



HAKATA GENSUKE
RAMEN PROFESSIONAL

EMPLOYEE HANDBOOK

All the things
you need to
know to get
started.



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OUR BACKGROUND

Kousuke Yoshimura, the founder of Hakata Ikkousha, is a famous personality in Japan's ramen industry. He constantly pursues the most desirable taste of the ramen. A real ramen professional, according to Yoshimura, carries the skill to create a broth recipe unique from others that eventually becomes the brand's identity.

Since the establishment of first shop in 2004, Yoshimura has never forgotten the guiding principle: to put customer's satisfaction and experience before profit. Yoshimura dedicates his life and career as a ramen professional. His goal is simple: to be the top of the ramen business.

In 2011 and 2012, Yoshimura secured the title of Ultimate Ramen Champion held in Singapore.

2008 - The first Gensuke Ramen shop in Fukuoka

2011 - Kousuke Yoshimura won World Championship Ramen in Singapore

2014 - Hakata Gensuke Tonkotsu Ramen opened its flagship store in Russell St, Melbourne

2016 - Hakata Gensuke Tonkotsu Ramen opened second branch in Glenferrie Rd, Hawthorn

2017 - Hakata Gensuke Tori (chicken) Ramen was established and opened its first shop at QV Building, Lonsdale St, Melbourne

2017 - Hakata Gensuke Tonkotsu Ramen expanded to Victoria Park, Western Australia

2019 - Hakata Gensuke Yatai Ramen opened in Lygon St, Carlton

2021 - Hakata Gensuke Tori Ramen opened second shop in Northsbridge, Western Australia

2022 - Hakata Gensuke Tonkotsu Ramen opened in Koornang Rd, Carnegie and Healeys Lane, Melbourne

2023 - Hakata Gensuke Tonkotsu Ramen opened in it's first Regent Place, Sydney in NSW



OUR PHILOSOPHY

TO THE WORLD
FROM HAKATA



Hakata Gensuke is run by a team of professionals who understand Hakata's culture, history and spirit. Every member of our operation and management team shares the same dedication - to spread the core culture of Hakata to the world.

We strive to bring the real flavour of Hakata, provide the best service in Hakata style and let customers experience the Hakata atmosphere in each of our shop.

Our souls and hearts are poured into each bowl of Hakata Gensuke's Ramen, making sure that every customer get the best classic Tonkotsu Ramen, whenever and wherever.

Do you know that Hakata is a ward of the bustling city of Fukuoka where Tonkotsu (Pork bone broth) ramen was first invented in Japan. Tonkotsu ramen was originally an affordable and easily prepared fast food for labourers.

Nowadays, Hakata Tonkotsu Ramen is renowned for the significant time and preparation to make a proper version of the dish

OUR VISION & MISSION

理念 行きます
Rinen ikimasu
Company Vision

博多ラーメンを通じて、世界中の人と仲間になり、
若者に夢と希望を与え、社会貢献する企業である。

Hakata ramen wo tsuujite
Sekaijyuu no hito to nakama ninari
Wakamono ni yume to kibou wo atae
Shakaikouken suru kigyou dearu

To be a company that contributes the society by giving dreams and hopes to youngsters and associating with people all around the world through HAKATA Ramen.

地元博多の人から目標とされ尊敬される企業である。

Jimoto Hakata no hito kara
Mokuhyou to sare sonnkei sareru
Kigyou dearu

To be a company that supported and respected by hometown HAKATA people.

人の役に立てる、人材を育成できる、企業である

Hito no yaku ni tateru, jinzai wo ikusei dekiru
Kigyou dearu

To be a company that nurturing valuable talents to become helpful persons.

社訓 行きます
Shakun ikimasu
Mission Statement

元助のラーメンを世界に広げよう。

Gensuke no ramen wo
Sekai ni hirogeyou

Let's spread and forward GENSUKE ramen to the world.

博多の人から愛される、人作り、店作り、味作り。

Hakata no hito kara aisareru
hitozukuri misezukuri ajizukuri

Let's found our humanity, corporate spirit and taste that loved by hometown HAKATA people.

六つの力で皆の成功を実現しよう

Mutsu no chikara de minna no seikou wo jitsugen shiyou
Let's achieve our success by six powers.

熱意、信念、勇気を持って、
一致団結し、思考を高め行動しよう。

Netsui shinnen yuuki wo motte icchidanketsu shi shikou wo takame koudou shiyou
Having passion, faith and courage, get united with enhanced thinking and lead to the action.

GENERAL POLICIES & GUIDELINES

1. Attendance

- Ensure that you are ready to commence your actual duties and work responsibilities at the beginning of your rostered shift on time. We suggest arriving 10 minutes earlier to settle down and freshen up.
- Please contact your shift manager / supervisor as soon as possible if you are running late **OR** if you are swapping / replacing shift with your colleagues.
- Do **NOT** come to work if you are unwell. Find someone to replace your shift and inform your manager / supervisor.
- Clock in/ out strictly according to your roster time unless special requested by your manager. Before starting an overtime, please seek confirmation from the on-duty shift manager of the essentiality. If a shift manager is unavailable at that moment, please provide a reason to explain the situation after an overtime.



2. Presentation

- Always present yourself in a clean and neat way (Please see the diagram below).



- You are not allowed to wear uniforms outside of the premise at any times.
- Do **NOT** wear accessories (Bracelets, rings (except wedding rings), necklaces, etc) and watches while on duty.
- Earrings are exempted, only simple small stud ones allowed, **NO** drop or dangling earrings.
- Smoking, drinking alcohol and taking drugs are strictly prohibited at the workplace.
- Do not play with your gadget or attend to any phone calls, text messages and emails while on duty unless it is an emergency. Ask your manager / supervisor if you need to.
- Uniform is \$50 deposit for a set of it (Inc. apron, polo-T, cap / headband). Please refer to uniform deposit agreement.
- Only **BLACK COLOUR** is allowed for undershirt and **DARK COLOUR** pants (no patches or holes).

GENERAL POLICIES & GUIDELINES

3. Staff Meal Entitlement

- Staff are entitled to a meal at breaktime (Day shift - after work, night shift - before work).
- For safety reasons, staff meal are **NOT** allowed to be takeaway.

4. Food Safety Handling

Before you start working in kitchen or restaurant floor, please take a moment to read this important section to learn how to do a proper and safe food handling:

- Always wash, dry and sanitise your hands thoroughly.
- Always wear clean clothings and apron.
- Do **NOT** eat, spit, smoke, blow, cough, sneeze or contaminate food or surfaces that handle food.
- Chemical substances must be stored safely away from food, utensils and equipments used for food production.
- When chemical liquids / substances are transferred to different containers or spray bottles, every container must be labelled appropriately.



How to do a proper lifting technique:

- Keep a wide base of support. Always make sure your feet are shoulder-width apart, with one foot slightly ahead of the other.
- Squat down to the load, bending at the hips and knees with your buttocks out.
- As you begin to lift upward, make sure keep your back straight, your chest out and shoulders back.
- Slowly lift the load by strengthening your hips and knees (not your back), and extend your legs. Do not twist your body or bend forward as you lift the heavy load.
- Hold load close to your body. Never lift a heavy object above your shoulders or with your arms extended outward.
- Set down the heavy load carefully, squatting with your knees and hips only.
- Always ask for help if the load is too heavy to handle alone.

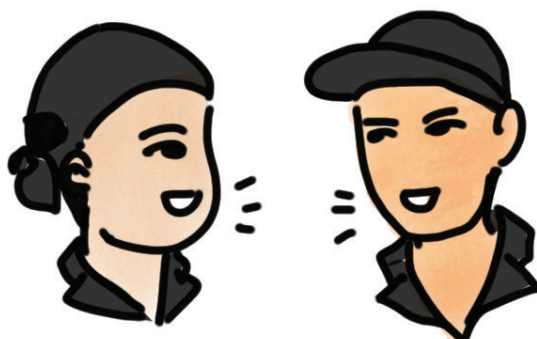


GENERAL POLICIES & GUIDELINE

5. Communication

Communication, both verbal and non-verbal, is important in maintaining good relationship in the restaurant. When working, you should:

- Be friendly and cooperative.
- Not disrupt the workplace or present obstacles to your colleagues.
- Be open for communication with colleagues, supervisors and managers.
- Respect your colleagues, supervisors and managers.
- Download **LINE App**. We use **LINE** for general communication and announcement.
- Reply / respond to all messages, announcements, and notices from **LINE** chat group.



KOEDASHI, in English means **to voice out**, is deeply rooted in Hakata Gensuke culture and **MANDATORY** during your working shift. While performing Koedashi, please keep in mind all these Japanese greetings below:

- Ohayo Gozaimasu - Good morning (or when you see your fellow staff for the first time of the day)
- Kyoumo Ichinichi Yoroshiku Onegaishimasu - Let's do our best, all day, today
- Otsukaresamadeshita - Thank you for your hard work
- Osakini Shitsureishimasu - I will be leaving first
- Onegaishimasu - Please (the magic word we often use)
- Irasshaisame - welcome to the shop / restaurant
- Domou Arigatou Gozaimasu - Thank you very much
- Shoushou Omachikudasai - Please wait for a few moments
- Omatase Itashimashita - Thanks for waiting
- Goyukkuri Douzo - Sit back and relax.

Numbers:

| | |
|----------|-----------------|
| 1 - Ichi | 8 - Hachi |
| 2 - Ni | 9 - Kyu |
| 3 - San | 10- Ju |
| 4 - Yon | 11- Ju Ichi |
| 5 - Go | 21- Ni Ju Ichi |
| 6 - Roku | 31- San Ju Ichi |
| 7 - Nana | |

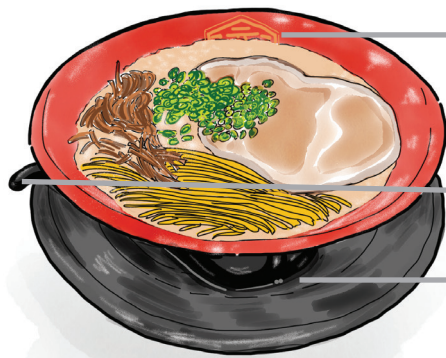
GENERAL POLICIES & GUIDELINES

6. How to Serve Ramen to Customers

- Take the plate underneath ramen bowl. When you carry the plate, hold the plate in the palm of your hand with 4 fingers tucked below. Place the thumb on the upper side of the rim to make the plate secure.
- Keep the plate (and bowl) straight and held near hip level. This position will help you to keep it balanced, and in case the ramen spills from the bowl it won't splash onto customer's head and shoulders.
- When serving the ramen to customers, place the ramen bowl with the logo facing the customers with the spoon's tail pointing to the left (see pic below).
- When sending food to a group with small child/children, please serve the food from the adults side whenever possible, otherwise alert the adults before serving. **DO NOT** pass over the customer's head.



Hold ramen bowl just below waist level



Logo must face customers

Spoon must be on customer's side, with its tail pointing left

A few **KOEDASHI** to remember when you are working on floor:

- When you serve Ramen/Side dishes: **“Ramen/side ikimasu”** (ラーメン/サイド 行きます).
- When you serve Ramen but you need a help: **“Ramen ippai onegai shimasu”** (ラーメン一杯お願いします).
- When you realize there is Ramen/Side dish but you can't serve because you're doing something: **“Ramen/side dete masu”** (ラーメン/サイド出てます).
- When Customer is leaving: **“Okyaku sama okaeri desu”** (Everyone) **“Domo arigato gozaimasu”** (お客様おかえりです。 どうも ありがとうございます).
- When you take the dishes from empty table: **“(Table number) Ban fuk age mada desu”** (~番 ふきあげまだです).

GENERAL POLICIES & GUIDELINES

7. Dealing with Customer Complaints

- When handling customer complaints, you have to stay calm, and maintain your voice level. Make eye contact with customer, and keep an open mind.
- Listen carefully to the guest and give the customer your full attention. This can be tricky, especially if you are in the middle of a busy rush. Do not impatiently tap your foot or look over your shoulder.
- Resolve the complaint efficiently. Every complaint will require a different solution. If you are unable to solve the complaint then immediately inform your colleagues or your supervisor / shift manager.
- Do not pass the blame or make excuses, even if the customer's complaint is not directly your fault. Always accept responsibility on behalf of the restaurant and apologise sincerely for the oversight.



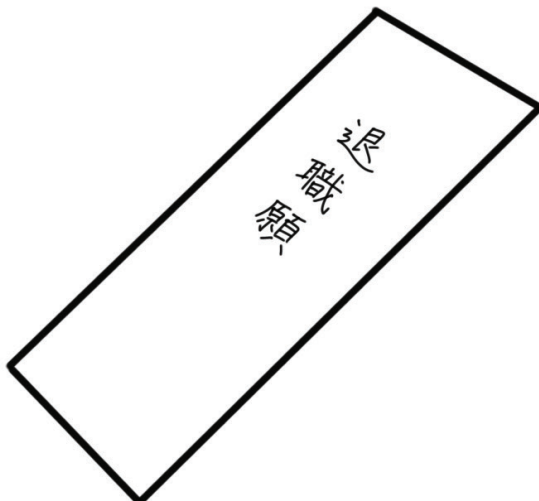
8. Compliance

- You must protect company's legality.
- Be responsible when dealing with Hakata Gensuke's brand and public image.
- You should respect all kind of copyrights, trademarks, information and reports.

9. Pay

- Salary is paid weekly (every Monday) by bank transfer. If the Monday falls on public holiday, your salary will be paid on the next business day.
- Superannuation payment is made on your behalf in accordance with the Superannuation Guarantee into a Superannuation fund of your choice. If you do not choose a fund, your contributions will be placed into the default fund selected by the company.

10. Resignation



- Please provide at least **TWO WEEK'S** notice or **MORE** based on your employment period (refer to Employee contract) if you wish to resign from your position.
- Fill in the **Resign Notice Form**.

GENERAL POLICIES & GUIDELINES

11. Dismissal

Staff performance review will be conducted randomly to ensure all staff meet the company's standards and requirements. Warning will be given to the following:

- Staff not carrying out their work to the required standard or not doing the job at all.
- Staff not following or fail to follow instructions, work policies, rules or procedures.
- Unacceptable behaviour at work, e.g. disrespect to supervisors / managers / colleagues, bullying, constant lateness and absenteeism, possessing or consuming alcohol / drugs while working.

Management will perform immediate dismissal for serious misconduct such as:

- **Theft**
- **Fraud**
- **Assault**
- **Sexual harrassment**
- **Being intoxicated at work**

Management will give maximum 2 warnings of any offences. Staff will be dismissed if there is a third offence of similar nature.

12. Security

- 24/7 CCTV is used in multiple locations within and outside of the shop for training and security purposes.