



University of Wales
Trinity Saint David

Developing Relationships and Workplace Achievement BMSW5102

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1. Introduction

In every workplace the employees need development, they need to see a path forward in the organization, opportunities to gain new skills and work with new people and enjoy a greater atmosphere at the workplace. This assignment will be reviewing the theories and models tools for developing at the workplace, human resources management, critical evaluation of development at the organization, and topics studied in the university journey.

2. Background of Specsavers Optical Group Ltd

Specsavers Optical Group Ltd was introduced in 1984, by married couple team Doug Perkins and Mary Perkins on the island of Guernsey in the English Channel, it is also multinational. The company has run mainly in the UK, Ireland, Australasia, and the Nordic countries. The organization provides services for the customers for eyesight testing and sells glasses, sunglasses, and contact lenses. The purpose of the Specsavers Optical Group Ltd is that the customers can feel welcomed the same way they are your guests at your home for a cup of tea. With a high level of delivering good customer service, the company has grown and in 2002 they decided to create hearing services, in the centre provides hearing tests and hearing aids within the Specsavers optical stores. One of the optics and audiologist stores of Specsavers located in Ilford, London has a part of the company empire. Apart of eye test, contact lenses and hearing test the store make home services and delivery for they costumers.