

THE MINT SOLUTION



PHARMORE TRAINING

pharmore
PHARMACIES

One of Victoria's leading pharmaceutical retailers, Pharmore has partnered with Mint Training in a statewide training program that will deliver accredited training to all participating employees.

Mint Training is providing customised, accredited training, specific to the skill & training requirements of the employer, Pharmore.

"At Mint Group we are always striving to deliver exceptional solutions for our clients" said Michael Arthur, Managing Director of Mint Group. "In this case, Pharmore wanted to ensure that the existing skills of their frontline customer service staff were recognised and additional training in the form of a Certificate III in Retail formalised their learning" Mr Arthur explained.

"The benefits for employees is endless as the accredited training is a portable nationally recognised qualification." Pharmore's People & Culture Manager, Sandy Nikakis, said. "The investment into training is something that Pharmore is passionate about, and is highly aligned to our business strategy" Mrs Nikakis explained.

As well as forming part of Pharmore's strategic plans, training is an opportunity for Pharmore to recognize and reward employees who are enthusiastic about

increasing their skill set. Sandy Nikakis outlined that Pharmore had developed an education pathway that directly leads to staff retention and increased staff morale.

"We found that the introduction of training in the Certificate III Retail so successful we have introduced a Diploma in Management also". Mrs Nikakis said.

In the competitive retail space exceptional customer service combined with pharmaceutical expertise enables Pharmore staff to stand out from the crowd. The level of ongoing training and the commitment to professional development all combine to create an environment of trust for Pharmore customers. Customers are able to build ongoing relationships with staff who understand their needs.



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Did you know that your pharmacist can help you with:

- Managing your medicines. Ask your pharmacist for help managing your medicines, with services including Home Medicines Reviews, Dose Administration Aids, Patient Medication Profiles and Consumer Medicine Information leaflets.
- Chronic disease management. Your pharmacist can help you manage chronic conditions such as Type 2 diabetes and asthma. Your pharmacist is always available to discuss your chronic diseases.
- Management of minor illnesses. Your pharmacist can provide advice and information on treating a huge range of minor illnesses and conditions, including incontinence, head lice, acne, eczema, hayfever, allergies, skin conditions, pain relief and gastrointestinal conditions. Your pharmacist also knows when to refer you to your GP for further assessment.
- Health checks. Your pharmacist can measure your blood pressure, body mass index (BMI), weight, and waist circumference to see if you are at risk of developing a chronic disease, such as diabetes, and will refer you to your GP if further assessment is necessary.
- Healthy lifestyle support. Your pharmacist can assist you to quit smoking, lose weight and help you live a healthier life with tips on low-fat eating and exercise. Your pharmacy can also provide advice on pregnancy and baby care and supporting your diet with complementary therapies.
- If you need help with your health, don't forget to ask your pharmacist

For more information see:
<http://www.askyourpharmacist.com.au/>



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LABOUR MOBILITY NEEDED FOR ECONOMIC GROWTH

Industries and countries worldwide will require major increases of highly educated people in their workforces to sustain economic growth, with demand for highly educated professionals, technicians and managers particularly high.

According to a new report prepared by the World Economic Forum in collaboration with The Boston Consulting Group (BCG), professionals will be in particularly high demand in trade, transport and communications industries in developing nations.

Moreover, in the next two decades demand for professionals in manufacturing will peak at more than 10 per cent in developing countries, exceeding four per cent across all countries sampled (labour demand growth rates are compounded annually).

Hans-Paul Bürkner, chief executive officer and president of the The Boston Consulting Group, said that if left unaddressed, talent scarcity will become a threat to sustained growth particularly in knowledge-based economies.

“Human capital has replaced financial capital as the engine of economic prosperity,” he said.

The report, *Global Talent Risk – Seven Responses*, analyses projected talent shortages by 2020 and 2030 in 25 countries, 13 industries and 9 occupational clusters.

The roots of the global talent risk include the widely uneven quality of educational systems, erratic employability of the workers in the Southern Hemisphere and demographic changes in the Northern Hemisphere, where retirement of the baby boomers will result with an unprecedented talent deficit.

In the United States, Germany, Canada, Australia and the United Kingdom, expected immigration and birth rates will not offset the workforce losses caused by ageing populations.

Piers Cumberlege, head of partnership at the World Economic Forum, said: “The global problem is no longer a mere talent mismatch. The scale of the predicted talent gap requires concerted action, starting with – and going well beyond – removing barriers to the mobility of talent.”

The report proposes seven core responses to global talent risk:

1. Introduce strategic workforce planning



to address imbalances between labour supply and demand 2. Ease migration to attract the right talent globally 3. Foster “brain circulation” to mitigate brain drain 4. Increase employability by advancing technological literacy and cross-cultural learning skills 5. Develop a talent “trellis” by focusing on horizontal and vertical career and education paths 6. Encourage temporary and virtual mobility to access required skills easily 7. Extend the pool by tapping women, older professionals, the disadvantaged and immigrants.

SKILLS SHORTAGE IS KEY CHALLENGE FOR RESTAURANTS



Restaurateurs are investing more in training for staff as the skilled staffing shortage continues to bite, according to a new report. According to the latest American Express Dining Insights Report, conducted by Galaxy Research, 72 per cent of restaurateurs listed the shortage of skilled staff when asked to identify the major challenge they faced in the next 12 months. The figure compared to 19 per cent for the last 12 months. The survey also revealed that in response to the skills shortage 74 per cent of restaurateurs are investing in more training for staff. American Express vice president merchant services Australia Geoff Begg said that as the impact of the global financial crisis recedes the hospitality industry is facing a “distinct shortage of skilled staff”.

Restaurant and Catering Australia chief executive officer John Hart said quality staff were in short supply and action was needed to solve the problem.

“If coordinated action is not taken at an industry and governmental level the situation is only going to worsen,” he said. “The flipside of a skilled staff shortage is that potential employees are effectively interviewing the employer. Job opportunities are abundant in the industry and it is great news for those looking to start a career.”

On the positive side however the report also identified that business is up for many operators with 39 per cent reporting increased revenues.

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MINT GROUP WELCOMES RICHARD WANG



Mint Group has a history of doing business in China and 2011 is no exception. With the demand for Mint Groups services continuing to grow it was inevitable that an expert in the region be appointed to provide much needed support.

Mint Group is pleased to welcome Richard Wang to the organisation and his role as Asia Pacific Regional Director means that our commitment in the region is even stronger. Richard has developed an impeccable network across a variety of sectors including professional services, hospitality, gaming and product imports.

Richard explains “ Working with the Mint Group at such a pivotal stage of their growth is exciting and exhilarating”. “The market in China has opened up dramatically in the last 5-10 years and many professional sectors within the country are struggling to find staff”.

Richard will be working in close partnership with Mint Group, Managing Director & CEO Tony Fritsche and already a number of international development visits including Singapore, Hong Kong and various regions of China have been scheduled for 2011.

We are pleased to welcome Richard to Mint Group.

JB WERE MASTERS 2010



The Tiger Woods led JBWere Masters event in 2009 set a new benchmark for Australian golf with record crowds and television audiences and delivered in excess of \$34 million to the Victorian economy.

With his attendance for the 2010 Masters in Australia, Tiger Woods commented to iseekgolf.com : “I am pleased to be able to return to Melbourne to defend the JBWere Masters. The Australian galleries made last year’s event a great experience for all the players and I look forward to playing at The Victoria Golf Club in November.”

The exclusive Victoria Golf Club inundated with requests for tickets and the Australian public scrambling on line for bookings, it was little wonder that Mint Group Managing Director & CEO Tony Fritsche turned to our own Kevin Halpin for assistance. Kevin, Regional Director of Strategic Relations has a passion for golf, and that passion also

sees him play a strategic role at the Victoria Golf Club. His involvement with the club spans over a 10 year period and culminated in his role as President.

Many Mint Group clients including representatives from Crown, Australia Post, Intralot, Clubs Victoria, Qantas and Accuteque spent a fantastic day enjoying the hospitality that Mint and Victoria Golf Club arranged during the Masters.

“A day at the golf is always an enjoyable way to spend time with clients and this was no exception” said Mr Fritsche. “Kevin’s involvement in the day meant that no stone was left unturned when it came to ensuring our clients enjoyed everything the golf and the Victoria Golf Club had to offer”. “We hope to make this a regular event that our valued clients can continue to experience with us”. Mr Fritsche said.

Oh and if you’re wondering, Stuart Appleby won.

NEW MINT GROUP INTERNAL NEWSLETTER



Mint Group's newest recruit, Tania O'Meara Mint Group staffing coordinator in WA was keen to develop a fun, yet effective way of reinforcing key messages through to large numbers of trainees located in various areas of Perth.

Her idea was to develop an internal newsletter that was distributed on a monthly basis and carried a variety of information and news specifically for Mint trainees who are usually based outside of

the state head offices. The first edition was released at the start of 2011 and has now spawned editions in Victoria and NSW.

The newsletter has proven to be a great success with the celebration of some real success stories. These stories may not have otherwise had an opportunity to be shared among staff with many working at different locations and shifts. Regular announcements include

the acknowledgment of staff member milestones such as completion of training courses, positive feedback from clients and of course the sharing of important information from both Mint Group and clients..

Overall the newsletter is a fantastic way of keeping the channels of communication open among all team members. Well done Tania.

RICHARD LAYTON 23-4-1940 TO 16-5-2011



Richard Layton a friend to many at Mint Group passed away peacefully on Monday 16th May 2011 with courage and dignity.

For nearly two years Richard kept friends and family members updated via his blog that he wrote weekly. In it he described his joy of family, sport, food and anything else that was on his mind, which was quite a bit some weeks!

Notably Richard worked in the hotel industry, an industry he loved for over 50 years and was a life member of the AHA. He was also a judge of hotel and resorts, a role he particularly enjoyed. Richard also consulted to Mint Group

and his expertise, industry wide network and knowledge was invaluable to the organisation, He was also a wise and much appreciated mentor to Tony and Michael.

Richard's love for his family was evident to all that knew him and in particular his blog is filled with photos of his beloved granddaughter Mia.

Richard will be forever remembered by those who knew him as a generous, witty and exceptional man and our thoughts and sympathies are with his family Sylvana, Debi, Idan and Mia.

MINT GROUP, JOB SEEKERS



For more information about the Job Seekers program contact andrear@mintgroup.com.au

Over 80 eager applicants have attended the latest Mint Group trainee information sessions – an outstanding number representing Job Seekers from the western metropolitan region of Melbourne.

Mint Group staff coordinator Andrea Rowland outlined the aim of the information sessions.

‘Mint Group and DIIRD have partnered for a second successful time with the core focus on the delivery of employment outcomes for Job Seekers with traditional barriers to employment.’ Miss Rowland said.

The job program was initially launched by DIIRD in 2009 and was devised to strengthen the partnership between RTOs and government departments. The strategy aimed at providing, training and employment for people identified as having struggled using traditional job search methods.

Mint Group’s outstanding success in previous years has led to a continued partnership in 2011 and an increase in the number of participants.

“The job seeker program is a project that provides great satisfaction”

Miss Rowland said “to see people have an opportunity to undertake classroom and on the job training where they may never have had the confidence or chance before is fantastic”. “We have been able to make a real difference to peoples lives.”



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