

BUSINESS SECTOR: MANUFACTURING & ENGINEERING

NUMBER OF EMPLOYEES: 13

REGION: LONDON

RH Wilkins Engravers in Hatton Garden, London, specialises in hand, seal and machine engraving, architectural signage and plaques, and has a reputation for quality, craftsmanship and service.



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Emmet Smith
Director
RH Wilkins Engravers

The challenge

RH Wilkins was established in 1971 and employs a team of experienced craftsmen who produce fine engraving. Their wealth of expertise gives them the resources to promptly deal with all aspects of hand, machine, computer and seal engraving.

However, there were two skills gaps in this team of excellent craftsmen: sales training and computer software training. Sales is the key to any business’s survival and longevity, and the opportunity for sales training in order to increase the company’s profitability was too good to turn down. The computer software training was a necessity for the business to respond rapidly to artwork requirements and manipulate images to match the clients’ needs.

The solution

A Train to Gain skills broker discussed the business needs and skills gaps with Director Emmet Smith and they agreed that training would cover Photoshop, Illustrator, business management, customer services and sales training, eventually leading to Investors in People and the ISO9000 standard.

“Our skills broker was informative and efficient and went out of his way to research our training requests thoroughly. He found us not only the most cost effective training programmes available but also the best,” said Emmet.

The results

Manager James Neville was trained in using IT software packages Illustrator and Photoshop, and can now handle work that would previously have been sent elsewhere.

“The computer software training taught James how to use an art-based package so we no longer have to outsource that work, which is beneficial to the business and also good for James’s own development,” said Emmet.

Vonnie Williams did the sales training and customer service course, which also went very well. “The training helped improve our skills for dealing with customers on the phone. Now replies to enquiries are handled more efficiently,” said Emmet.

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The business now plans to progress to Investors in People and the quality standard ISO9000.

FURTHER INFORMATION:

Visit: www.traintogain.gov.uk
or call: 0800 634 0262

WHAT DOES TRAIN TO GAIN OFFER EMPLOYERS?

These days, making sure your business is more productive and competitive is a real challenge. Train to Gain can help you get the right skills to do the best job. It's a service that does three things:

- It provides a free and independent look at what skills your business needs – now and in the future. An unbiased skills broker who knows your region and industry works with you to find out what training could make a real difference to your business.
- It helps you pick the right people to do the training. Once you and the skills broker find out what your business needs are, they then work with you to find the right training provider. It's important that the training is done in a way that meets your business's needs.
- It helps you get the most from your training investment. The skills broker can also help find out the best ways to pay for the training, since they know what financial support might be available to you.

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