

SMART RECRUITMENT TAKE THE LEAD WITH LANGUAGE TRAINING

Supplying reliable staff is only one element of the Smart Recruitment service. Ensuring client satisfaction and nurturing long term relationships is paramount to the award winning company's ethos. Farrow & Ball, renowned the world over for the quality of their paint and wallpaper, are committed to providing all staff with the opportunity to develop and progress in line with the continued business growth and success. To give all employees equal opportunity to progress their careers, and as part of their innovative approach to client potential issues, Smart Recruitment suggested offering language training to migrant workers.

Helen Stacey, Director of Smart Recruitment comments, "It was key for the client to retain the reliable, skilled workers we had provided. But in order to offer them the same development opportunities as other co-workers, we recognised the need to offer language classes."

In line with government objectives, Smart Recruitment, working alongside the Farrow & Ball HR team, organised English lessons for Polish workers and Polish lessons for English workers. Working in conjunction with Bournemouth Adult Learning, the objectives of the training are to improve English language skills and the level of understanding for Polish workers, and similarly, English supervisors are to receive Polish lessons to aid communication channels and increase cultural understanding. Alongside the language training, health and safety instruction and basic supervisory skills are also to be provided, further reinforcing Farrow & Ball's commitment to providing development opportunities for all employees.

Two employees from Smart Recruitment, Mandy Grant and Michelle Mitchell, who look after the Farrow & Ball account, will be attending the 'Introduction to Polish' course. Helen continues, "We recognise the importance of communication, and that making small gestures such as being able to greet candidates in their own language goes a long way to making them comfortable, confident and welcome. Farrow & Ball have been able to retain talented staff and the candidates are being given excellent career opportunities

to match the opportunities afforded to the existing Farrow & Ball workforce. We couldn't be happier with the solution."

Smart Recruitment has offices in Bournemouth, Poole, Christchurch, Dorchester, and Yeovil. To contact the award winning team call 0845 6800 800 or visit www.smartgroup.co.uk Any company thinking of offering a similar service for their staff should contact Tina Flocks on Extension 4100.

~ENDS~



Caption: - Michelle Mitchell and Mandy Grant of Smart Recruitment (R), Bournemouth Adult Learning Tutor Agnieszka Masio (L) with Lee Davis and Emma Ingram Brooks of Farrow & Ball in the foreground.

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