

FEBRUARY TRANSCRIPT

Mark: I'll do this now for you.

Jina: Brilliant, alright I'll catch up tomorrow with you, okay?

Mark: Bye Jina.

Jina voice over:

It's really good to see my customer's benefitting from Boots services, and sticking to their new year resolutions.

Jina: Hi, how are you?

Customer: I'm fine thank you.

Jina: How are you getting on with everything?

Customer: I'm getting on really well.

Jina voice over:

It's really important to me that I'm not just dispensing because I have the support of my team; it's about the health of the people I see and making my customers feel better.

Jina: ... Because you have an appointment with me anyway haven't you?

Customer: Yeah, I have.

Jina voice over:

That's one thing I really like about my job; having enough time to get to know my customers. By being available to talk, I can help my customers keep to their plans to have a healthier future.

Jina: Yeah, see you next week.

Customer: Bye.

Jina: Bye.

Jina voice over:

... And I've been making some plans of my own for the future too. I'm on the Stepping Stones management programme.

Chris: Jina, hi how are you?

Jina: Oh, I'm good thank you.

Jina voice over:

... And I'm meeting Chris, my line manager, to discuss my progress and see what my career options could be. I've already spoken to some Local Pharmacy store managers to see what it's really like to manage your own business, build a store team, and be responsible for developing local health services. It sounds a really exciting challenge.

Chris: Look, why don't we see if we can find an office and have a chat somewhere?

Jina: Yeah, that would be great. I've got lots to tell you about my Stepping Stones programme.