

FRANKLIN ROUNDUP



Backing Young People In Retail

Jason and Josh Tabrum, pictured with Katrina Collins of the Retail Institute, are happy to receive their Customer Service Awards presented by the Institute.

Eighteen year old Jason and Josh (17) work at Lewis' for Fashion in Pukekohe and both are halfway through their Modern Retail apprenticeships through the Retail Institute. The Institute works with the retail industry to develop workplace qualifications and training resources that meet the current and future needs of employers and employees. These include customer service qualifications, Modern Apprenticeships and National Certificates in retail from shop floor to management level, aiming at helping managers to have the skills and knowledge to train and upskill their 'front line' staff.

"We are doing everything in our power to help retailers through this tough economic situation and offer retailers qualifications and training resources for \$50," says Operations Manager Desleigh Jameson. "As the retail industry's training organisation, there is no better time for us to invest additional support in our industry. The recession offers an opportunity for retailers to upskill themselves and their staff during down times. When business does pick up again, trained employees will be better prepared, saving money in the long run. Training can help retailers become more productive, confident, efficient and committed to their work and workplace."

Jason and Josh agree: "It's a great backing for a career in retailing, teaching a management programme that includes selling skills, stock control and rules and regulations," says Jason. ■

End Of An Era For Jo And Rob

They have 66 combined years between them of working at Pukekohe's diagnostic laboratory, but with the loss of Diagnostic Medlab's contract to Counties Manukau District Health Board, Jo Rogers (70) and Rob McKenzie (69) have seen the end of an era in local health care.

Jo, a Registered Nurse, started work at Diagnostic Lab in Edinburgh Street in 1969 and worked part time until, in 1981 when her fifth child started school, she started fulltime work. The lab had shifted to Hall Street the previous year.

"Not a year went by without me doing some relieving work, as I was raising the children," recalls Jo. "Rob, who is a qualified lab technician, joined us in 1983 and the two of us have worked together ever since. The Medical Centre came to West Street in 1997 and over the years the lab got bigger, taking on more and more staff, so there were always five on duty at the busiest times. We became Diagnostic Medlab in 1999. From the beginning until now, things have changed quite a lot. We started off with syringes only - now we have vacutainers and butterflies as well. Technology

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Rob McKenzie (left) and Jo Rogers



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