

Marks & Spencer Has a Very Good Reputation

Marks & Spencer has a very good reputation for job security and looking after its staff, with things like good perks, good canteen, that sort of thing. Do those things actually motivate people in their work?

I think it is, it is very important. When people have been working on the sales floor, and they may have been in from seven or eight o'clock in the morning, they can come off the sales floor and can go to the staff restaurant and obviously they can have tea, coffee, or a drink provided free of charge, and can then buy at pleasant environment, in a hygienic environment, food of the highest quality, there are areas where they can rest and read papers, or play pool or something, yeah, that is very important because they need a break from the customers. At busy times, they need to get away from it, they need to be able to relax. In terms of all the health screening programs we've got, that is very important, when people know that they will be having medicals, and the staff discount is another thing, obviously there's amount of merchandise that they will buy which they will be able to buy at discounted rates. For Christmas bonus, we give all our general staff a 10% of their salary which is guaranteed, and the motivational effect of that, actually, at the busiest time of the year when they're under the most pressure and working hard, is fantastic and to see their faces as you hand them the envelope with 10% of their salary in it ... I believe the environment that you work in, the quality of the people that you work with, the way you are treated, with respect and dignity, and the fact that your views are listened to, and you feel you are consulted, that makes people happy and satisfied in their job and makes them get up and come to work in the morning.

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