

Watami Student Internship Programme

This Student Internship Programme (SIP) prepares the students for their future career.

Objective:

The programme aims to prepare students for their future by exposing them to real work environment in order for them to experience first hand real work situation and learn how to handle real problems at work.

Benefits:

Students eventually develop communications and interpersonal skills necessary in the work environment.

Duration of the Programme:

The SIP runs for six months.

Programme Summary:

Day 1

The Student is given Orientation / Introduction by HR Team in HQ. This includes:

- ▶ Company Profile
- ▶ Company History
- ▶ Company Policies
- ▶ Employee Benefits
- ▶ Issuance of Complete Set of Uniform (Hall or Kitchen)
- ▶ Student is advised of his shop assignment

Day 2

The Student proceeds directly to his shop assignment. The shop trainer will then take care of his training based on the programme from then on.

Shop trainer introduces the shop to the student. A brief shop tour is done to introduce the different stations and the distinction of each.

HALL

There are five (5) Stations in the Hall. The student will be trained and assigned in each station for one month.

First Month

Front & Seater

Greet customers when they come and bid them farewell as they leave.

The Front-in-charge also takes care of taking down reservation, confirming reservation, and making the seat ready for the guests on the date of the reservation.

Second Month

Supporter

The Supporter delivers the food from the kitchen to various sections in the dining area.

The Supporter also ensures that the dish up area (where the food are placed, ready for sending out) is well stocked with cutleries, crockeries, and condiments needed for sending out the food.

Third Month

Section

The Section staffs are the Representatives who execute the Watami Service Standards. They are in-charge of customers' tables by zones.

The Section staffs deal and interact with customers from the time they sit down till they leave the restaurant.

Fourth Month

Pantry

The Pantry staff prepares and makes the desserts, as well as serve them to the customers. He takes care of ordering and inventory necessary for the preparation of the desserts.

Fifth Month

Bar

The Bar staff prepares and makes the drinks. Depends on the design of the restaurant, some bartenders have direct contact with customers at the bar counter.

Sixth Month

All Around

The student has completed his training in all stations of the Hall and can now be assigned in any station. The shop trainer may assign the student anywhere in the Hall, but most especially in the station where he showed the most potential.

This continues till his contract is finished.

KITCHEN

There are four (4) Stations in the Kitchen, and unlike in the Hall, the student will be trained and assigned in two (2) Stations. The reason for this is that it usually takes at least three (3) months for a staff to muster one station (this includes the preparation of ingredients used in each dish).

The 4 Stations in the Kitchen are:

Cold Kitchen (CO)

This is the station where Salads, Sashimi, and Sushi are prepared.

Stove (ST)

This is the station where Stone Pot dishes and Noodle dishes are prepared.

Deep Fryer (DF)

This is the station where deep fried items like Katsu, starters, and Nabe (or hotpots) are prepared.

Jet Oven (JO)

This is the station where hotplates, skewers, and grilled items are prepared.

First to Third Month

The Student is assigned in any one of the stations enumerated above.

The kitchen trainer trains the student in terms of preparation (we call it shikomì) of items needed for the dishes prepared in that particular station.

Throughout the three months of exposure, and depending on the level of understanding of the student, he is also slowly introduced to ordering and inventory of stocks in his station.

Fourth to Sixth Month

The Student is cross-trained to another station only when the kitchen trainer is confident that he can handle efficiently, with minimum supervision, the first station where he was trained.

The kitchen trainer trains the student in terms of preparation (we call it shikomì) of items needed for the dishes prepared in that particular station.

Throughout the three months of exposure, and depending on the level of understanding of the student, he is also slowly introduced to ordering and inventory of stocks in his station.