

Explain how the
training needs for
essay



**ASSIGN
BUSTER**

Tesco was founded in 1919 by Jack Cohen from a market stall in London's East End. Over the years the business has grown and they now operate in 12 countries around the world, employing over 530,000 people and serve tens of millions of customers every week. Tesco have always been committed to providing the best shopping experience. Today tesco continue to focus on doing the right thing for customers, colleagues and the communities that they serve. In any business, clear direction is vital.

Tesco vision guides the direction and the decisions they take as an organisation. Tesco is a company built around customers and colleagues, high-quality assets around the world and multiple opportunities for growth – and these characteristics are central to their vision for the business. Tesco wants to be the most highly valued business by: the customers they serve, the communities in which they operate, their loyal and committed colleagues and of course, their shareholders.

Tesco employees work in a wide range of position in a store and in a non store function such as customer service, department managers, warehouse employees, office based and logistic. Improving skills and job satisfaction of employees are the key of a growing company and this is the key of Tesco.

The Organisational Structure at Tesco there are six levels within the organisation and this is giving a clear structure for managing and controlling the organisation and each level is requiring particular skills and behaviour.

Work level 1 – the first work level is basically the customer service area the staff who is working directly with customers like cashier staff, merchandiser, customer assistance and the skills which they need to have is the ability to

provide service to customers before, during and after a purchase of a good or service by providing support and information. Work level 2 - the second work level is for the people who are leading a team of employees who deal directly with customers like the supervisors, team leaders, assistant and the main object is to set targets to motivate the

employees, to guide the group towards its goals, see that all the members of the team is productive and resolve the problems as they come up . Work 3 level - the third level in the organisational structure at Tesco is running an operative, the work level is including all types of managers like stock control manager, security manager, customer service manager, personnel manager, non food manager, food manager, ambient manager, fresh manager and the skills what they need to have is the ability to plan, to set target and to report to next level.

Work level 4 - the fourth work level in organisational structure level at Tesco is supporting operating units and recommending strategic change and this is the job for the store managers who have to know the business and to be responsible for the day to day operations of the store Work level 5 - the fifth work level in organisational structure in Tesco is the person who is responsible for the performance of Tesco as a whole and an example is generally a senior level but not executive position in Tesco that has multiple presences in a wide geographic range such as Regional Manager and is responsible for the management and delivering of client service across a range of units in their region Work level 6 - the sixth level in organisational structure in Tesco is the last level who is creating the purpose , values and goals for Tesco store and is the company director and has the responsibility

for determining and implementing the company policy. The conclusion for the Organisation Structure in Tesco it has a lot of people reporting more than one person before that information goes to the last work level because each work level is controlled by one person.