



## News Training Talent and Customer Development Programmes



### Recruitment & Training

**Prestige People** have had a busy summer meeting staffing requirements for casino card room tournaments, providing technical game training and running both management development and legislative programmes for a range of casinos in London and the south east. We have also started to supply additional staffing areas and have successfully recently recruited cashiers. If you have any current recruitment issues that you need support with please let us know and we'll start working on your brief straight away.

We continually ask ourselves about ways in which we can improve what we do for client benefit by continually reviewing our own skills, systems and processes to ensure we are providing the best service possible. With that in mind I attended an accreditation programme for Extended Disc a unique psychometric profiling tool to assist with both recruitment and talent management for clubs. Before attending I thought long and hard about why this would be a useful addition for our clients and indeed ourselves to have more of an insight into our own and others behaviours in the workplace.



**Identify key behaviours, potential stressors, consequences and leadership ability.** The competitiveness

within the casino marketplace means that key tools and processes that can provide behavioural insights, that may otherwise be hidden, and indicate where stress may impact performance, are not only useful but an essential tool. Insights generated by using internal and external recruitment tools like Extended Disc can demonstrate to the General Manager, HR Manager or Gaming Director key indicators that point to **the right person for the job, and assist with future retention and development of key talented staff.**

The profile also helps to **develop key people in line with anticipated club**, HR and company strategic plans by providing both the company and the individual with a clear understanding of strengths, behaviours under pressure and leadership capability. The profile highlights natural strengths and marks out areas for attention to ensure key skills and attributes are drawn out or developed.

**Prestige People offer a full range of recruitment solutions and training programmes to improve skills, productivity and competitive edge within your club. [www.prestigepeople.biz](http://www.prestigepeople.biz)**



## News Training Talent and Customer Development Programmes

### New and innovative additional services

**Internal and external recruitment campaigns – key positions** If your club is in the process of recruiting internally for senior level positions, using a profiling tool alongside the job description and current candidate performance assessment, can provide a real insight into those candidates either in or outside of your organisation that traditional interviewing can often miss.

This equates to a valuable investment in both time and cost from a promotional perspective retaining and attracting the right key people requires sound robust processes

### The Socially Responsible Customer Service Programme

**A Deeper level of customer service** Customer Service programmes continue to be fundamentally important to the industry. The first customer service programme I ran and designed in house in the mid 1990's would still be deliverable today it would have relevance but would it be truly effective? Now everyone needs to understand what constitutes difficult behaviours more clearly and differentiate that from problem gambling.

#### Normal Behaviour Vs Problem Gambling

With a knowledge of human behaviours, and a depth of understanding of both gamblers, staff and the industry issues it's now time for a different level of programme to meet the expectations of customers, stakeholders and the requirement to meet social responsibility legislative demands. This new training programme begins with a tailored company and individual staff profile analysis in customer service and socially responsible best practice, building a powerful profile for the club customer service ethic.

**A short focused programme** that meets expectations is then delivered. **Programmes will only be undertaken following this analysis.**



**Currently we are offering a free trial of Extended Disc Personality Profiling** with a complimentary profile report, feedback session and analysis of candidate against the job description. **If you would like to take the profile as a test, or arrange for someone in your club to participate** contact me and you will be emailed a code to complete the profile it is quick and straightforward. The profile will then be provided for you in confidence. **If you would prefer to view a sample profile or discuss the full benefits of using this first, please call me on 07939 550536**

**It takes 7-10 minutes to complete the profile for your access code and to complete it email [sheree@prestigepeople.biz](mailto:sheree@prestigepeople.biz)**

**Prestige People offer a full range of recruitment solutions and training programmes to improve skills, productivity and competitive edge within your club. [www.prestigepeople.biz](http://www.prestigepeople.biz)**