

TRANSCRIPT - 'It's a team effort'

Jina voice over:

This is my first day in my new store, and it looks great. It's been rebranded as a 'Your Local Boots Pharmacy' fairly recently, so everyone who works here is getting used to the Boots branded products, the larger range, and me.

Jina: ... So what is it that you have there, Susan?

Susan: Essential moisture day cream.

Jina voice over:

The move here has been fairly easy. I'm working through my store manager induction programme Step-In, which covers everything I need to know to manage my store, and the team here have been really welcoming too.

Dispenser: Well I think we need to complete the start of day checklist so so everyone knows exactly what they're doing.

Jina Voice over:

And so has my new line-manager Rob, who has come to see how I'm settling in.

Jina: Hi Rob.

Rob: Hi, hi Jina, how are you?

Jina: I'm very well thank you.

Rob: Good good, you settling in okay?

Jina voice over:

Today we're focusing on developing the Pharmacy Plan for my store, where we review the core pharmacy services we offer, and the specific priorities of my local PCT.

Rob: ...wondering about how you're planning on driving forward the item performance.

Jina: Well that's something that I've actually started to have a look at.

Jina voice over:

It's great to work with a team that shares my passion for developing our Pharmacy business, and driving forward patient care.

Jina: ... Priorities and we can start working on those straight away.

Rob: Okay, well I'd like to put some diary time in to talk about this in some further detail if that's okay?

Jina: That would be fantastic, I would really appreciate that.

Jina voice over:

The move has worked out really well because it's my mum's 60th birthday in a couple of weeks. I've been able to get cover from my Boots Pharmacist Deployment Administrator, so I can spend the day with her.

Jina: There you go, that's your inhaler and I understand you know how to take that?

Customer: Yes.

Jina: I also wanted to let you know that I'm the new store manager here, my name's Jina. So, if there's anything that you need to have, or any advice then please just let me know won't you?

Customer: I will do, thank you. Bye bye.

Jina: Bye.

Jina voice over: I think I'm going to like it here.