Participant Five – 16 June 2019

DT: So I'm just for the purpose of the tape. Can you just confirm you're happy for me to record this place?

P5: Yes.

DT: Brilliant. Thank you and so can we go back to about 18 months ago? Oh, nearly two years now, actually, o going back to your placement search, can you tell me a little bit about your placement search and how you got to your placement company in the end?

P14: Well, let's start off with lots of lots of cover letters, one CV, lots of lots of different cover letters. I first of all wanted to work in a finance. mean car manufacturer company, car manufacturer, Audi, Ford's, Mitsubishi, and so on, I think I pretty much applied for all of them and I applied for some finance jobs in London. But it didn't, it didn't actually work out to what I, so I turn to was looking what was available around web live and happen that XXX was available. I applied, I went through their selection process and that's the job I actually ended up getting for placement.

DT: Okay, so did you have to go through have an assessment centre, what were the stages?

P14: so obviously, the initial application where they find out a little bit more about yourself, you write some paragraphs about what you've done, like any normal application. You then have a telephone interview, which was the, I went through that stage, then you get invited up to an interview. Umm, he actually said in my interview, that he wanted a little bit more, we thought it'd be new, I'd have a little bit more in terms of personality, probably just didn’t put it out there as much. And then I got to that stage and invited me to assessment centre, when I think I'm trying to remember, there was like 8 other people, all going for different roles. So it was for either placement or graduate, or none of the above, just coming as as a non University employee. But that was just more about discussions. Umm, they wanted to see that you would speak up, that you were involved, that (pause) you're willing to take, like,(pause) responsibility. Umm, and then towards the end, so they gave us like some, they call it like issues. But it turned out that is actually everything that they did. So like social media platforms, like helping the community like litter picking, umm just like issues and we had to pick which two are the best. And then discussion, and we had to present it to, (pause) to the area managers. Umm and halfway through the US, they said, You've got like six minutes, and halfway through, they said, You've got like 30 seconds left, to sort of like relate what the branch is actually like, like things can change instantly.

DT: So threw in a curveball.

P5: Yeah, thrown a curveball, yeah, that's the one. But yeah, went through that stage as well and then I got invited to start working obviously and then on the second day, I went out to Winchester for training session and like an induction.

DT: Cool. So before you, when you found out you got the job for all, how did you feel?

P5: What before they told me?

DT: So when they called you and said they were offering you the job

Unknown Speaker

while I was up because I didn't have to look no more because I I tried to in a couple of applications a week. And I'm still going to cover lenses literally, I've got about 30. So it was a difficult, difficult road to get in terms of effort, an appliance. But yeah, yeah, I was happy that I finally got it.

Unknown Speaker

Yeah, I was excited to start. Yeah.

Unknown Speaker

And we was at a company you knew very much of Did you sort of over the period of the process? Did you become more and more interested in them?

Unknown Speaker

I didn't, initially I didn't know too much about them all on us in the running cars. However, as I was an employee, and I learned more about the business, I did, I did learn that it got an increasingly high percentage of the market share. So they are like a leader, not just an England all over the world is obviously it's tied in America, and it comes to E for airport in reading. It just expanded from there.

Unknown Speaker

And so you started to tell me about your first week?

Unknown Speaker

Yeah. So what did you do

Unknown Speaker

was thrown in at the deep end. From day one, you had a lot of responsibility. So let's have done it in stages, I did the basic tasks to begin with. Which is basically trying to get people booked in for insurance customers. So I bring in them seeing if, if they cause rates go in. And just asking questions, if they knew anything about any updates. And that that first day was was really difficult. Cuz I didn't have no direction. It was do this. away you go.

Unknown Speaker

So you, you didn't have a proper induction when you sat in a room found out about the company. And that was on the second day.

Unknown Speaker

Okay. So on the second day, you get invited, you have to go up to Winchester. And they basically tell you a little bit more to like an induction. tell you a little bit more about the systems. But being sad, that's for a whole day before we pretty much got a good grasp of it anyway. So yeah, they did really Chuck a lot of responsibility on you in the first day. And the second day, they sort of it was sort of how did you get on. And some people learn more about that than they making mistakes or just find their own way, man, the system was on the telephone all the time as well. And before on that first day, I didn't have no telephone experience. So within a week, I was very proficient is that the word profession professional profession on the telephone. So one aspect, it's checking out the deep and second aspect is sort of honing your skills nice and early. And so straightaway, you're teaching yourself how to do things. Yeah. But then the rest of the week was just doing the same. Just gradually doing more tasks. And by the end of the week, I got pretty, pretty good at the basic tasks.

Unknown Speaker

And so that was in your home branch. Was

Unknown Speaker

it in Dorchester? Yeah, yeah.

Unknown Speaker

Okay. And so,

Unknown Speaker

did you get the opportunity to meet other people in the team and sit down with your manager, that sort of thing?

Unknown Speaker

Yeah. So the way it was the managers, the manager is always in the office. But he, he's just that just to make sure that, honestly, I think it's done smoothly. They don't like you to go to him for issues, they'd rather you because you're dealing with that customer, resolve the issue. yourself. Whereas before another job, that's it's always been hard to get a manager to come and resolve it for you. But everyone else, obviously delivering cars and stuff. Everyone's in the office. One day, I could see everyone loads. Next day, I could see the manager and that's it. So you you're in your though you're in a team at the branch, you're always in and out. And it's always fast paced.

Unknown Speaker

And how many people work in that branch?

Unknown Speaker

varied? turnover was very quick, really? Yeah. In one year, I had three managers. I had one assistant manager for part, one manager, gnosis IT manager. And then he basically left and then they've got a new assistant manager, who steps up to run everything overlooking with all the manager managers. And then he left the neither manager without an assistant manager. And then he went travelling. And then I had a new manager with no assistant manager. So hello, yeah, you get the picture. Yeah. And on average, the team was about 5545 employees. And about free short drivers, the short drivers are just basically accepting employees, people who clean the cars now.

Unknown Speaker

Okay.

Unknown Speaker

So you got through the first room, week, you're your

Unknown Speaker

telephone skills has improved.

Unknown Speaker

So what was the role, then for the next few months?

Unknown Speaker

I'd say that basically, before the day ends, you've got it's not a case of arc and finish up to my walk and finish it by the end of the week, it's a case of you have to finish it that day. And then tomorrow's a new day. So for the next month, it was just learning more and more about each individual element. I went back up to Winchester, I think in my first week for more additional training. But it was, by the time you've gone the training, it's just you should have picked up the basics of that task or, or bit as in was a bit I mean, like sales. So you would have picked up a little bit about and then when you went there in the first week, they sort of mould mould, the South section, like Mrs. What you can do is like what have you been doing? Okay, this is what you can do if you'd like try this.

Unknown Speaker

But it just gives you like tips.

Unknown Speaker

Yeah. What's a helpful way of doing it?

Unknown Speaker

I never done sales before. So

Unknown Speaker

yes, I

Unknown Speaker

guess so.

Unknown Speaker

Yeah, let's say it was trial and error. find, find what you're doing? Is it good? Keep doing it. Is it bad? No. Okay, what can you do? You can do this? So some people just have it? Some people don't? which is the same as every task enterprise that you try it? If it works, fine. Carry on. If it doesn't work, there's support there to help you.

Unknown Speaker

So at that point, how are you feeling about the company?

Unknown Speaker

Yeah, last time, it was good. Good. I was my first proper full time job. So I enjoyed it. Obviously, driving the nice cars as well. Yeah, I was I was a bonus.

Unknown Speaker

Notice good. I felt like I was learning a lot.

Unknown Speaker

In that initial initial beginning, towards probably the middle, I sort of maybe sort of like, I've probably learned as much as I can. Without subs outside, the managers left and know that there's a quite a lot of turnover. What I really needed at that point was a manager to go, this is what you can do next in terms of the build up of tasks no matter what you learn and do one task and you expand it. Because obviously, there's some tasks that the managers mainly do. And as you get in, towards the end of my placement, I was doing them. Okay, great. It was like a month for a little bit of a period where I was sort of like, Come on, give me more words, in terms of use my brain. Yeah. cuz sometimes you given like, a pilot, don't you? And that's, that's what I found in the middle.

Unknown Speaker

Okay, so how did the job expand then over time? So towards once you got past that sort of sticky middle bit? How did it sort of develop?

Unknown Speaker

So after Christmas, I got a manager who was really good at educating in terms of this is, this is the business and basically learning to employees. And he was really good at that. So basically, before Christmas, I was just doing the basic day to day tasks. And then after that, he tried to teach me how to do marketing better, because that's one of the things I struggled at me also taught me how to do debt collecting. Not that is difficult now, but now I know, it's just something that I didn't didn't know before. But it was wasn't a case of this is how you got to do it. Is it go and try it. And then I'll come back. I was like that one? Well, that didn't Well, my debt collector, and I said, it's really easy. Why have I known it before? You said, I know, marketing. I said I'm not very good at marketing. And that's why he gave me tips.

Unknown Speaker

So what sort of marketing was

Unknown Speaker

it? marketing to basically enterprise wanted us to go out market to Firstly, new businesses, focusing customers for revenue. dealerships so your car dealerships like box waggon this year, to try and get customers from their end in terms of when they have like an mot if, if they need a car for the day, go to enterprise. Once you work, stuff like that. And then you've got where the the big money is, is the insurance, insurance. So obviously, if it's a third party, you can charge ridiculous of what I think one colour, so like 500 pound a day, which is ridiculous. But that would be the initial relationships with enterprise and insurance companies are done higher up, that our job was to keep in contact with the customers that have come over. That got sent through because a lot of them Woods could have multiple car rental firms. Yeah, pulling them

Unknown Speaker

to get that business as well.

Unknown Speaker

Video is just a lot of markets in

Unknown Speaker

TF talkers.

Unknown Speaker

Yeah, it is it was heavy, it was heavy,

Unknown Speaker

heavily.

Unknown Speaker

You had targets basically. And if you didn't meet them each month, and basically get a warning, you get two warnings. And if you get a third warning, it's right. Something's wrong here. We need additional training.

Unknown Speaker

Okay, did you get any warnings?

Unknown Speaker

I've got one. But that was it. Basically, the way the the the targets work is you have a board, basically, with with all car cars, that cover already included into the price. However, you can upsell, yeah. And that's why the sales, and you can upsell for additional ensure additional cover to bring your excesses down and stuff. And basically, you had to me get a certain amount, it wasn't a certain amount, it was an average. So what it does is if you get to today, they call it gold packs, which is the full whack. I mean, you got no accesses is basically 1950 a day. So if you times that by four, it's bought 2468, about 78 pounds, 78 pounds. However, if you open 100 hundred days worth of tickets, that 70 pound will be divided by hundreds. And you'd only get by seven, seven pound at night. Yep, you don't get seven pound AC, the target is some 50. Right, please. And then if to be classes at an elite, an elite salesperson, it's 1150. But there's loads of different sections, there's targets that you've got on me. And they want you they really drive that into that is that is one thing that was constant. Every every single day, every single customer that you sell, did you sell? Why not? Because at the end, that's additional revenue.

Unknown Speaker

So did you enjoy the job?

Unknown Speaker

to begin with? Yeah, it was it was good. I was learning quite a lot. And honestly, like I said, it's sort of stopped. My sort of comes like a How then the new manage coming, I started learning more, but overall looking back on it, I've probably

Unknown Speaker

wasted.

Unknown Speaker

Because what I wanted to do probably majority of it wasted was wasted my placement yet. I'm probably if I if I start again, we look for some more financing. And that might have caught my attention throughout the year always wanting to learn more, and I will probably not hit a period of a month or two well for I can't learn more. Okay.

Unknown Speaker

So what do you think now about the company?

Unknown Speaker

Did you enjoy working for them?

Unknown Speaker

Yeah.

Unknown Speaker

In some aspects, yeah. They're very supportive. If you need any help, or they're few, they look after you, they generally look after as well. You get free food all the time just for that. So as a company, that they're, they're supportive. And but at the same time, they're also very pushy, in terms of sales.

Unknown Speaker

Very,

Unknown Speaker

very fast paced. You've always got to work quickly. So I like a fast paced environment. So I'll probably say, by 75%, I enjoyed it. Probably not learned as much as I could have done. But overall,

Unknown Speaker

I would have chosen different placement. Okay.

Unknown Speaker

Yeah, you probably learn sales isn't something that you'd want to do.

Unknown Speaker

I marvel for format, marketing is something that I don't want to do. I'm all for it.

Unknown Speaker

I don't like marketing.

Unknown Speaker

Sales actually came quite natural to me. So selling is not the issue.

Unknown Speaker

Marketing issue. Yeah, yeah.

Unknown Speaker

So did you get the chance to change or improve any processes or anything?

Unknown Speaker

Yeah, as a new

Unknown Speaker

obviously, when you go into the branch is going to be stuff that's already there was already processes and procedures. And there was actually a change in a process was I was that however, you, yourself, you can invent, invent a new way of doing a task. And you can implement it. And it's sort of like a trial at your own branch, you can try in there at your own branch. Because there is freedom and what you do. So yeah, as I said, you can try you can try that, if it works. And you can take it to the area manager and the manager will take it to, to say, this is working here. And we should try it and more and become a generic thing. But it tends to work in like north and south on and it cuts down even more. So you're more likely to get some process change in just your area. But that's probably due to customer types and types of customers have said the same thing.

Unknown Speaker

You know, why me?

Unknown Speaker

I know what you mean,

Unknown Speaker

the type of customer

Unknown Speaker

says, Did you improve on any processes yourself?

Unknown Speaker

No, not really. No, no. To be honest with you, I didn't have time. Because it's so fast pace, you're in and out, you're in and out. And when you're in, you've got loads of paperwork to do. And and by a time at the end of the day, while you're just finishing up. There's no time to do anything. Because you just want to go home after 12 hour days. Yeah, I'm trying to think

Unknown Speaker

there wasn't, there wasn't.

Unknown Speaker

Well, I guess that was when when when I first started I correct. Basically, if you can't contact the customer, you've got Manama leave a voicemail, too. I created my own little email, given all the information. What I wanted to say over the phone. I think everyone sort of had their own thing that I read. But I just stuck to their mind.

Unknown Speaker

I said invest in my father, if you ever want to use it.

Unknown Speaker

But yeah, it's just outlined every reporter necessary at this business. All the important, all the important information that I needed to cover and get across to the customer.

Unknown Speaker

Yeah, well, that's good.

Unknown Speaker

Nothing right now.

Unknown Speaker

There's a lot of time you are driving? It's a lot of overseas 6040 driving?

Unknown Speaker

Really? Yeah. And how far were you driving? New was it just 10 minute drives here in there, but a lot of them

Unknown Speaker

know.

Unknown Speaker

Sometimes. From doors at Portland, it's 45 minutes without traffic. If you leave it,

Unknown Speaker

you could you could go

Unknown Speaker

basically, in traffic Portland to take you an hour and a half there. an hour and a half. But just do one, one job. That's free hours, it's very time consuming. I learned that out of all the branches, we actually had the biggest area if when I worked at the poor branch, because they do change over days, but you switch around to try and learn new things of the people. But when I worked at the poor branch, it was more 10 minutes. 15 minutes. 20 minutes. No man Batman back. So I think it was to do with the area. And and the branches location. Be honest with you

Unknown Speaker

see what George, just tell you what, Paul, did you work anywhere else warmer?

Unknown Speaker

Christ Church, failure to find out for one day as well.

Unknown Speaker

And were they all very similar? Or quite different?

Unknown Speaker

No. So basically, there's three different types of customers, there's corporate customers, which is obviously business retail, which is people who book online. And as insurance customers. Insurance customers can be rolled out inside dealerships and actual third party insurance first party insurance, and stuff like that. Dog, sir. Because it's such a large area. And people wait when you have sort of like a dead end. So a lot of corporate customers is very corporate heavy. At also because they want to go to places they want to go up north they want to go to and that means Paul was very retail based. There was a lot of online bookings people wanting to go places for the day. And stuff like that. I'd say the other branches were more mixture.

Unknown Speaker

mixture of insurance, corporate, every every branch having shorts customers. Yeah.

Unknown Speaker

So you obviously had to do quite a lot. What skills? Do you think you've developed an improved on?

Unknown Speaker

self management? Yeah, closely, your left to your invoices. A lot of the time you're out on the road, you got to make your own decisions. As a centre for manner.

Unknown Speaker

I would say

Unknown Speaker

communicating. I found that not. You've got one idea. Sometimes you need to communicate a little bit better, because not everyone has the same brain and thinks the same way. So definitely communicating your ideas, of course. I'll be taking instruction from a new management side free managers. Yep.

Unknown Speaker

So you can deal with change,

Unknown Speaker

change? Yeah.

Unknown Speaker

Awesome. That's a tricky question.

Unknown Speaker

Because probably more but you just don't think of it.

Unknown Speaker

Yeah, probably time management.

Unknown Speaker

Because when you actually run the day, you've got to know when your customers are coming in, what car you got available, what cars you're going to get. And then at the same time, what corporate deliveries need to be done, you need to be able to chuck it all around. So you've got enough cars and enough people that branch and yeah, that was very mind boggling. But that's also problem solving.

Unknown Speaker

Yeah, absolutely. So

Unknown Speaker

obviously, you got issues getting resolve, and it's not a case of all I can't do anything, it's a case of

Unknown Speaker

solve it. One way you can

Unknown Speaker

probably

Unknown Speaker

product knowledge of the of the

Unknown Speaker

car rentals. Now I know how it works and stuff like that.

Unknown Speaker

I'm guessing you're asking for transferable skills?

Unknown Speaker

Yeah, you could from quite a few. Pretty good.

Unknown Speaker

Obviously my sales? Yes, my natural. So they say

Unknown Speaker

that's probably off the top of my head. What I think that's pretty

Unknown Speaker

good, though, shows development across time period. So did you get the opportunity to work with senior managers at all? Or was it very much based in the branch and just be your branch manager.

Unknown Speaker

So the way enterprise works, everyone takes the same journey, you go start off as a management trainee, then you start then you go to manage the system and you go System Manager and you go to branch manager, once you get branch manager, that's when you can, I'd say branch helps his branch manager, but branch out into your financial marketing. You're off the sales, yeah. All the different departments, everyone takes that journey.

Unknown Speaker

So

Unknown Speaker

I saw senior members.

Unknown Speaker

But I didn't really work with any senior members outside that. Sometimes the area manager, obviously the area manager comes to check on how you doing stuff on occasions not and sometimes he would chip in. And sometimes, say the corporate the corporate guy forgot his name. But he would come in and drop your car if he was stuck. So when I can work directly with senior managers, they sometimes helped out on occasion is just doing your job. Yeah. But there was no, I wasn't a day when a senior manager? Actually no, that was a total lie. One time one day. And it was a it was a day. Where is it? employee Appreciation Day I think is ok. Basically, branch and gets picked our hat. And you get to pick the senior manager that comes on what have you for the day. It's obviously interesting, because everyone's taking that same journey. Everyone knows. Everyone's got Spanish managers, no one knows what happens in the Bronx so that they can do that. And we got the HR manager, huh, yeah. So there was one time but apart from that, if there was no employee Appreciation Day, then what happened?

Unknown Speaker

And did you get to speak to them very much

Unknown Speaker

all the time. Now, on the end of the phone?

Unknown Speaker

The support was there. They were doing their own neighbours doing their own bits. Yeah. But that's the same. All the questions could be answered by any of them know. And if you didn't know something, you just call them next news branch. Just be like, Hey, I did this. Which did happen, obviously, because when we did the manager, and there's a lot of that, because, yeah, me, me and Alex were new. And we had no manager and we had Dave, who was the assistant manager, and you know, it's just when the other day off. It was crazy.

Unknown Speaker

Yes.

Unknown Speaker

You had a steep learning curve.

Unknown Speaker

Yeah. But it was a challenge. Challenge is always good.

Unknown Speaker

Yeah, exactly. So do you think the company

Unknown Speaker

How do you think the company What do you think the company for the placement students?

Unknown Speaker

There's, there's so much stuff turn over there that I actually think they need. Okay? Because it's not a job where you can have any Tom Dick or Harry working, you need to have a certain amount of awareness and certain amount of being switched off. Because sometimes that genuine is like, quite like important issues that needs saw it. And so you need a certain type of brain. So I do think that they do need placement students, to be honest here.

Unknown Speaker

And obviously, some stay on which they want me

Unknown Speaker

to feel valued. Did you feel valued by the company?

Unknown Speaker

Yeah, they looked after you. Excellent. They did it before they also look after you let take care of you the supports their last on that side of it is

Unknown Speaker

definitely that yeah, that side of the business. Definitely, definitely appreciate employees is actually a common or which pie was, but it's actually part of that cycle. where it's like, they take up take care of the employers, the employer, to your customers, and the customers bring in the revenue to the money through last. Think of this like a chain reaction. So yeah, they do take care of you.

Unknown Speaker

That's good. Excellent. And you mentioned the employee, employee Appreciation Day. Yeah. Did they do anything else like that? You know, sort of, I don't know employee of the month.

Unknown Speaker

Yeah, there's, there's loads. I just mentioned, the few main ones. Obviously, when I was talking about sales, I said, to be an elite Elite performer, you need 11 pounds, along with a couple of other requirements. And if you get that, you they take you away for the day. I got it once in I think it was September. I ended up going to winter wonderland that day, which is called all expenses paid for that's happening. I got paid at work. that's a that's a main that's probably the biggest one when they do admin sorts of charity events which can take pie in in like, LGBT community. They go they do like

Unknown Speaker

what's it called?

Unknown Speaker

When the parades on down Bournemouth they you get invited to go and be part of parade. Obviously, if you want to

Unknown Speaker

like Carnival parade. Yeah,

Unknown Speaker

yeah. Boxing is a choice. And that the last vote Chappie, we're

Unknown Speaker

on China.

Unknown Speaker

Yeah, I was. I was ever options.

Unknown Speaker

Yeah, they do quite a lot.

Unknown Speaker

That's good. So if you could change one thing about your placement, what would it be?

Unknown Speaker

In terms of

Unknown Speaker

being an enterprise or?

Unknown Speaker

Yeah, so you're there?

Unknown Speaker

Yeah. What would you change? If you could?

Unknown Speaker

The hours are quite long.

Unknown Speaker

Like sometimes up working to the ground. On occasions, you start a fight in the morning. And there was one time when I didn't finish till half 11 at night.

Unknown Speaker

Yeah, that's a long day, isn't it?

Unknown Speaker

That's like over 14 hours. Yeah. Yeah. 16 hour day.

Unknown Speaker

That's something they're trying to clamp down on. But obviously, we're a high staff turnover happens to train new staff, I don't see how they're going to do it unless they start retaining their staff.

Unknown Speaker

And they need more staff.

Unknown Speaker

So why do you think they have such a high turnover?

Unknown Speaker

Because

Unknown Speaker

you there's a mixture, there's a mixture of people who it's not for them. They're always expanding as a business. So when they go into a new area, they need a new area manager, a new branch managers, couple new people to run the branches. So that always promoting and they only promote internally.

Unknown Speaker

Okay, yeah.

Unknown Speaker

So

Unknown Speaker

that's, that's also one reason. So obviously, you've got sort of two people, two sessions, ones that it's not for them and others that get internally promoted. And obviously, one when you take that away, when you take the employees away, you're short, you're on you. And then obviously, people are ill people have day off.

Unknown Speaker

And so

Unknown Speaker

probably not having enough employees is what makes a day long.

Unknown Speaker

Yeah.

Unknown Speaker

And they run they run the cars as well, very tight. Because if a car is sitting still, how they work, if a car is sitting still it loses money. So they want to be right on on the number of present forecasts, how many cars you need, right on the number of what, what they think are need. And at times, we have to go to places like Oxford and stuff just to get a car. Huh?

Unknown Speaker

Yeah, that's a long time out of your day, isn't it? Yeah. Right.

Unknown Speaker

So whole day.

Unknown Speaker

Yeah, shower. Yeah, that's true.

Unknown Speaker

But no, yeah.

Unknown Speaker

So my studies about psychological ownership. Yeah. So what does that mean? The ship in the workplace mean to you?

Unknown Speaker

ownership in the workplace?

Unknown Speaker

Obviously, things are taking responsibility.

Unknown Speaker

ship.

Unknown Speaker

I deliberately kept to quite fake.

Unknown Speaker

Yeah.

Unknown Speaker

I know what ownership is it's just difficult to explain.

Unknown Speaker

But yeah, like

Unknown Speaker

ownership, like,

Unknown Speaker

on that one from

Unknown Speaker

ownership, obviously taking responsibility. Yeah.

Unknown Speaker

I mean, situations in terms of things, do good things do bad things, you can improve on. ownership of your own career, terms of career progression, associates in town promotion,

Unknown Speaker

ownership of taking a situation, say,

Unknown Speaker

ownership of tasks.

Unknown Speaker

So do you think you showed ownership? Have you got any examples of ownership at work?

Unknown Speaker

I don't think I had a choice of deciding where I'm going to own this or not. I think from day one, it was very, you left to your own devices. And obviously, there's a lot of responsibility there. So I don't think I necessarily had the choice. I think it was from Jonathan to make from the start. Only only ship it examples. Obviously, as I said, creating that email, yeah, generic, you know, I didn't have to do that. And but some of God did.

Unknown Speaker

So you say it was drummed into you,

Unknown Speaker

in terms of culture way they work? So it's not a case of London? Is the culture, the business? Yeah. And the way the way they work?

Unknown Speaker

So if you didn't take ownership, you'd almost have to leave the job. Is that? Do you see any colleagues who didn't take ownership?

Unknown Speaker

Not necessarily, they would have to leave,

Unknown Speaker

leave the business. But they would be? Well, that they're not looking for employees, enterprise, they physically say we're looking for future managers. So there's some tests that you have to do along the way, in order to make sure you update that mark. And obviously, taking ownership is one of the visual elements of being able to be promoted, because it's the way not only is it the tests and what you notice the way you work. So if that's not foundership, isn't there, they would obviously training because he does a good support network.

Unknown Speaker

But I think,

Unknown Speaker

as each situation would come in,

Unknown Speaker

you would learn how to deal with that situation, which would create more ownership. So initial ownership and responsibilities. That is culture, the business, but also think it's it's progressive, as well.

Unknown Speaker

Where you learn as you go along.

Unknown Speaker

So you think you develop more ownership as she went through the placement?

Unknown Speaker

Yeah, there was one time towards the end, where we messed up. We didn't deliver the car to the guy in time, he ended up having to take his own car, to the meeting, managers on a phone call upstairs. So I said, right, okay, how do we fix this? Because they want you to fix it before they leave the branch, however, on the phone, so I said, fix it before but the phone down? And I said, Okay, what can we do for you? They want you to ask what they want, as long as it's reasonable. And I, he said, I don't know. I think I just want an email for your area man's put into complaint. I said, How about we just give you a free days rental? And obviously not charging for this one that we missed, which was used to iPhones do he said, yeah, that's fine. And it didn't turn into a complaint. So it's about doing the right thing. It's about having the knowledge of, of the culture and knowledge of the culture, the business, and what you can do it and and twist it and make it work.

Unknown Speaker

So do you think is a business that encourages excellence, then a culture that encourages excellent culture that

Unknown Speaker

encourages you to work, work on work? by yourself be able to manage yourself? Hmm, doing the right thing? Always having the customers putting the customers first? And if something's not right, they want you to fix it.

Unknown Speaker

Yeah. And it sounds like in that instance, you

Unknown Speaker

did as well on my image reputation. Yeah.

Unknown Speaker

So how far into placement? How many months Do you think you felt? Before you felt ownership?

Unknown Speaker

Towards the end, I was more comfortable and doing more tasks where I could take ownership. And just like the example I gave, but then on the phone call, however, at the start, it was more can I do this? In terms of miss my dear? Can I do it and just double check it? I could do it. So gradually, as as it went along. There's definitely more ownership behind it. Let's learn about the business and what you can and can't do. But now, there's definitely, definitely ownership and responsibility all the way through it.

Unknown Speaker

Yeah, and they don't.

Unknown Speaker

From from day one, they don't want you to sort of make up excuses and lie to the customer, some businesses that they want you to just be truthful. But then the majority people can see through it on me. Yeah. Nice. That's something that that's something that they want blend, also that sort of customer service as well. Now, yeah, I would definitely say ownership gradually increased. Because obviously, the next step for me would be assistant manager, where more ownership would increase because then I'll be getting

Unknown Speaker

bonuses.

Unknown Speaker

As you go up through the ranks born ship. Okay, so I think it's

Unknown Speaker

gradual. NG Yeah. Yeah.

Unknown Speaker

And do you think you've felt ownership for the company? Did you have that sort of connection?

Unknown Speaker

Yeah, cuz obviously, image and reputation you're, you're the face of the company. And although that people behind you, you're the ones interacting with the customers. So yeah, I did feel like it was my job to represent enterprise.

Unknown Speaker

And it was our job to

Unknown Speaker

make sure that the business was continuing to grow. Yeah.

Unknown Speaker

Do you think there are any negative sides to feeling ownership?

Unknown Speaker

Probably more when things go wrong.

Unknown Speaker

It's a lot of things go wrong that you're doing. And honestly, it's gonna have a negative impact on your work. And career. No, I didn't feel that. Ownership impacted me negatively. Like, if you make a mistake, you learn from it. And you know, not doing next time. Yeah. So in a way it benefits you and benefits you because you're enjoying yourself. You're not looking at other people to answer questions. Now, I think it I think ownership benefits.

Unknown Speaker

Benefits benefited me.

Unknown Speaker

And you mentioned career ownership. Yeah. Do you think you own that moment?

Unknown Speaker

You mean,

Unknown Speaker

well, you mentioned the GU can own your career and your career progression.

Unknown Speaker

Yeah. So basically, you move at your own pace, if you want to. Well, they, they want you to get past the initial test and the initial, well, there's two tests as one to make sure that you're up to date with with the basics. And there's a second one, where they really want to know about the business how much you know about the business. And that usually happens within the year. So although there's pressure to get those two done to begin with, after you've done that, it's sort of made you want to go next, what you want to do, and if you really want it, you can get it done so quickly. You can progress very quickly. I think the area manager Dennis Faldo in in six months when he was in my position However, those people who saw on their second that second attempt five to 10 after three attempts, they start to think that they start to look at whether your wife the business or not. And that's what could be

Unknown Speaker

dismissed.

Unknown Speaker

So

Unknown Speaker

you're in charge of your own career enterprise. However, though, there is there is like wars you have to stay in in terms of targets. And you also gotta want it. Yeah, because if you don't love it, you don't want to try and no yeah, there's definitely ownership.

Unknown Speaker

Yes.

Unknown Speaker

You just didn't necessarily want to take that step because you've decided it's not what you want to do.

Unknown Speaker

Yeah, in a way Yes. I sort of switched off

Unknown Speaker

I didn't complete that test. I didn't even get to attempt it. Because that's just the way that my time went. Hi, Sunday started after me a month after me and before I left it competitors folder and he got promoted so but then at the same time he wasn't on a placement he that was his career. So glad I knew this has been I'm going to end and I'm gonna get back to university so it's probably a bit different in terms of hunger

Unknown Speaker

yeah potentially. Do you think you've felt ownership before in a part time job at uni? We hobbies anything like that

Unknown Speaker

job wise No, no, definitely not.

Unknown Speaker

Not not to the extent of enterprise anyway okay. As always processes procedures police work at a bank so those processes procedures in bank if someone was wrong, get the manager if there's a transaction over 25,000 pounds get the manager got it it's got to be authorised the bank

Unknown Speaker

model used to work for haven

Unknown Speaker

there was ownership in terms of customer service you provide

Unknown Speaker

but apart from that wasn't

Unknown Speaker

To be fair, no ownership passed in in haven when you do activities for haven ownership of this activity but you get to choose what game you do you get to choose how you make it fun and enjoyable for the guests. So BIT bit some to effect quite a lot of ownership at haven in terms of activities but not a lot else. activities and customer service at a bank those barely any and that inspires it is full on ownership.

Unknown Speaker

I think

Unknown Speaker

what do you think is the difference in is it due to the culture is it having the opportunity said the bank they have so many layers in place and systems that you don't get the chance to

Unknown Speaker

know probably probably a haven because it's seasonal. They know and haven was also very high turnover this because obviously is seasonal so I think it was a case of okay we just need to get through this season with the employees that we've got and then we go again it's always like a reset button. Bank I think it's the process and procedures and days other people's money

Unknown Speaker

I saw protected

Unknown Speaker

and that enterprises more of the

Unknown Speaker

experience

Unknown Speaker

and getting it right for the customer in terms of what a will require in terms of like my upset and well they need this one. But I think each each workplaces has a different culture.

Unknown Speaker

Yeah, absolutely. Yeah. Okay, so final question. What are you hoping to do when you graduate?

Unknown Speaker

Couple of things. I don't know depends on the egos depends on harder work, but either

Unknown Speaker

go back home

Unknown Speaker

Well, I know I can get a job at my mates. dad's business as an accountant which is this is multi million pound business which is so I know I can do that. So that's like a backstop or I want to stay on board with hopefully get a job at JP Morgan by now that's going to be difficult or the masses or if not if it's not an advice free go back home and just finally can't see job somewhere because you go train for free years before your quote unquote while account.

Unknown Speaker

So something financial.

Unknown Speaker

Yeah, yeah. Definitely narrowed it down financial. Where either you're right or wrong. I've learned where by law is. It's your interpretation. Yeah. On quiet.

Unknown Speaker

Okay. She liked it. Yeah.

Unknown Speaker

Lucky black and white.

Unknown Speaker

Yeah. Cool. Brilliant. Right. Let me just turn this off.

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