



HR & BUSINESS SOLUTIONS

TESTIMONIALS FROM SOME OF OUR VALUED CLIENTS

"HR & Business Solutions devised a two-day management development session for all of my 10 retail store Managers, focusing on sales, business objectives, performance management, customer care, motivation, etc. This event was a great success; all managers returned to their stores very focused on their objectives for the year ahead. We also introduced the Quad Business tool which has ensured our Managers focus on the key operational standards of the business. This system has been a key factor in the success of our business. The team at HR & Business Solutions continue to provide us with practical HR advice and support and their service is invaluable to my team and I".

Maurice Muldoon, Managing Director, Click

"Caroline offers us HR advice and support and also facilitated a Strategic Management Development Session for our Board of Directors. We were delighted with Caroline's professionalism and knowledge, and feel that she has really added value to our business, and I have to say our expectations have genuinely been exceeded".

Brian White, Managing Director, Bryan S Ryan

"Caroline worked with us for many years as our Operational & HR Director. She continues to work with us in proactively assisting us in the area of HR, productivity, legal compliance and offers us ongoing HR advice and support which is very important to us to ensure the smooth running of our business. Caroline introduced the Quad Tool which has produced very high levels of consistency, autonomy and best practice in all aspects of the business. We highly recommend Caroline to any client going forward".

Kevin McCarthy, Managing Director, Garvey Group

"I would highly recommend the services of HR & Business Solutions. Caroline has assisted our stores in making real savings to their payroll costs, prepare for NERA audits and has designed and facilitated customer focus groups for our stores. Caroline has really helped improve our overall competitiveness".

Pat Joyce, Managing Director, Joyces 365 Supermarkets



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Caroline McEnery *MBS HRM, CIPD* **DIRECTOR**

With over 15 years human resources experience working with retailers and businesses throughout Ireland, Caroline and her team would be happy to discuss how they can help you with your HR & Business requirements

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Achieving Excellence Through Your People

- HR BEST PRACTICE SUPPORT
- BUSINESS SOLUTIONS
- CUSTOMISED TRAINING COURSES
- EMPLOYEE SERVICES



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ADVICE, SUPPORT AND TRAINING

HR BEST PRACTICE SUPPORT

- Employment Law Advice (EAT and Labour Court)
- NERA Audits – is your business legally compliant?
- Redundancy and employee restructuring
- Staff Performance Management
- Payroll Cost Analysis
- Employee Communication and Consultation
- Union, Employee and Third Party Negotiations
- Excellence Through People Achievement for your business.
- Transfer of Undertakings management
- Staff Policies and Procedures and Handbooks
- Working Time Act Compliance
- Training Needs Analysis and Planning
- Management and Leadership Skills Development
- Motivation and Morale Management
- Change Management
- Recruitment Sourcing Service for all levels
- Aptitude & Personality Assessments
- Bullying and Harassment Investigation
- Mediation and Counselling Service

BUSINESS SOLUTIONS

- Business Coaching and Mentoring
- Introduction of the Quad to your business to help you manage, measure and improve all of the key areas of your business (People, Operations, Customer and Finance)
- Business Coaching and Mentoring
- Customer Service Enhancement Support (conducting focus groups, mystery shopper, etc.)
- Security and Shrinkage Investigations Service
- Strategy & Business Planning Reviews
- Cost Control and Efficiency Reviews
- Hygiene Audits & Training to the Excellence Ireland Standard of Sapphire and Platinum
- Sales Innovations Support
- Standards Auditing Service
- Health & Safety Management

In the complex and ever changing human resources and employment legislation arena, as your HR advisers we can provide you with timely and accurate advice, support and training on a comprehensive range of topics. We can also help you to maximise your staff's skills and productivity and help control your payroll budget effectively, implement HR best practice, assist with third party and staff negotiations and ensure legal compliance.

Our business facilitates companies to outsource their HR and get business advice and support in the most cost efficient way in these challenging economic times.

CUSTOMISED TRAINING COURSES

We can tailor a variety of training courses to meet your business needs. For example:

- Strategic Management Development
- Business Planning
- People Management
- Customer Care
- Manual Handling
- Sales etc.

EMPLOYEE SERVICES

Due to an increased demand on employees to make themselves more competitive in the market place we are delighted to assist employees in the following areas:

- Career Assessment and Development
- CV Analysis and redesign
- Interview techniques and coaching
- Presentation skills
- Training to suit your needs
- Personality & Aptitude Test Feedback

