



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Training and Development needs for a HR officer in Nicolas Retail

Student Name: Patricia Hyiamang (2020830)

Module Code: BMSW 5102

Lecture name: Nishi Ramssurrun

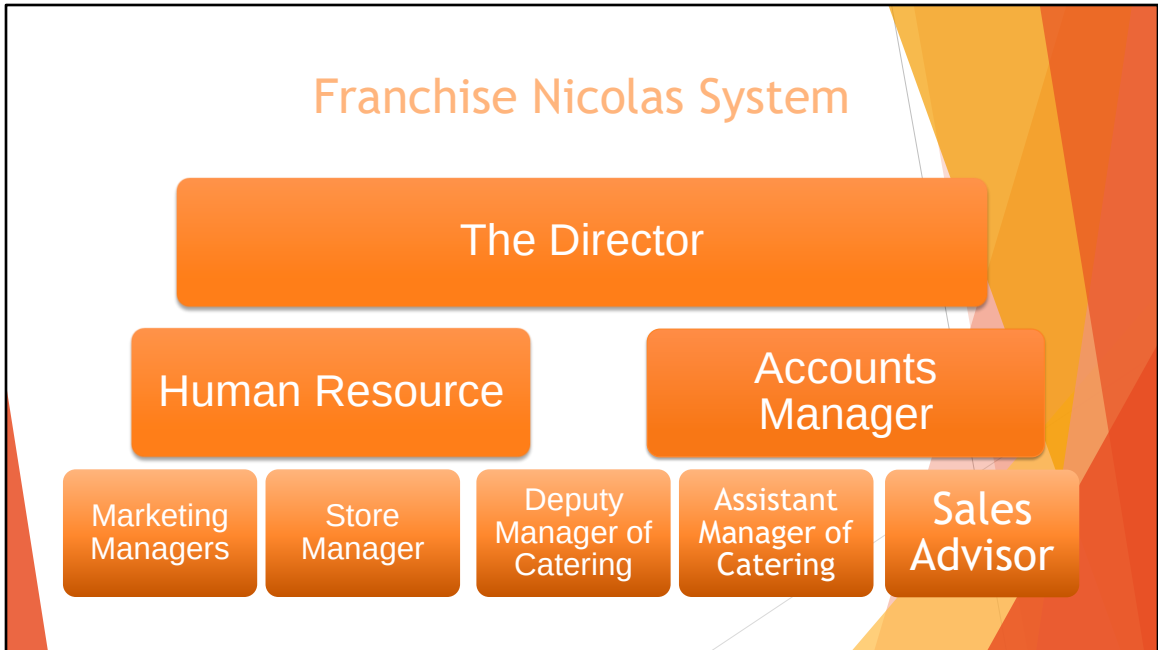


Date: 21-07-2022

Nicolas Wine Spirit

- Nicolas is a French wine specialist founded in Paris in 1822 and based in London since 1980.
- Has seven stores strategically located throughout London.
- Is number one in local wine distribution with more than 500 wineries worldwide.
- Offers about 1500 wines, champagnes, spirits and beers.

Nicolas is a French wine expert established in Paris in 1822 and situated in London beginning around 1989. Nicolas is number one in neighbourhood wine dissemination with in excess of 500 wineries around the world, remembering 170 wineries for Paris. Nicolas situated in the UK is called Franchise Nicolas LTD, with the principal Head office in the West End of London, Great Portland Street. While the other six shops are situated around London, the Primrose Hill branch, St. Johns Wood branch and Holland Park branch are my drive workplace. Nicolas has been dealing with wine for a considerable length of time and presently presents around 1500 wines, champagnes, spirits and brews. It is offering extra administrations, for example, gift wrapping and glass rental accessible available, and furthermore, they give conveyance to London and all around the UK. It has been in the core of the capital in France for more than 30 years and has seven stores decisively situated all through London.



The Nicolas framework is shaped from the chief Director, Thouvenin Benoit, the Human Resources, Accounts Manager, Marketing Managers working in head office. While the other subsystems dealing with the shops are the Store Manager, Deputy Manager of Catering and Sales Advisor. Nicolas offers some of the most innovative and professional spirit and wine courses in the country. The objective of Nicolas focus predominantly on service, and provide courses to combine the theory of wine knowledge with practical learning.

Nicolas Human Resource Manager Role.

- Training people for challenging role for appraising their performance to improving their qualities.
- Develop skills and competencies.
- Promote team spirit by maintaining coordinational relationship between employees.
- Increase productivity and profits by assigning jobs, collect produced result, reward and motivating them towards improvement.
- Improve job satisfaction by solving problem through rational policies.
- Greater trust and respect by perception and expectations as every person has different needs.

As per the association Human asset the executives it is characterized as utilizing individuals, fostering their asset using keeping up with and remunerating their administration on top of the job and association prerequisites.

Key expectations of HR Officer Roles in Nicolas

Recruitment, selection and grading

Rewarding and recognising staff

Developing policies, procedures and tools to support managers and staff

Diversity, inclusivity and wellbeing

Providing HR data to inform decision-making

Consulting and engaging with staff and trade unions

Coaching managers on resolving employee relations issues

Induction and probation

Training and develop

Facilitate career progression, and succession planning

Supporting organisational change

The even handed as a HR proficient in Nicolas is to assist the association with arriving at its objective

- To effectively utilize the abilities and capacities of the labour force
- To give thoroughly prepared and very much propelled workers
- To build representatives' work fulfilment and self-realization (so animate representatives to understand their true capacity)
- To keep up with nature of work life
- To be morally and socially receptive to the need of the organization

(guaranteeing consistence with legitimate and moral principles)

- To give an open door to articulation and voice in the administration
- To give fair, satisfactory and effective initiative
- To lay out hierarchical design and helpful working connections.

STRENGTH: What do you do well? What unique resources can you draw on? What do others see as your strengths?	WEAKNESSES: What could you improve? Where do you have fewer resources than others? What are others likely to see as weaknesses?
• Cooperating • Safety and Equality for employees • Use of technology	• Lack of adaptability
OPPORTUNITIES: What opportunities are open to you? What trends could you take advantage of? How can you turn your strengths into opportunities?	THREATS: What threats could harm you? What is your competition doing? What threats do your weaknesses expose to you?
• positive media coverage, • a spike in demand for the product or service • beneficial changes in employment laws or regulation	• increasingly stricter employment laws and litigious employees.

STRENGTH

Cooperating: I have an excellent relationship with the whole labor force, which makes the representative cheerful and subsequently, positive verbal exchange will spread, working on the association's picture on the lookout.

Equal: representatives face segregation in numerous associations in view of their nationality, orientation, religion, and so forth. My obligation is to safeguard the freedoms of their workers at any expense. Guaranteeing that the privileges of workers are safeguarded will fortify the connection among representatives and the association, which will convert into higher efficiency.

Technologic: takes advantage of innovation in its tasks, it saves a great deal of time and expands the proficiency of the tasks. An illustration of the utilization of innovation in HR would utilize enlistment sites to track down representatives.

WEAKNESSES

Lack of adaptability: As I am following plans and shows to standardize the habits wherein the business manages its family, regardless, individuals aren't machines or pieces of data, and a technique that works for one individual may be lacking for someone else.

OPPORTUNITIES

The more can make the most of these opportunities, the better of the business

will be. This be new consistence guidelines, new position jobs to enlist talented staff, or mechanized programming and new innovation, exorbitant, or tedious errands.

THREAT

Dangers can be anything from a catastrophic event that makes harm Nicolas to a deficiency of talented work. Instances of dangers it very well may be a financial closure that requires laying off representatives, new guidelines that reclassify work jobs, or contenders with bigger spending plans employing prepared staff.

HR In Nicolas for efficient Continuing Professional Development

- Helps with reflecting, review and record any learning and to make and revive capable data and capacities.
- Assist the organization with propelling the collection of information and innovation inside the worker.
- It is a superb self-inspiration apparatus, that helps support certainty, reinforces proficient believability
- Assists workers with turning out to be more imaginative in handling new difficulties.

Benefit of Training and development in Nicolas for the employees

- Retain Employees
- Creates Future Leaders
- Empowers employees
- Supports Workplace Engagement
- Assemble Workplace relationships

In Nicolas association participate in worker improvement see expanded deals and multiplied benefits twofold. As demonstrate, devote training and improvement encourages representative commitment, and a more proficient, serious, and connected with labour force is basic to organization's monetary exhibition. Moreover, the vast majority of representatives will remain longer when an organization puts resources into vocation improvement. Training and development in Nicolas has helps to gain and to hold top ability, to increment work fulfilment and to resolve further develop in efficiency way and procure more benefit.

1. Retains Employees

Support is very challenging for organizations anyway holding a strong experts can be achieved through calling headway. Offering work improvement drives to helps delegates with spreading out a sensation of huge worth inside the association and empowers dedication, finally bring extended staff upkeep and lower staff turnover rate.

2. Creates Future Leaders

A Business zeroing in on specialists with the capacities for future authority can be fundamental in spreading out for a turn of events. Authority capacity can be

acquired through new enlists, or HR specialists can pick current laborers as authoritative candidates. Having capable progression projects can ensure an affiliation is based on future business targets by arranging promotable capacity.

3. Empower Employees

Trailblazers who feel empowered inside the workplace it is probably going to be more feasible at influencing delegates and securing their trust. Accordingly, those delegates will feel more vital of autonomy, worth, and conviction inside their work. Moreover delegate autonomy delegate, which a specialist feels free and can chooses their own decisions about the work they do.

4. Supports Workplace Engagement

Standard planning and headway drives can hinder workplace inaction and consequently will help associations with spreading out ordinary re-evaluation of their agents, capacities and cycles. It will influence association culture by granting a complement on orchestrating and can prompt association assessment and organizing as it anticipates that chiefs should review existing capacity and evaluate advancement and improvement open entryways inside, rather than through enrolment.

5. Assemble Workplace Relationships

Giving entryways to laborers to research new subjects, refine their capacities and develop their understanding can help associates with holding with each other. As HR, during these readiness and headway gatherings, staff will deal with new hardships together. They can in like manner lay on one another for various learning and astounding entryways by cooperating.

Efficiency of ongoing training and development for Nicolas Wine Spirit

Efficiency for the most part increments when an organization carries out training courses. Preparing across the labour force, from the shop floor to the chief level and in any discipline, moves along:

- Seriousness
- Spirit
- Benefit
- Consumer loyalty
- Portion of the overall industry
- Organization notoriety and profile

PERSONAL SKILLS AUDIT

Name: Patricia Hylamang
Job role: Human Resource

Please tick as appropriate to indicate how you would rate your skills in relation to the following work / functional areas.

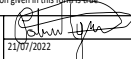
	Very good	Good	Adequate	Little to no experience
Information Technology				
Use Microsoft Office Word	X			
Use Excel spreadsheet	X			
Use a Database			X	
Use specialist HR software				X
Use the internet	X			
Use e-mail	X			
Use PowerPoint			X	

	Very good	Good	Adequate	Little to no experience
Communication Skills				
Drafting contracts of employment	X			
Taking notes of disciplinary hearings Write reports		X		
Produce material to support presentations			X	
Delivering a training session			X	
Resolving disputes/complaints		X		
Interviewing			X	
Advising on HR issues				X

	Very good	Good	Adequate	Little to no experience
--	-----------	------	----------	-------------------------

Problem solving skills				
Make good use of verbal reasoning skills, able to handle complex data and make selective use of information		X		
Explore more than one solution in order to solve a problem		X		
Consider the ideas of others to help solve problems	X			

Supervisory Management				
How much experience have you had in your role?	< 1 month X	1-3 months	> 3 months	
How many people have you managed at any one time?	None	1-5 X	Above 5	

I declare that the information given in this form is true	
Signed	
Date	22/07/2022

Training needs to improve Personal Skills Audit

- Use specialist HR software
- Drafting contracts of employment
- Produce material to support presentations
- Advising on HR issues

CONCLUSION

Nicolas Wine Spirit focus on building trust and emotional connections with the employees.
A successful Human Resource is indispensable for any business or association needing to construct a decent group of working experts.



Nicolas,(2022)

Reference:

- Armstrong, M. (2020). Armstrong's handbook of human resource management practice (Fifteen edition., p. Ed.) London, England; New York, New York; New Delhi India
- Bishnoi, P. (2022). Types of Training in HRM. Available from: <https://www.economicsdiscussion.net/human-resource-management/employee-training/types-of-training-in-hrm/31638>. Accessed on 21/07/2022.
- Bradford, B.S., Sae-Won, L. and S. Yeung, (2006). The impact of E-HR on Professional competence in HRM: Implication for the development of HR Professional. Available from: <https://web-s-ebscohost-com.ezproxy.uwtsd.ac.uk/ehost/pdfviewer/pdfviewer?vid=0&sid=36c276e6-9b65-4d74-8517-fae7e55bd017%40redis>. Accessed on 21/07/2022.
- Goldstein, I. L., Ford J.K. (2002) Training in organizations : needs assessment, development, and evaluation, 4th ed. Belmont, CA . [HF5549.5.T7 G543 2002](#)
- Keegana, A. and Francis, H. (2010). Practitioner talk: the changing textscape of HRM and emergence of HR business partnership. Available from: <https://web-s-ebscohost-com.ezproxy.uwtsd.ac.uk/ehost/pdfviewer/pdfviewer?vid=0&sid=209596fd-96e6-4116-86c0-3056b4048632%40redis>. Accessed on 21/07/2022.
- Nicolas wine. Available from: <https://www.nicolas.co.uk/>. Accessed in 21/07/2022.
- Nicolas image (2022). Available from: <https://www.theolivepress.es/spain-news/2022/07/06/nic-of-time/>.
- Riley, Michael, (1996) **Human resource management in the hospitality and tourism industry**, 2nd ed. Oxford ; Boston : Butterworth-Heinemann. [TX911.3.P4 R55 1996](#)