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| Site Visit | | | |
| 29.1.2015 | | 11:30 AM | SOB Lvl 2 |
| Meeting called by | Oh Peng Ho, Tan Jhun Boon, Yap Jessie | | |
| Type of meeting | Team Meeting | | |
| Facilitator | Yap Jessie | | |
| Note taker | Oh Peng Ho | | |
| Timekeeper | Tan Jhun Boon | | |
| Attendees | Oh Peng Ho, Tan Jhun Boon, Yap Jessie | | |
| Observations - RP | | | |
| 10 MIN | All | | |
| Discussion | Tan Jhun Boon   * Little up selling * Staff duties for RP, one counter staff, one kaisendon, one fried items bento, one packing and receipts collection, one manager * No cooking * Duty roster depends on manager, RP, set full time staff as cashier * RP weekend not open, cashier is daily * since full time cashier is the same every day for RP so no comparison, must compare to previous worker before him   Yap Jessie   * Not everyone greets customers (strange for a jap company) * No upselling done by cashier, very rarely * 2 kitchen staff, one for kaisendon, the other for bentos * Packer also does drink preparations * Social media mat? Not implemented by staff * No rotations for cashiers - full time staff * Fixed job scopes , unless during staff lunch break   Oh Peng Ho   * Job roles   GM - Generally help out  Supervisor  Packer/waiter - Serve food, help out, pack  Cashier  Backend kitchen (bento) - Rice / soup  Frontend kitchen (kaisendon) - Rice / assortment of dishes / prepare dishes   * Backend and Frontend similar level of Hierarchy * No up selling or cross selling * No recommendations of promotions * Sales process - Order is taken - Frontend / backend prepares immediately - packer packs and serves * Drinks are entirely separate | | |
| Observations - MW | | | |
| 10 MIN | All | | |
| Discussion | Tan Jhun Boon   * Never say Japanese greeting * Social media mat not unwrapped * post lunch time sales is negligible so whether a particular staff is there or not has little impact   Yap Jessie   * No greetings from staff * No upselling * No social media mat given | | |
| Post Observation Discussion | | | |
| 10 MIN | All | | |
| Discussion | Issues:  1. Our initial assumption that the cashiers rotate is true only for MW.  2. Our initial scope of coming up with KPIs for manager seems to be redundant, or at least we need to redefine it, considering that there is one shop manager per shop, and there is no real time basis for comparison. The most we can do is to compare Ton-Chan's presence at MW last year and Shin-Chan's presence at MW this year. | | |
| Conclusions | 1. Need to find out from store managers how they normally rotate staff  2. Still able to cluster staff based on lunch/dinner hours only, and/or categorize by roles and compare across roles | | |