



**EMPOWERING MINDS**

**TRANSFORMING FUTURES**

**MAY 2024**

# About us

T & R Solutions is a consultancy venture with vast experience in Tourism and Hospitality Management, Banking and Finance, Talent enhancement with exclusive Learning Development Programmes and Quality Management Systems and Initiatives, acquired in Mauritius, France and Middle East.

Initially, a Start-Up within the hospitality industry, T & R Solutions diversified into the other sectors to undertake benchmarking and audit initiatives to build up on innovative business models for our clients.

T & R Solutions provides custom-built solutions for your organizational business needs. Certified in Instructional Designing, T & R Solutions use Design Thinking Methodologies to chart out holistic 70:20:10 learning solutions for your Talents.

T & R Solutions bring extensive experience, creativity, diverse global exposure, and proven professionalism to assist you with your individual, team, and business needs.

T & R Solutions is committed to ensuring that all Project Development and Initiatives are customer-centric with a clear return on expectations.

BUSINESS SET  
UP, SOPS &  
BRAND  
STANDARDS  
CONCEPT

LEARNING &  
DEVELOPMENT  
AND COACHING

HUMAN  
RESOURCES  
CONSULTANCY

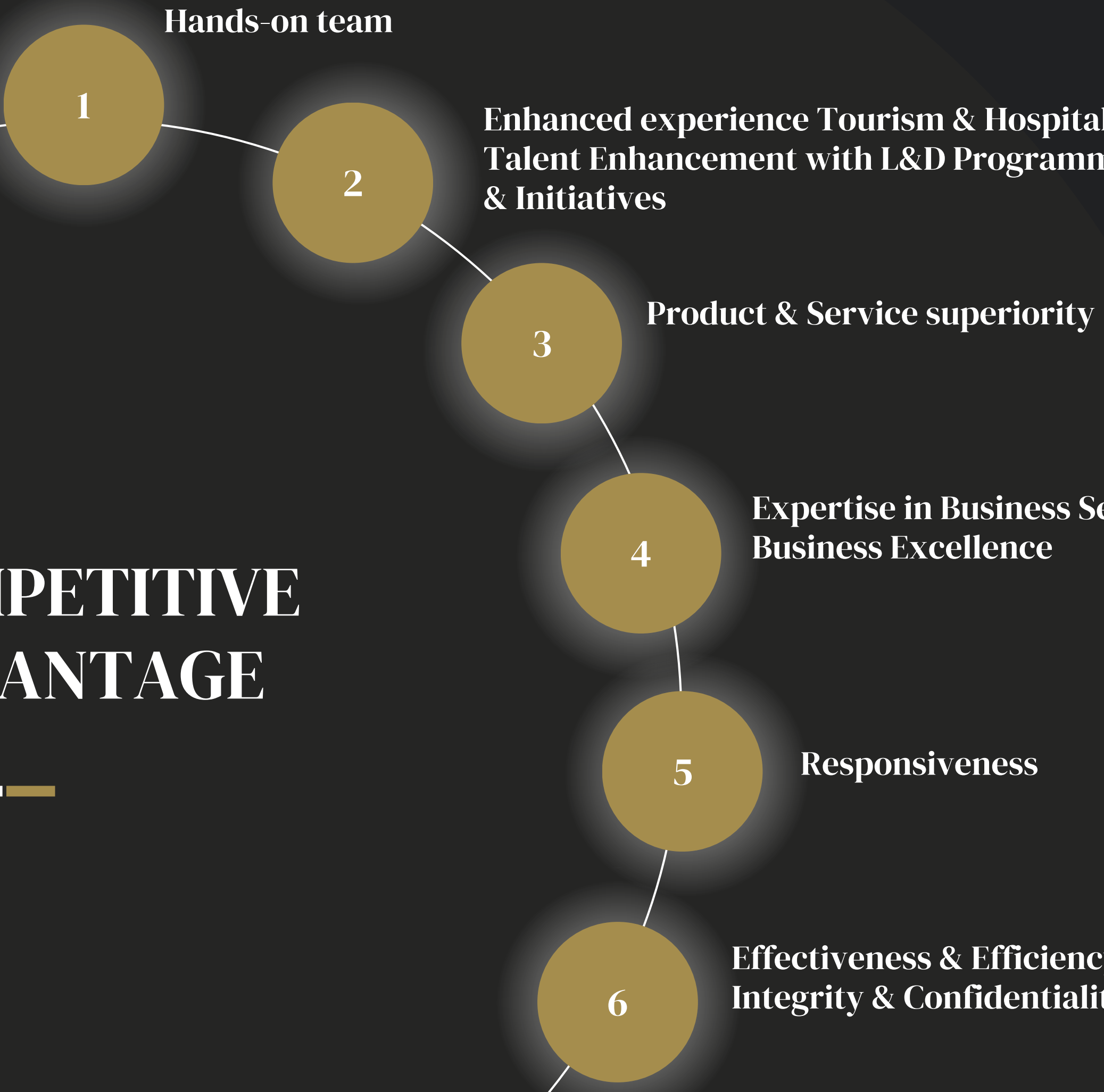


MYSTERY  
SHOPPER &  
QUALITY AUDIT

BUSINESS  
EXCELLENCE

TALENT  
ACQUISITION

# OUR COMPETITIVE ADVANTAGE



# LEARNING & DEVELOPMENT

## Corporate 'Culture Assessment'

## Team Workshops

## Post Training and Feedback Session

### 1. SWOT Analysis

A. Review of proposed workshop plans to align to the KPI's and needs identified in the pre-assessment stage

90 & 180 day (review)

### 2. Redefine goals & objectives for training programs

B. Adapt the Learning workshop based on the KPI's

A. Provide Support and feedback

### 3. 360 degree assessment with Team Members on service culture

C. Conduct the training programs

B. Focus Group discussion on challenges

### 4. Brain Profiling

D. Provide Post-training support:

C. Coaching Sessions for Managers/ Team Members

### 5. Identify empowerment & engagement Levels

1. Tools

D. Provide support as required

### 6. De-brief with Management Team and KPI determination

2. Coaching Sessions

3. Additional Support as required

Methodology : 4 hours meeting with the management team

Pre-Assessment

Workshop  
(Re-alignment and Delivery)

Post Assessment

**Leadership**

**GM  
Directors  
HODs**

**Leadership and Management Development Program**  
**Reflection and Refocus: Executive Management Team Building Initiative**  
**Emotional Intelligence at the Heart of Your Leadership**

**Middle  
Managers and  
Supervisors**

**Manager  
Asst Manager  
Supervisors**

**Elevating Customer Service Experience**  
**Associates Engagement Journey – Associates Team Building Initiatives**

**All Team  
Members**

**Team**

**Train The Trainer**  
**Middle Management Development Program**  
**Finance for Non-Finance Executives**

**Operational  
Capabilities**

**Specific  
Departments**

**Financial  
Planning &  
Wealth  
Management**

**Wealth Manager  
Insurance  
Advisors**

**Back To Basics for frontline teams – Input Quality and Sales Quality**

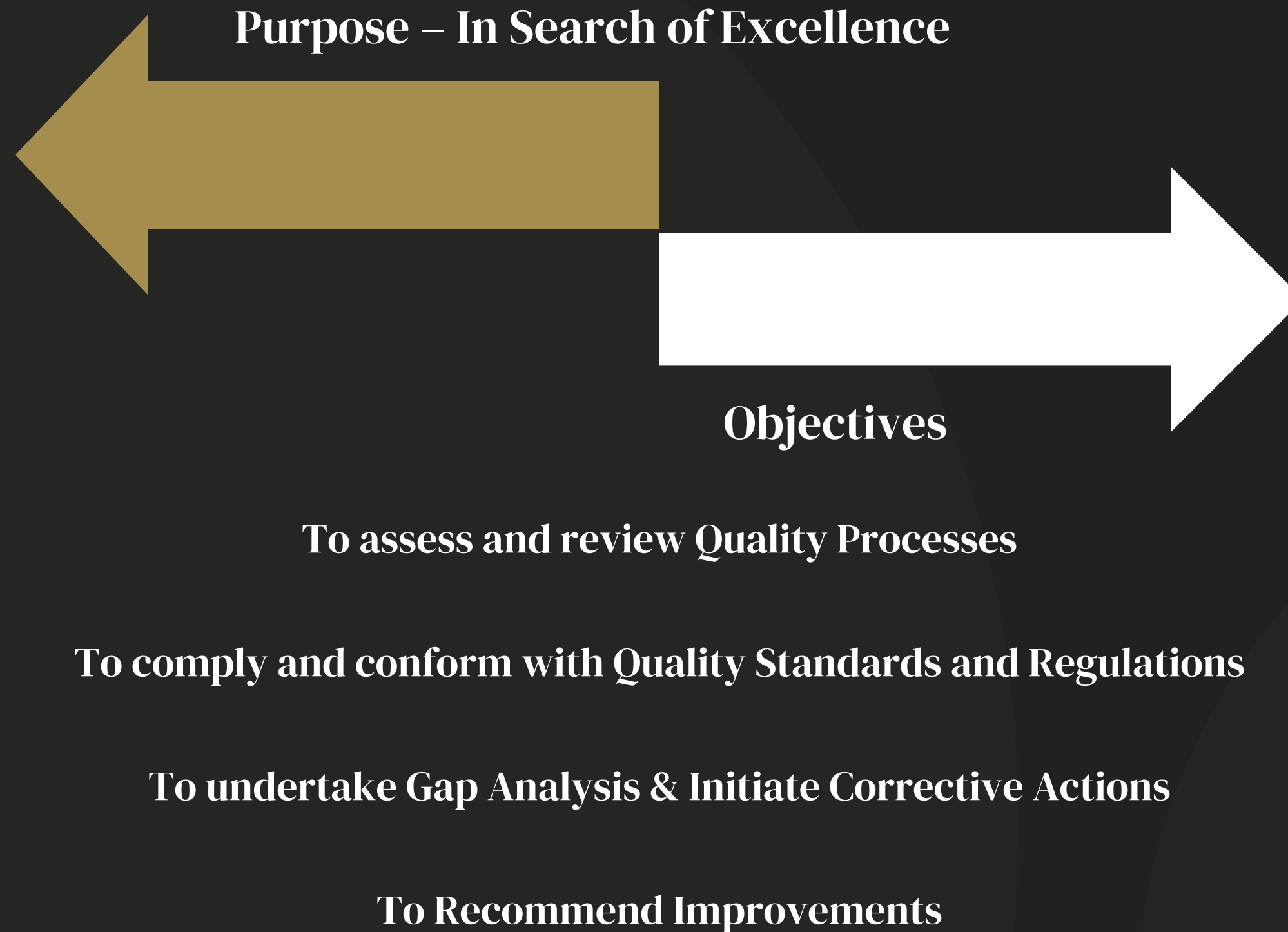
**Revenue Maximization Programs – Maximizing revenue through penetration of market and share of client's wallet**

**Becoming a Primary Adviser**

**The Financial Planning Process**

**Holding Investment Conversations**

# MYSTERY SHOPPER AND QUALITY AUDIT



**1**

**Review Existing and Aligning SOPs**

**2**

**Conduct Mystery Shopper  
(Operational & Non-Operation Teams)**

**3**

**Action Plans – Training & Coaching  
(Operational & Non-Operation Teams)**

**Assess Existing SOPs  
Analyse of E-Reputation and Available  
Audits  
Develop and Design New SOPs**

**Conduct Mystery Shopper  
Review Gap Analysis & Reporting  
Engage Management and Executive  
Teams**

**Develop Action plans for Preventive and  
Corrective Actions  
Train and Coach Sessions  
Provide Post-training Support**



# BUSINESS SET-UP

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**We at T&R Solutions are committed to assisting you in setting-up your business which involves several key steps, regardless of the type of business you're starting. Research and Planning: such as market research and business plan to outline your goals, strategies, target market, financial projections and operational plan. Establishing your HR policies and procedures as well as hire employees.**

**Organizing accounting and bookkeeping systems to track income, expenses, and taxes as well the opening of a business bank account. Developing Marketing and Sales Strategies: marketing plan to promote your products or services and attract customers. Develop a sales strategy to generate revenue and grow your customer base.**

**Build a brand identity and online presence through websites, social media, and other marketing channels. Assisting in launching your business, managing and continuously evaluating to improving your business operations, marketing efforts, and customer service.**

# SOPs & BRAND STANDARD CONCEPT

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**A. Assessment of existing SOPs**

**B. Analysis of E-reputation and Analysis**

**C. Mystery Audits**

**D. Pre-meetings with Management to discuss findings and scope of work**

**Review Existing SOPs**

**A. Propose new Operational and Non-Operational SOPs**

**B. Departmental Review Workshops**

**C. Re-adjustment and Final Review of New SOPs**

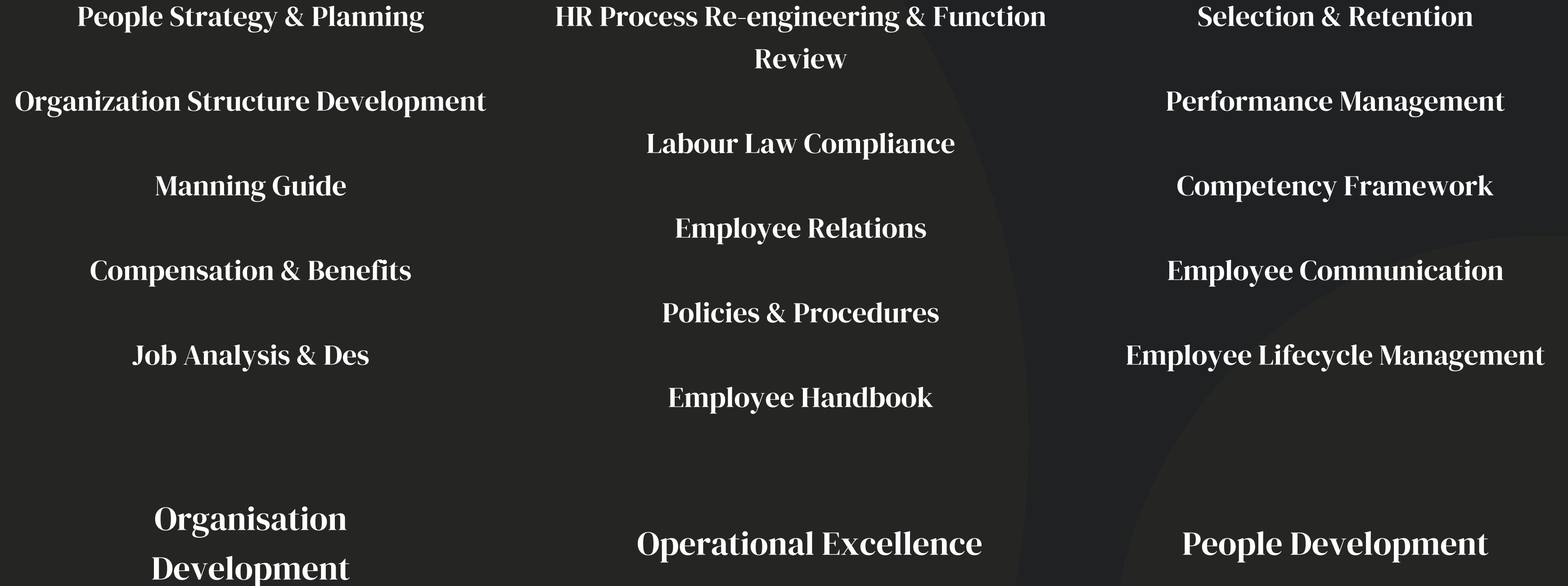
**Develop & Design New SOPs**

**A. Train the Trainers Program**

**B. Monitoring the Implementation of New SOPs**

**Implementation**

# HUMAN RESOURCES CONSULTANCY



# TALENT ACQUISITION

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**1. Job Description and Job Specification**

**2. Job and Vacancy Advertisement**

**3. Profiling & Matching**

**4. Psychometric Testing**

**5. Pre Interviews and Interviews**

**6. Selection**

**Executive Search**

**1. Letter of Offer and Employment Contract**

**2. Employment Entry Visa and Travel**

**3. Welcome & Accommodation Onboarding**

**4. Induction and Orientation**

**5. HR Policies and Procedures**

**6. Training Plan and learning Passport**

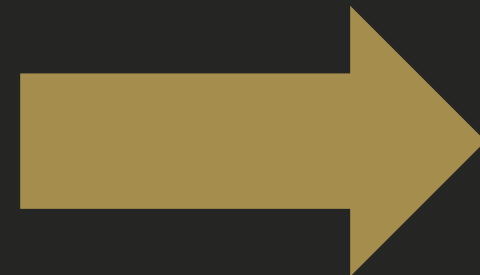
**7. Integration Meeting**

**Job Offer and On-boarding**

# BUSINESS EXCELLENCE CONSULTANCY

**Strategic Vision and Mission - Deciding on your Strategic Objectives**  
**Strategic Analytical and Diagnostic Tools**  
**External Environment - PEST**  
**Internal Environment - SWOT**  
**Competition Analysis - Porter's 5 Forces**  
**Product Portfolio Design and Segmentation Analysis**

**WHERE YOU WANT TO GO**



**HOW DO YOU GET THERE**

**Functional Departments set up - Marketing, Finance , Human Resources**  
**Tactical and Operational organisation and Re-Engineering**  
**SOPs - Operational and Support Services**  
**Talent Development and Management**  
**CRM**

# PERSONAL DEVELOPMENT AND EXECUTIVE COACHING

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## Life and Executive Coaching

At T & R Solutions , we specialise in Life and Executive Coaching, focusing on the individual, to develop and achieve their personal and professional goals. Our sessions help the individual to set clear goals, self-assessing their situation , create their action plan and monitoring the said plan to reach the required results.

The relationship between the Coach and his | her Mentee is a privileged and confidential time spent in self-discovery and having result centred strategies.

We use a collaborative approach in our sessions to unlock our clients' self-awareness, improved decision-making, enhanced performance, better work-life balance, and increased confidence

# Meet Our Founders



**Talal Atturkhan**  
CO-Founder

## CORE AREA

**Business Excellence**  
**Learning & Talent Development**  
**Quality Management**  
**People Service / HR Consultancy**  
**Managerial Competencies**  
**Business Set-Up**

## EDUCATION

**MSC - HRD**  
**Certified Psychometric**  
**Assessor**  
**Certified Trainer &**  
**Consultant**

## EXPERIENCE

**PT Lecturer Um & UTM**  
**(Mauritius)**  
**Hilton - Mauritius | France**  
**Marriott – Middle East | Algeria |**  
**Djibouti**  
**Accor – Middle East**

## KEY AREAS

**Business Excellence Transformation**  
**Quality Management Systems**  
**Soft Skills**  
**Leadership Development**  
**Human Capability Management**  
**Team Building**  
**Learning Design**  
**Psychometrics**  
**Coaching & Mentoring**  
**Motivator**



**Rishiraj Nagadoo**  
CO-Founder

**CORE AREA**

**Learning & Talent Development**  
**Managing high performing teams**  
**Relationship Management**  
**Wealth and Retail Banking**

**EDUCATION**

**MBA (Business Finance – University of Lincoln)**  
**MA (Economics – University of Mumbai)**  
**BA (Economics – University of Mumbai)**  
**International Certificate in Wealth Management - CISI**

**EXPERIENCE**

**HSBC Bank Middle east**  
**Zurich International Life**  
**State Bank of Mauritius**

**KEY AREAS**

**Sales & Distribution**  
**Sales quality**  
**Wealth Management**  
**Leadership Development**  
**Developing Client Relationship**  
**Soft Skills**  
**Coaching & Mentoring**  
**Training and Competency Schemes**  
**Sales Management**  
**Performance Management**

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# CONTACT US



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