

SOAR AND FLY HIGH ABROAD

Being a global brand, Fish & Co. has a team of dedicated trainers reaching out to various franchisees abroad to extend support and ensure the product quality. Fisherians have the opportunity to work and train abroad, to extend their skill sets not only professionally but to enhance their personal development. There they will pick up culinary and customer service skills while developing the insights into the different cultures and best practices of Fish & Co.'s international branches, expanding their palette of tools and their mindsets.

Leong WenJing had been sent to Malaysia and Mauritius to conduct training for the staff there in preparation for their grand opening. Though he had to overcome language barriers and to adapt the training materials and operational practices to suit the culture of each country, he relishes the experience. "Did you know, in Mauritius, beverages are not served with ice unless requested?" he shared. "Seeing the established international market presence of Fish & Co. and being a part of its expansion is such a thrill. And being able to share my knowledge to new members of our family is a joy to me. Like Audrey Hepburn said: "Nothing is impossible, the word itself says I'm possible.""



Syed Sobrie Bin Syed Fadhal, Assistant Restaurant Culinary Manager, who participated in the Mauritius and Bangladesh training, adds: "We need to set everything up from scratch, from the kitchen equipment to the cutting of the preferred size of vegetables. Equipment and tool issues, the availability of dry goods, vegetables, even the spiciness of their local chilli means we have to make adjustments to recipes, and be focused and positive since our role as a trainer is to make sure things are up to Fish & Co.'s high standards. I feel good when my hard work pays off and I see the new staff blossom."



YOU ARE THE REASON

The highest standards of quality, service and attention, that's what we strive for at Fish & Co.

Want to know our secret? Our friendly and well-trained crews and managers are the magic behind our success. It is in our mission to provide career opportunities that allow employees to grow and develop to their fullest potential.

Besides providing training workshops and guidance suitable to each area of the business, we believe in "on-the-job" training to further enhance our employees' capability to go in line with our ethos to deliver great food and an excellent dining experience to our valuable customers.

Our customers are the reason for our existence, and we aim to please!

If you would like to be part of our vibrant and enthusiastic fisherians family, do email to career@fish-co.com.

WORK HARD, PARTY HARDER!

Can "fun" and "work" exist together? A resounding YES, according to our Fisherians.

Our staff tells us that working at Fish & Co. is an amazing experience. Apart from working side by side with a jolly bunch of Fisherians, they feel that every day at work is fun because each and every customer is unique. Just like the home of the seafood we serve, the big blue ocean, we are home to a plethora of ethnicity and cultures at Fish & Co.

It is in our DNA that we work hard and play hard. The annual staff gathering at Fish & Co. Malaysia held in January 2014 saw Fisherians of all ages dressed to impress, with a Best Dressed Award and other prizes up for grabs. It was a night to remember, as we came together to indulge in great food and fantastic games.

The Fisherians in Singapore love to party too. Last year's staff party was held in September and 350 management and staff came to rock the house at St James Power Station. The "Horror Movie Night" theme was a blast, as we danced the night away.

This year's parties are going to be even bigger, as we want to thank our staff for their hard work, perseverance and contribution to our growth. We believe that if we have happy staff, we will have happy customers. Such jolly events help us build relationships and make work fun, fun, FUN!



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OUR FISHERIANS FROM ALL OVER THE WORLD

Our Fisherians are proud to share their crucial role in serving up the seafood fare you have come to love!



Ingredient TEACH & NO. 1: SHARE

Joining Fish & Co. Indonesia as a Supervisor in 2003, Rita Ongso has been generous when it comes to sharing knowledge and imparting skills to her co-workers. Her selflessness had impressed her superiors, after which she was subsequently promoted to an in-restaurant trainer, later becoming the Lead Server Trainer. Rita is now travelling all across Indonesia to train service staff and inspire them.

"Enabling employees to develop a strong sense of personal pride at work and accomplishment is critical to their success. This is important in supporting the company's growth," says Rita. In her decade-long journey with Fish & Co., she was involved with 15 restaurant openings in four cities across the country and is now Operations Manager of Fish & Co. Indonesia.

Ingredient NO. 2: PASSION

"If you do something out of duty it will deplete you. But if you do something out of love it will energize you." That is Ronald from Fish & Co. Indonesia who began his career as a culinary crew at a tender age of 18. He has since poured his passion into what he does best – whipping up dishes for his customers. Even without paper qualifications, his commitment to the brand and company had been recognized, creating many opportunities for him to develop his management potential. Ronald was able to rise in the organisation, first becoming a Store Supervisor and later a Restaurant Manager. Today, 10 years later, Ronald is a Senior Training Executive at Fish & Co. Indonesia.



Ingredient POSITIVE NO. 3: THINKING

If you want an entertaining server, seek out Rafie Magno, well-known within Fish & Co. Brunei for his clown persona. He is always joyful and his positive vibes rubs off on his fellow colleagues. Tall, big and loud, he is one of our customers' favourite fisherians.

Rafie is a born motivator. As Assistant Supervisor, he encourages his staff to always think on the bright side especially when problems arise. He believes the first lesson for all his staff should be how to carry a smile. He says, "A smile not only brightens your customers' day, it will also cheer you up, and those working alongside you."

Ingredient LEAD BY NO. 4: EXAMPLE

At just 5-feet tall, Norsham Binte Hj Othman may be petite but her capabilities are massive. With the entire operations at Fish & Co. Brunei under her care, she is known for her leadership, management skills and efficiency. A believer in hard work, she is always seen reminding her staff that "with hard work, progress is sure to follow." One of the pioneer in opening Fish & Co. Brunei since 2 years ago, Norsham rose through the ranks swiftly from hostess to Assistant Manager today.

Ingredient NO. 5: PRECISION

Good food comes from a consuming passion, according to Head Chef Katy Norhalizah Binte Omar. Earning the title "Kitchen Boss", she is not to be messed with when it comes to the kitchen at Fish & Co. Brunei. Chef Katy handles her kitchen with eagle-like precision and her stringent inspection on all dishes has proven effective in maintaining the high standards that you have come to expect from Fish & Co.

Not forgetting to guide and mentor her staff, Chef Katy never fails to accurately delegate tasks to her staff and encourage them to go beyond the expectations of their roles.

Ingredient NO. 6: TEAMWORK

"Teamwork makes the dream work!" says Mohamad Fazli Bin Jamhari. After graduating from a local college, he joined Fish & Co. Malaysia as a Server and made large strides to become a Trainer today. "I have learnt a lot and experienced strong teamwork with my team mates. My mindset has expanded and I believe that to achieve big goals, one needs to function well as a team and not just go solo."

Ingredient NO. 7: ENTHUSIASM

Energy is infectious, discovered Vernon De Ocampo Olaya. On his first day of work at Fish & Co. Malaysia, he was surprised with the highly-energized environment. "I remember everyone was so filled with enthusiasm! Even for me as a new staff, that high level of synergy just sucked me in and inspired me to be more passionate and devoted with my work," he says. Vernon has since become a Trainer and enjoys teaching and sharing his knowledge.

Ingredient EMPATHIZE AND NO. 8: CARE

A veteran in the food and beverage industry, Muhamad Zharif Bin Abu Safran, Restaurant Business Manager of Fish & Co. Malaysia claims he can never find another company who manages business in Fish & Co.'s unique way. "Our bosses used to run the outlet themselves! This means they managed the business with a solid understanding of operations and experienced servicing customers first-hand. They are able to empathize with customers' needs and at the same time, fully comprehend how their staff works," he says.

Muhamad learnt from his superiors to manage the restaurant with a "human touch". He has become more meticulous and organised, and is given the freedom to experiment with different approaches in running his restaurant and team.

"I was taught and shown that at Fish & Co., we care enormously about our customers by providing excellent service alongside fresh and delectable food. We care about our employees by rewarding and appreciating them," he says.

Ingredient NO. 9: CONFIDENT

Believing in herself brought Gina Lubos Sobresida from a service crew in Fish & Co. Singapore, to her current position as a Restaurant Business Manager, after 7 years. "At first I was afraid to make certain decisions because the decisions I make not only affect our customers and my team but also the direct bearing on my restaurant's profitability. However I told myself to have confidence and just do it. I have been entrusted with this responsibility and that really motivates me," she says.

However, this path has not been smooth sailing. "There are definitely mistakes and misjudgement. Till today, I am still learning a lot of things. I've realised that besides believing in yourself, a more important thing is to learn from mistakes and never be afraid to ask for help to improve," says Gina.