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Module title: Developing Relationships and Workplace Achievement (BMSW5102_LON)

Assignment title: Individual Report on -

“Development of a plan by meeting the identified personal development needs and expectations of individual employees”

Lecture’s name: Dr. Nandish Patel

Individual Report

“Development of a plan by meeting the identified personal development needs and expectations of individual employees”

INTRODUCTION

FastKlean is committed for providing the most dynamic and professional cleaning services along with this they are totally emphasised over gaining customer satisfaction. The company is situated in London, UK and successfully managing their business. The company is keeping 34 employees and have ample resources to handle any size of customers in appropriate manner. In order to enhance performance of their employees the company is providing appropriate trainings and equipments so that in proficient manner duties of employees can be completed.

I have chosen this organisation as my project as this organisation is linked with providing various trainings to their employees in order to provide them edge of their business functions. In this way by choosing this organisation I can get to know regarding the method of trainings given to companies associated with providing cleaning services.

Training and development are essential for such employees those are working in cleaning services as this would be helpful for the company to meet customer expectations and enhance customer experience as well (Noe and Kondwani, 2018). There are various training and development sessions given by FastKlean to their employees in order to upkeep overall working and to meet satisfaction level of customers. The company is providing numerous trainings so that to maintain health and safety needs within cleaning services. In this BICSc standards practices are given to employees so that to intensify cleaning skills of employees. Besides this guidance to using of PPE Kit is also given so that to deal with areas of cleaning with contamination. Similarly safety of hand hygiene and training of first aid measures are also given so that higher guest satisfaction can be obtained. At last trainings related to safeguarding of assets are also to be given so that equipments can be protected for longer duration of time and lead in minimising risk of providing hazardous impact as well (Karim, Choudhury and Latif, 2019). FastKlean is also giving trainings related to disposing materials so that to prevent environment harm.

REFERENCES

books and journals

- Karim, M.M., Choudhury, M.M. and Latif, W.B., 2019. The impact of Training and Development on Employees' performance: An analysis of Quantitative Data. *Noble International Journal of Business and Management Research*, 3(2), pp.25-33.
- Noe, R.A. and Kodwani, A.D., 2018. *Employee training and development*, 7e. McGraw-Hill Education.