

Assignment 2 individual work

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Introduction

In this report we are going to discuss about an organisation based in Uk. The chosen company is Waitrose & partner. We are going to highlights some of the important facts of the organisation, which is essential for any company, however we are going to discuss, stricture of the company, culture, moreover we are going to report some importance of employee motivation, to find the right way to do so, we are going to mention some issue may be employees are facing, and how we help or resolve the issues. Waitrose & partner is an organisation which operates successfully in the UK, with huge number of products and services, waitrose has a reputation, by selling quality and fresh food all the time, moreover if we compare with other competitors Waitrose has most loved products and services.

History of the company

Waitrose & Partners opened as first time in 1904. The founder of the company was Wallace Wyndham waite. Arthur Rose and David Taylor, they opened firs shop in Action. This wonderful trio started to sell some products and groceries what was very exceptionally for this time. (Waitrose & partners 2024). The company policy was as follows, keep hight standards and contently growth prices. They started to share some responsibilities, with Waite must focused on the buying, Rose was responsible for accounts and Taylor had to manage to operate the shop. After John Spedan Lewis created the company, he promoted the company to employees in 1929, he had some goals to achieve, to have the balance of happiness with partnership, moreover, have successful business, he was focused on more, to have a powered the business by people and principles. (Waitrose difference)

The business has principle as when we work together, we are stronger. They build up the business based on this principle. According to Waitrose difference it starts with the co-ownership model- and through our partners, who own a stake in the business and share it is profits and success. They can offer some benefits to their customers, some of the suppliers, and even more, to the community.

One of the important principles of the company is some of the commitment to contributing to the wellbeing of the communities the places they operate, (Waitrose Different). They have the believe that they can support the towns and cities and have built very strong relationship with people. They have invested few years ago almost £10 million their communities. They support some of the communities and have positive impacts on them. The vision of the business is to create happier and healthier communities in every location thy are operating. They have been committed to provide best quality if food, if customers do not enjoy their product, they are happy to resolve the issue and give the refund or replace the food. There are two options, if is not any issue with a product but customer brought by mistake, or if the customer is not stultified always can find the solution. Waitrose is partnership with Ocado to delive the products to the customer door or to be collected in the store, every customer is special with a special need, they are asking for some product, that they cannot purchase in different stores, however the company is spending important time with farmers, suppliers and growers. However, most of the buyers are British citizens, likewise they are supporting local farmers, suppliers and growers close to local Waitrose stores.

The reputation about the company is that they are expensive, but this is not true, because the Waitrose is trying to give you excellent value of the money you have paid for their products. The price is the promise to give you best quality of the products, and good value of the money you have paid for them. They are working tough to reduce the prices on Evey day products, however already they have reduced on 1500 favour brands.

In Waitrose they are offering some additional services, to make easier shopping with them.

Packing at checkout, they are happy to help and pack the shipping for you.

Carry to car service, they can help to carry some of your shopping to your car.

Wheelchair and wheelchair trolley they can provide some wheelchair that can be used by any customers who need some support or help.

Make orders online, you can even order wise online there is a phone available, they are always happy to help,

Accompanied shopping during you shopping the colleagues are more than happy to help

Service call facillity to the petrol station, id some of the customers need some help at petrol station there is a button to call the customer service.

Customer collection point, customer can have the benefits, they can have delivered food at collection point.

However, they have in every store wheelchair access and free minicab phone. (Waitrose and difference).

What is the structure of the organisation:

An organisation structure contains some of the methods and some activities to achieve some goals and objectives. However, it contains some Roles and responsibilities for employees in any company, you can check first the background of the company before taking a responsibility for the organisation, as a definition we can call the structure of the company, when the company gives some roles. There are several structures

Flatarchy structure

Functional structure

Divisional structure

Matrix structure

Functional structure

It knows as also bureaucratic structure; we can divide on to special units and some duties. It works special for medium size business, can be used for finance, human resources also for finance departments.

Division structure

Several companies have same goals, according to Indeed every division has management including the executive managers and employees, they are operating the stores and have access on budget likewise they can allocate some resources.

Flatarchy

Often the company is hiring one manager for all the departments of the company. Structure can be improved, this structure can be used by small scale companies, with limited employees,

Matrix

We can have two groups of employees here, divided in two, in matrix origination structure we can have more than two managers. It depends on how big the company is,

Organisational culture

We can define organisation culture as a company belief, it contains some values and attitudes and how you can influence your behaviour to the employee. Can people have affected from culture it is important how they are experiencing. In periods of times culture can change. Culture is set of rules and mostly is set up by company leaders.

How to motivate employees

Motivation can be affected by some behaviour for the life, to motivate people helps to achieve the goals sooner than was expected, likewise can have a positive result as they can be engaged and focused on that they are doing. Often the motivation helps to reach company's Career goals, by creating some more opportunities. This factor can help to meet customers need and can drive to company's success.

According to indeed for employers there are some signs we can notify that there are lack of motivation,

Tardiness

Lack of effort

Lack of knowledge's

Mood or attitude changes

There are some techniques that can help to motivate people at work, with motivation you can bring the best part of your employee.

Be transparent

Start to be transparent for your decisions you are making them for business, this can make the employees feel important and valued.

Recognise individual and team achievements

Prioritize work life balance

Support mental health

To opportunity to lead.

Conclusion.

In results of this report, we can see how the company operates, what is the structured of the company, what they do to achieve the goals, what is most critical to achieving. How the people are beehive, how people are motivated or how we can motivate people to gain some success,

Company is operating with some structured already have been discussed in this report,

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