



cheesy
BOX

Why Choose Fast Food?

- Delhi always on the move
- Combining paucity of time and need to satisfy taste buds
- Innovation centric
- Remove mundane from the lives of fast food lovers and people behind the counter

The Vision

The Cheesy Box's vision statement is to drive profitable growth and serve our customers the best possible gastronomical experiences through Innovation, Leadership, and Partnerships.

The Mission

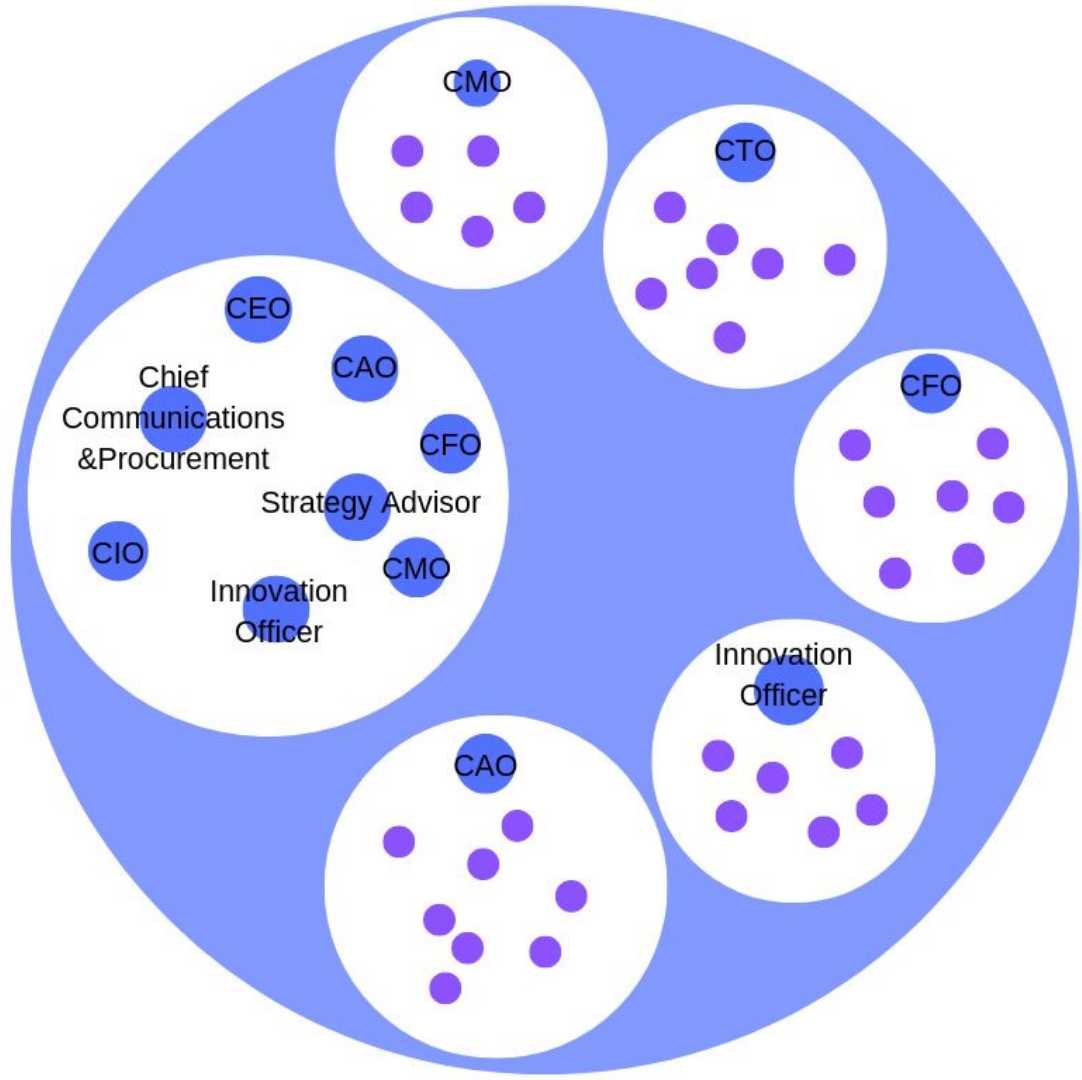
We strive to provide our customers with memorable moments and experiences through our superior quality products and excellent customer service and our employees an environment where they can advance and grow and be rewarded with a fun and secure career.

Organisation Structure and Design

Executive Side : Holacracy

Salient Features and Why Holacracy

- Roles vs Positions/Titles
- Circles vs Hierarchy of People
- Self - Management and Autonomy
- Theory Z type of Organisational Culture
- High Horizontal Differentiation with some some Vertical Differentiation present.



Our Basic Structure

Work Specialisation

- Diversion from concept of positions in a hierarchy to a concept of roles in circles.
 - Roles are specialised on the basis of function they are performing in a circle.
 - Staff is allowed to choose what kind of role they wish to take up in the circles.
 - Allows flexibility to happen while maintaining a good degree of work specialization and self-management
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Departmentalization

- 6 Departments: Administration, Communications and Procurement, Innovation, Technology, Marketing and Public Relations and Finance.
 - Cover the major functions that require the company to operate.
 - Other functions and necessities like Quality Control, Franchising and Legal will be handled by Communications and Procurement and Administration.
 - Ensures there is no clashing in roles and circles overlooking a particular function/objective are clear who they will be reporting to.
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Chain of Command

- Operating in the form of a hierarchy/concentricity of circles.
 - One of the members of a circle, a representative will be a part of the immediate super-circle where they will be responsible for the reporting the progress and representing the ideas of their circle.
 - This will help in ensuring the accountability of the circles as it will keep a check on which member of which circle is doing what work.
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Span of Control

- On the basis of circles
- Maintain a wider span of control (6-8) with only 4-5 levels maximum.
- Provide circles with autonomy and decentralise the decision making

Centralization and Decentralization

- Mostly decentralized
 - Circles will have complete autonomy to decide how they wish to operate, and the division of roles and how they wish to implement those will also be left up to them.
 - A certain hierarchy of circle decision making
 - A broad objective devised that by top management with more specific decision making happening as we go deeper into the subsets.
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Formalisation

- Low formalization
- Circles free to form their own sub-cultures and rules to promote self-management.
- However, regarding specific topics such as leaves, work from home and harassment, strict policies present to ensure a fair workplace environment.

Outlet Side : Machine Bureaucracy

Salient Features and Why Machine Bureaucracy

- Strict Hierarchy
- Centralised Decisions
- High Formalisation
- McDonaldization

Our Basic Structure



Departmentalization

- No/Low Departmentalization
- Operations do not require departmentalization of any kind.
- A shifting of roles kind of structure where an employee works on the sauces in one shift and is working on the beverage machine in the next shift.

Chain of Command

- Strict chain of command
- Creates clear channels of communications.

Span of Control

- Widens as it goes down.
- Store Managers defer to Shift Supervisors for running of operations during operating hours,
- Shift Supervisors have multiple people working alongside him.

Work Specialisation

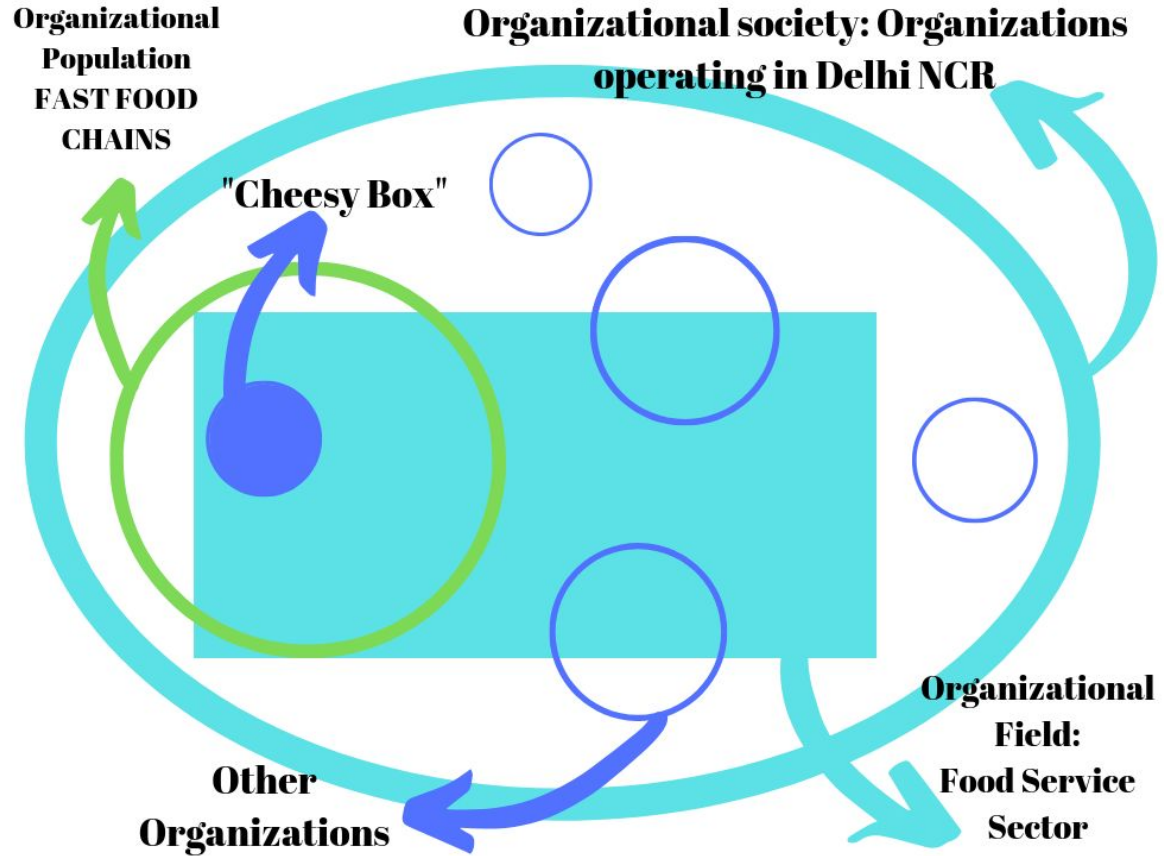
- High Work Specialization
- Each personnel will be focused on only one task during a shift and no other unless and until explicitly specified.
- Switching of tasks is allowed during working hours as long as Shift Supervisor is made aware.

Centralization and Decentralization and Formalisation

- A lot of centralisation of decision making present.
 - Even the store manager will be required to strictly adhere to rules laid down by the executive side of the organisation.
 - Ensures uniformity in all the outlets of the company to reassure the customer about uniformity in the product as well.
 - Store manager responsible to ensure that the rules are being followed.
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External Environment

The Environment



Factors in the Environment

- **Organisational Society:** All organisations operating in Delhi NCR
 - **Organisational Field:** Food Service Providers (Food Industry)
 - **Organisational Population:** All Fast Food Chains operating in Delhi NCR
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Organisational Culture

Organisational Culture

- Clan culture - a cheese loving tribe
- Employees called cheesers
- Addressal on first name basis
- Self management
- Diffused Space
- Mutual respect

Organisational Culture

- Every morning meet and greet sessions followed by company cheer
- “Have a cheesy day!”
- Cheese-A-Thon organised once every 2 months
- Sequential time
- Open Working Spaces as well as Private Working Spaces Available



MISC.

LEAVES

Maternity Leave: **18 weeks**

Paternity Leave: **8 weeks**

Sick leaves: **12 days/year**

Casual Leaves: **20 days/year**

WORK FROM HOME

1 day/2 weeks or as per decided by circle

INCENTIVES

You will be awarded **Cheesos** every time you complete a deadline.

Cheesos helps you purchase cheesy box swag

HARASSMENT

Physical or verbal harassment
Threatening or intimidating someone
Making unwelcome jokes or comments

SEXUAL HARASSMENT

- Offensive or humiliating behaviour related to a person's sex/sexual orientation.
- Intimidating sexual behaviour that creates hostile or offensive work environment.
- Cheesy box human rights act protects employees from harassment based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status or disability.

SEXUAL HARASSMENT



EMPLOYEES WHO FOUND TO HAVE HARASSED ANOTHER INDIVIDUAL MAY BE SUBJECT TO DISCIPLINARY ACTION.

STORE RULES

(ONLY FOR STORE EMPLOYEES)



LEAVES:

Sick leaves: **12 days/year**

General Leaves: **20 days/year**

CUSTOMER ATTITUDES:

Customer is always right!

Always greet the customer

Always maintain a happy and healthy attitude.

Take customer feedbacks

INCENTIVES:

1 Free meal/day

Birthday celebrations

HARASSMENT POLICY:

Shift manager needs to report to the HR within a day.

Diversity

Cheesy Box is very sensitive about the diversity it holds. This is mainly because we value the different tastes each and every individual can add to an organisation.

Gender Ratio

- In the company headquarters
 - High Management (The CXO Circle): Highly merit based. No such gender specifications.
 - Inside Circles:
 - Middle Management: desirable 40% women workforce
 - Lowest Management: desirable 40% women workforce
- In the stores
 - Lower Management: 50 % women workforce
 - Middle Management: 50 % women workforce
 - High Management: 50 % women workforce



**CHEESE IS FOR
EVERYONE SO
ARE WE!**



NOW HIRING
TALENTED WOMEN MANAGERS

**YOUR UNIQUE BACKGROUND HELPS BRING
DIVERSITY TO OUR CHEESE LOVING
ENVIRONMENT.**



**LET YOUR
MIND
FLOW...**



**HIRING WOMEN
APPLICANTS**

**WE BELIEVE THAT THE KIND DIVERSITY YOU BRING
WITH YOU TO THE WORKPLACE MAKES US STRONGER**

Teams and Work Groups

Teams and Work Groups

Being a Holacratic Organisation, the working of the company depends a lot on teams/circles.

- **Work Groups are divided into:**
 - **Permanent Groups**
 - Associated with the Management Staff
 - **Temporary Groups**
 - Project based groups

Communication

At the executive level



At the outlet level



Power & Politics

- Help identify workplace politics
- Sensitise employees towards the ill effects of workplace politics
- Avoid defensive behavior
- How to manage impression
- Understand motivation of the company
- Integrity and honesty

Leadership

Executive Level

- Employee oriented leadership
 - Emphasis on interpersonal relationships
- Contingency Leadership
- Divided into functional circles with a representative

Outlet Level

- Production oriented transactional leadership
 - Strict chain of command
 - emphasis on the task aspect of the job.

**THANK YOU AND HAVE A
CHEESY DAY!**