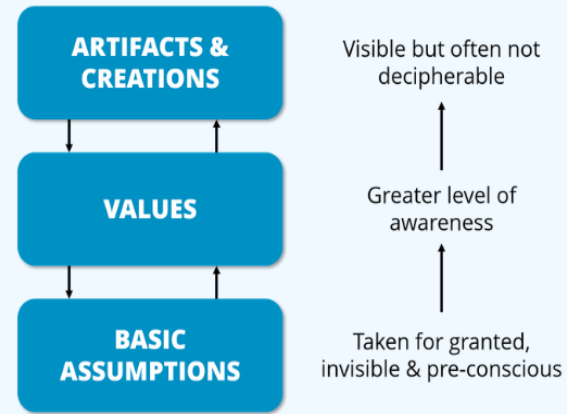


Edgar Schein's Culture Framework



Wagamama Artifacts (Dressing Code)



Benefits of using a Dress Code:

- Professional Image
- Sense of Belonging and Equality
- Pride and Responsibility

wagamama Ratings and Trends

About Glassdoor ratings

Ratings may vary depending on what filters are applied, but ratings include reviews in all languages. [Learn More](#)

Overall  4.3

Culture & Values  4.3

Work/Life Balance  3.7

Senior Management  4.1

Compensation and Benefits  4.0

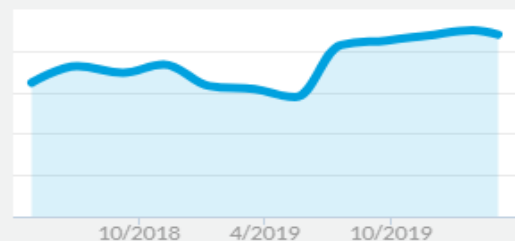
Career Opportunities  4.2

 86% Recommend to a Friend

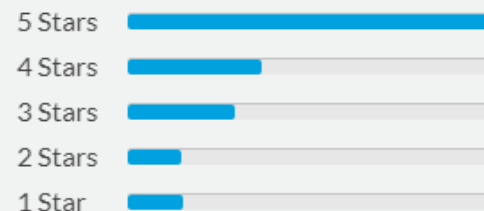
 94% CEO Approval

 78% Positive Business Outlook

Culture & Values Trend



Culture & Values Distribution



Wagamama Espoused Values (Employee Benefits)

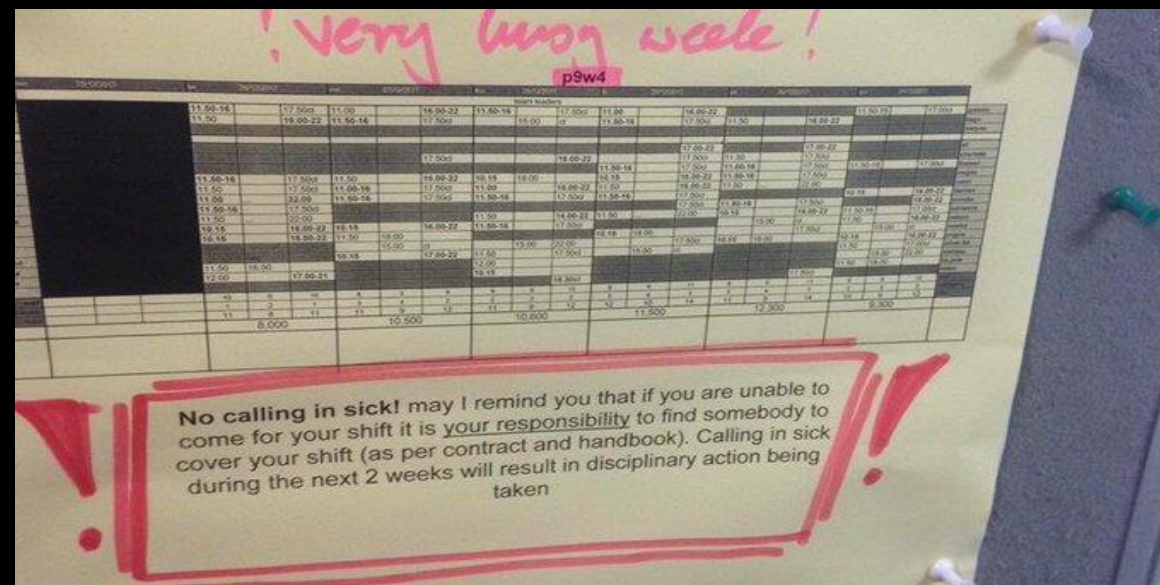
S

Free food on shift
Good tips
Good pay
friendly people

W

long hours shift
lack of personal
rota (1 a week in advance)

A note on a rota on a London branch
of the Wagamama restaurant



Edgar Schein Model of Organization Culture

According to Edgar Schein there are three levels in an organization culture.
(Schein, 2010)

1. **Artifacts** (include any tangible, overt or verbally identifiable elements as architecture, furniture, dress code, office joke.) (Managementstudyguide.com, 2020)

In this way we can split the organizations in 2 categories as:

➤ **Type 1:**

- No one in organization can dress up casually.
- Employees respect their superiors and avoid unnecessary disputes.
- The individuals are very particular about the deadlines and ensure the tasks are accomplished within the stipulated time frame.

➤ **Type 2:**

- The employees can wear whatever they feel like.
- Individuals in this organization are least bothered about work and spend their maximum time loitering and gossiping around.
- The employees use derogatory remarks at the workplace and pull each other into controversies.

2. **Values:**

In this level we can find the values and rules of behavior of the individuals working in the organization.

3. **Basic assumptions:**

There are certain beliefs and facts which stay hidden but do affect the culture of the organization. The inner aspects of human nature come under the third level of organization culture

(Schein and Van Maanen, 2016)

Wagamama Artifacts:

According to the Wagamama website, in the past they didn't asking their front of house staff to wear casual black jeans or skirt, with their Wagamama branded top. They were asking them to buy a form of uniform and they had paid them for it. (Wagamama.com, 2020)

When people wear a uniform, the customers will know exactly where they work and what they do. However, people who wear uniforms can also be "looked down upon" because a uniform can imply that they work at a low-paying job. (Theworkplacedepot.co.uk, 2020)

Benefits of using a Dress Code: (Joy, 2004)

- Professional Image - Uniforms make your staff to look professional because they get one chance to make a first good impression
- Sense of Belonging and Equality - uniforms make employees feel equal to one another.
- Pride and Responsibility - employees who wear uniforms have also been found to take higher responsibilities at work and pride themselves with their job.

Wagamama employee values:

An employee value proposition (EVP) is the unique set of benefits that an employee receives in return for the skills, capabilities, and experience they bring to a company. (Page, 2020)

Working for Wagamama

Pros:

"Free food on shift (allowance based on hours worked)" (in 63 reviews)

"Good tips if you do your job well" (in 25 reviews)

"Good pay, friendly people" (in 21 reviews)

Cons:

"finishing|late and working long hours" (in 47 reviews)

"split shifts, lack of personal time and management" (in 27 reviews)

"Used to be hard to organize/plan things outside of work due to rota being published a week in advance" (in 22 reviews)

"fast paced environment, need to be able to adapt to change" (in 15 reviews)

(Glassdoor.co.uk, 2020)

SWOT Analysis is a technique for assessing Strengths, Weaknesses, Opportunities, and Threats of a business. (Mindtools.com, 2020)

S	W
Free food on shift Good tips Good pay friendly people	long hours shift lack of personal <u>rota</u> (1 a week in advance)

In 2017, Wagamama was involved in a scandal where they have had apologized after a manager threatened staff with disciplinary action if they called in sick over Christmas.

(Reporters, 2020)

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