

“Excellence in
Human Resources”

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“Excellence in Human Resources”

- **Why staff matter**
- **Getting the best out of them**

**‘You can dream, create,
design and build the most
wonderful place in the world,
but it requires *people* to make
the dream a reality’**

Walt Disney

Recruitment and Selection

What are the options?

- **Local direct hire**
- **Local agents**
- **Friends/relatives/pets/etc**
- **Direct recruitment overseas**
- **Agents overseas**

Interview Process

- **Beauty Parade**
- **Scientific Approach**

Or

- **The Middle Line**

**Can he smile?? – I don't care
if he can fly, I can teach him
to fly, but I can't teach him to
smile!!**

Herb Kelleher

Alternative???

- **College provides course on specific needs**

**e.g. Customer service
 English
 Aviation & Tourism**

Alternative

- **Interviews are with potential recruits who have required skills**
- **More focused interview**
- **Selection process is easier and more effective**

Alternative

- **After selection and prior to arrival, new staff will be trained on company specific material plus-**
- **Intensive English programme**

The Dilemma!

- **Friendly**
- **Outgoing**
- **Bubbly**
- **Extrovert**
- **Effervescent**
- **Exciting**
- **Assertive**
- **Etc. etc. etc.**

PLUS

- **Disciplined?**
 - **Obedient?**
 - **Submissive?**
 - **Etc.etc.etc.**
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- **Equation doesn't often balance!**

“Some people work just hard enough not to get fired, and some companies pay people just enough that they won’t quit”

Louis E. Boone

**The paint is now
dry!!!!!!!**

Thank You