

3. WORKING FOR THE UK'S BIGGEST EMPLOYER

Not all Tesco employees work in a retail outlet and Vicky, who works in 'Corporate Purchasing' is one such person. Here is what she has to say about her job:

At Tesco we buy a lot more than the goods and services you see on sale in our retail outlets. If we need to buy goods and services which we don't re-sell to customers, such as gas, tills and lorries, Corporate Purchasing is where it happens. For a business our size - that's quite some shopping list.

Even this part of our business is focused purely on customers. That's because we use a system to track down every penny we've saved, allowing us to re-invest this money back into product quality and price cuts. Or to put it another way, our role is to help Tesco get cheaper.

I decided to join Tesco, instead of another big company, because I was very impressed with what their national graduate scheme offered. I knew they were a large company, with international operations, which meant I would be able to access many opportunities and hopefully thrive in my career. What struck me as soon as I joined was how customer-focused everyone around me was. Also, everyone was incredibly helpful and welcoming. The department was quite relaxed and you didn't necessarily have to wear a suit. I find this all very reassuring.

My role varies a lot, depending on the time of year. As the organisation is constantly changing so are my duties - and it's this variety within the job that I really enjoy. Relationships with suppliers and managing performance are key aspects of my role, but there are many other factors and issues I have to prioritise and resolve during my working day. Here, I draw on negotiation skills, communication, data analysis and teamwork. My days are busy because, in just 3 years, I've demonstrated the ability to manage a lot of responsibility. Once you show Tesco you can do it, they'll give you the opportunity.

Adapted from: tesco-careers.com

Not only does Vicky have a satisfying job but the financial rewards that she and her fellow workers receive are impressive.

A selection of the financial rewards offered by Tesco to their employees includes:

- Competitive salaries.
- Free share offer after one year's service.
- A pension scheme with equal contributions from the company.
- Staff discount card.
- Christmas gift vouchers.
- Private health care for management above a certain level.
- Gym membership.
- Holiday discounts.
- Contract-free phones.

(a) Analyse the importance of an effective purchasing department to a business such as Tesco. [6]

(b) With reference to the passage and motivational theorists, discuss the view that, in a business such as Tesco, money will always be the prime motivator for employees. [12]