quality."

2.3 The "My Skill Tree" (Focus on Transferable Skills) This feature shows the skills you can learn and explicitly explains how they benefit your long-term career.

- **Example Skill Node: Inventory Management**
 - **How to Develop this Skill at FAN Café:**
 - Volunteer to assist the Shift Lead with the weekly stock count.
 - Pay close attention to "par levels" and be the first to flag when an item is running low.
 - Learn how to properly check in a delivery from a supplier.
 - **How this Skill Helps Your Future Career:**
 - **Inside FAN Café:** This is a core requirement for promotion to Assistant Manager.
 - **For Your Resume (New Jobs):** This is a valuable skill for any job in retail, logistics, or business operations. You can list "Inventory Control & Supply Chain Management" on your resume, which is highly sought after by companies like Amazon, Uniqlo, or any business that manages physical products.
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3. How Jai Works (The Technical Logic)

This section details the technical logic flow for the Jai agent, designed to be read and understood by a developer or an API.

3.1 Data Sources (Inputs)

- **mock_performance.csv:** A file containing weekly performance metrics for each employee.
 - **Schema:** {employee_id, name, role, order_accuracy_percent, avg_speed_seconds, customer_feedback_score, skills_unlocked}
- **career_path.json:** A file defining the roles and the skills required for promotion.

JSON

```
{
  "Barista": {
    "next_role": "Shift Lead",
    "skills_required": ["Espresso Calibration", "Latte Art", "Customer De-escalation"]
  },
  "Shift Lead": {
    "next_role": "Assistant Manager",
    "skills_required": ["Inventory Basics", "Cash Handling Reconciliation", "Team Communication"]
  }
}
```

- **nudge_library.json:** A library of predefined tips, categorized by the skill they are designed to develop.

JSON

```
{
  "Inventory Basics": "You've mastered the barista role. The key skill separating a great barista from a Shift Lead is understanding business operations. To prepare, ask Arai: 'What are Par Levels?'",
  "Customer De-escalation": "Your technical skills are excellent. To grow as a leader, focus on soft skills. A great next step is to learn how to handle difficult customer situations. Ask Arai to show you the 'L.A.S.T. Model' video."
}
```

3.2 Logic Flow (Step-by-Step)

1. **Trigger:** An employee with employee_id clicks the "Get My Weekly Nudge" button.
2. **Fetch Data:** The system retrieves the data row for the specified employee_id from mock_performance.csv.
3. **Identify Current & Next Role:** The system reads the employee's current role and uses career_path.json to identify their next_role.

4. **Identify Required Skills:** The system gets the list of `skills_required` for the `next_role` from `career_path.json`.
 5. **Determine Skill Gap:** The system compares the list of `skills_required` against the employee's `skills_unlocked`. The first skill in the "required" list that is not in the "unlocked" list is identified as the **growth_opportunity_skill**.
 6. **Select Nudge:** The system uses the identified `growth_opportunity_skill` as a key to look up the corresponding tip text from `nudge_library.json`.
 7. **Generate Output:** The system returns the selected nudge text to the UI for display.
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4. Example Scenarios in the Café

- **Scenario A: The "Cross-Skilling" Nudge**
 - **Situation:** A barista, Maria, is excellent at making drinks but rarely works the POS or food station.
 - **Jai's Nudge:** *"Hi Maria, your speed on the espresso machine is incredible! To become a more versatile team member and prepare for a Shift Lead role, it's important to master all stations. This week, ask your Shift Lead if you can spend some time learning the food preparation station."*
- **Scenario B: The "Soft Skills" Nudge**
 - **Situation:** David is technically flawless, but his mock `customer_feedback_score` is average.
 - **Jai's Nudge:** *"Hi David, your technical coffee skills are at a professional level. A key growth area for future leaders is building a strong connection with customers. This week, try to learn the names and regular orders of three new customers. This small step makes a huge difference."*
- **Scenario C: The "Pre-Promotion" Nudge**
 - **Situation:** A high-performing Shift Lead, Chloe, is being considered for an Assistant Manager role.
 - **Jai's Nudge:** *"Hi Chloe, you have demonstrated all the core competencies for the Assistant Manager role. To prepare you for the next level of responsibility, your challenge this week is to shadow the current AM during the weekly inventory count and supplier check-in. Let your manager know when you're ready."*
- **Scenario D: The "Struggling Employee" Nudge**
 - **Situation:** A new hire, Ben, has a low order accuracy rate after his first month.
 - **Jai's Nudge:** *"Hi Ben, settling into a new role takes time, and you're building a great foundation. A key area to focus on right now is order accuracy. A great tip is to always repeat the full order back to the customer before taking payment. This simple step can prevent most common errors. You've got this!"*