



January / February 1972

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SPOTLIGHT ON TRAINING

"THE ROLE OF DEPARTMENT MANAGER"

A 'Course Appraisal' was held in the restaurant on the evening of 3rd February 1972, to discuss "projects" submitted by Department Managers following the recent "in Company" course.

The meeting was well attended by Directors and staff who participated in the course, and proved to be a successful evening.

Mr. David opened the discussion by thanking everyone for attending, then introduced an "Ideal Project Layout" with a brief explanation followed by comments on the quality of "projects" completed by Department Managers. The group discussed points arising from the content of the course. The general opinion of the meeting was that the course had been well worth the considerable effort put into it.

Prizes (arrangements of houseplants and books on the care of houseplants) were presented to Mrs. B. Campbell (D.M. Linens) and Mrs. P. Chora (D.M. Haberdashery) for the best use of course made in projects.

Congratulations to both.

An excellent buffet supper was prepared by the restaurant staff. During supper the main topic of conversation was (as is inevitable at such a gathering) "The Customer", and the need to recognise our customers as the most important attraction of our business, and that this meant making them "Welcome to Suters".

(Mrs.) Joan Smith,
Staff Trainer.

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