

## APRIL TRANSCRIPT

**Jina:** So Katherine, just wanted to catch up with you today, and check-in how you're getting on with the whole of your course. It'd be really good to understand ...

**Jina voice over:**

Training is really important at Boots UK, and not just for Pharmacists, the whole healthcare team has access to training. Katherine, my Dispenser, has a real eye for detail and is well on her way to being a registered technician, so she can work as an ACT. That will really help release me to deliver more services to customers.

**Jina:** ... So well done, but let's go onto the next part.

**Jina voice over:**

And Emma one of our healthcare assistants is doing a 30 Minute Tutor on hay fever to get herself up to speed on our products and their best use. The hay fever season is already starting for some of my customers, so if it's a routine request, then it's great Emma can help them and I can deal with the more difficult enquiries.

**Customer:** Thanks ever so much, bye.

**Jina:** Bye.

**Jina Voice over:**

I like to share my knowledge, and having a well trained team around me lets me concentrate on the things that need my attention most. The team get more out of their work too, having better knowledge about our products and being able to help customers more. It's really rewarding for me to see the training pay off and for them put it into action in the store.

**Customer:** Good, thank you very much, thank you.

**Emma:** Okay, thank you.

**Jina voice over:**

But I've got some exciting news and I just can't wait any longer to share it with the team. I've been offered a manager's job at a Boots pharmacy store a short drive away from my parents. It's just what I was looking for, so I've accepted.

**Jina:** ... And remember I'm only a phone call away.