

Harrison & Brown – Virtual Workplace Tour Resource

Overview of the tour

Harrison and Brown in Sunderland is a family owned furniture department store with over 100 years of experience. Using the 360-workplace tour, you can explore one aspect of the retail sector navigating your way around the large department store to meet a range of employees, discovering more about job roles and careers opportunities on the way.

Who will you meet?

Mandy Brown – Owner of Harrison & Brown: Ground Floor 4

Gary Pocklington – Distribution Manager: Second Floor 1

Richard Hall – Sales Manager: Third Floor 2

Your task

To test your knowledge of Harrison & Brown, use the 360-workplace tour and encounters with employees to answer the following questions.

You will find all of the answers by listening to each of the employees throughout the workplace.

Mandy Brown – Owner of Harrison & Brown: Ground Floor 4

Q: What different roles has Mandy had within the department/retail sector before she became the owner of Harrison and Brown?

Q: Why is communication so important in Mandy's role?

Gary Pocklington – Distribution Manager: Second Floor 1

Q: Gary talks about the roles and responsibilities he has as Distribution Manager, can you summarise some of his key responsibilities?

Richard Hall – Sales Manager: Third floor 2

Q: What is the importance of numerical skills in Richard's role?

Q: Why does Richard prefer working for a smaller independent business over a larger national company?

Q: What does Richard refer to the main aim of the team at Harrison & Brown being?

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Answer sheet

Mandy Brown – Owner of Harrison & Brown: Ground Floor 4

Q: What different roles has Mandy had within the department/retail sector before she became the owner of Harrison and Brown?

A: Mandy started her retail career at an independent TV store.

She then worked for Jopling's department store on the shop floor before moving into customer service then progressed to Assistant Department Manager. Mandy then had the opportunity to work as an Assistant Buyer.

Mandy then went to work for a new department store in the electrical department before becoming Store Manager and then General Manager of 4 stores.

When the owner decided to move to America, Mandy decided to take over the business and become a business owner with her experience of working her way up through various other organisations.

Q: Why is communication so important in Mandy's role?

A: Communication is essential to Mandy's role as she is required to communicate with all of her staff and work with manufacturers and customers.

Gary Pocklington – Distribution Manager: Second Floor 1

Q: Gary talks about the roles and responsibilities he has as Distribution Manager, can you summarise some of his key responsibilities?

A: Gary is responsible for receiving all deliveries that come into the store and ensuring they are all correct as per what has been ordered whether this be sold, stock or display orders.

Gary sets up the shop displays and coordinates warehouse distribution of products to customers.

Once per year, Gary is also responsible for completing a whole shop stock take to count all items of stock.

Richard Hall – Sales Manager: Third floor 2

Q: What is the importance of numerical skills in Richard's role?

A: Numerical skills are really important because Richard is required to negotiate different deals with suppliers, promotions are run throughout the store and the company sometimes work against differing profit margins.

Q: Why does Richard prefer working for a smaller independent business over a larger national company?

A: Richard prefers working for a smaller independent company like Harrison & Brown because he is more invested in the business progressing because it is more in his benefit, and it is a much more relaxed atmosphere than when working for bigger retailers.

Q: What does Richard refer to the main aim of the team at Harrison & Brown being?

A: The main aim of the team is to push the business forward and to make it more profitable.