

ADMIN ADVANTAGE

The Exclusive Online Magazine for Administrative Professionals

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Six Ways to Polish Your Executive Presence

FEATURES:

6 Reasons for Feeling Unappreciated at Work and What You Can Do
10 Structures That Replace The Need For Slides
We live in a multitasking world

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6 Reasons for Feeling Unappreciated at Work and What You Can Do

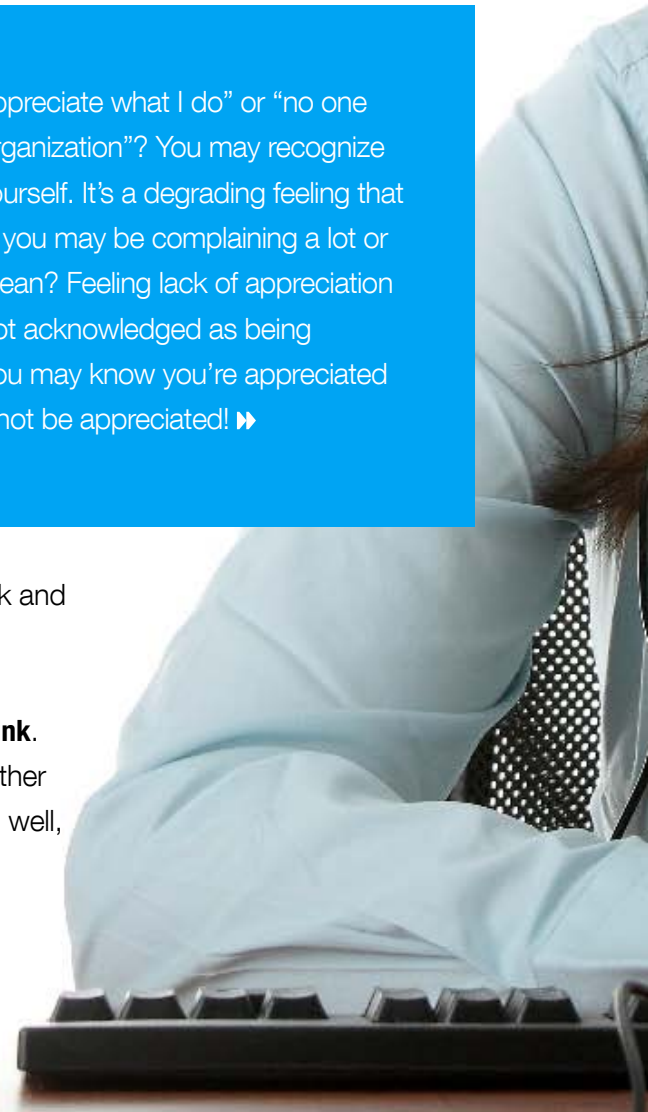
by Steven Simon, Ph.D.

How many times have I heard “they just don’t appreciate what I do” or “no one acknowledges how important we are to this organization”? You may recognize these words because you may feel this way yourself. It’s a degrading feeling that makes you angry and frustrated. If it’s chronic, you may be complaining a lot or looking to go elsewhere. So, what does this mean? Feeling lack of appreciation at work is a perception that who you are and what you do is not acknowledged as being important. In reality you may be appreciated but not know it, you may know you’re appreciated but don’t think you’re appreciated enough... or you may really not be appreciated! ►►

So let’s examine some reasons you may feel unappreciated at work and what you can do:

- **The work you do is not as critical to the organization as you may think.**

That is you do a great job, but the focus of the organization is on other work. For example, if you do IT support and things are going along well,





you may not hear much acknowledgement. The company is focused on its products and external customers so that's where the interest lies. I once worked in an agency where the product of my counseling unit was difficult to measure and was a very small part of total services offered. It was hard to find recognition no matter how well we thought we performed. In situations like these, where the work is either not mission centered or is not viewed as high priority most recognition may need to come from peers, a supervisor, and directly from the customer. If you don't have peer/team or supervisor support then internal and/or external customer appreciation becomes critical. Internal customers are people inside the organization who depend on your work, such as those in another department or even your boss.

External customers are those who you serve outside the organization. So what can you do? Whether you work alone or in a unit with limited peer or supervisory support, it never hurts to focus on getting feedback from customers. This serves multiple purposes. First, you can get good information about the extent to which customers are satisfied

CAREER

and if not, why. Second, you can modify what you do to better meet customer needs. In both instances you may feel the effects of customer appreciation and if not, you will know why and hopefully what to change.

- **Managers or leaders don't really understand what you do and direct customer feedback is limited.**

This is most likely when you are the only person in a specialized support role or when the type or complexity of the work you do is not understood. For example, if your job focuses on social network marketing or public relations, it may be difficult for others to know exactly what you do with your time. The work you do doesn't often cause a positive "splash", your immediate bottom line results like increased sales, are not readily measured, and clients or the public are not likely to be smothering you with love. So what do you do? In this case, educating the right people is most important. The key to effective educating is relationship building with those that can benefit from what you do; then keeping what you do and the results REGULARLY in the communication mix and on the front burner.

- **The perception by others about how well you do your job or your contribution to the general good may be different from yours.** When it comes to receiving appreciation, it's the external observers that count... managers, coworkers, professional colleagues, customers, and sometimes the public. You may think you're working hard or harder than anyone else or doing a better job, but if others don't or at least acknowledge your value,



you won't get appreciation. Worse yet is others perceiving you as a problem creator rather than a problem solver. Sometimes personality conflicts, team competition, or politics may influence how you are perceived. However, be careful about dismissing the possibility that your performance could be better or that you could improve as a team player. Negative perceptions often take a long time to change, so expect peer and manager responses to your efforts at change to be slow. This situation also carries the risk of alienation or job loss, so sometimes it's worth considering the options for changing jobs or organizations and getting a new start.

• **The organization culture or your manager doesn't nurture or sufficiently reward positives**


For example if the underlying approach is "management by exception", you may get routine performance feedback mainly when you do something wrong, or at least that's what you remember most. If the culture or a supervisor who doesn't frequently recognize or reward is the problem, then it may be necessary to ask for feedback on work you have done particularly well. Some managers and supervisors are slower to give unsolicited recognition or praise than others, and some rarely do. Asking for feedback can have a counteracting effect if you are perceived as doing good work but rarely informed.

• **You feel under-compensated or under-promoted for all you do.**

Although many people feel under paid, the question is whether you really are. Base salary can represent the norm for your occupation which may be low in reference to your perceived value of what you do, e.g., school teachers... or you may be paid according to company pay schedules and policy. This isn't an appreciation issue, unless you are paid less than those standards dictate. However, pay changes, e.g., a bonus or salary increase, and promotions can represent appreciation. If you don't make partner in the firm and a colleague does, you will feel under-appreciated if you think your contribution was better. Relationship building with supervisors, openly discussing concerns and understanding the organization's compensation rules are important in dealing with these issues. In some instances, if the

facts confirm chronic unfair treatment, it may be best to look for a job elsewhere.

• **You tend to feel unappreciated generally.** If this occurs in your personal life, has been going on for a long time, and has resulted in general unhappiness, it may carry over to your feelings about appreciation at work. Unhappiness or depression can have a blunting effect on positive things that happen. So, even when appreciation is expressed to you at work you may not notice or downplay it. If this is happening it may be worthwhile to seek professional counseling to help improve your overall life satisfaction.

Chances are that your feelings about lack of appreciation are due to some combination of the above. However, sometimes even minor changes that you make can have a broad impact on all of the causes. In fact, some people find that 

Dr. Simon provides career assistance to women and men in mid and late career, periods when many workers are looking to make changes for greater meaning in life. Feeling lack of appreciation in a career or job can hasten the desire to make a career change. Visit us at <http://www.hsoutcomes.com> for a free consultation to discuss your career issues and to use our high quality self-help resources.

Death To Slides, Part 2: 10 Structures That Replace The Need For Slides

by Douglas R Kruger |

In the previous article, we used scientific methodology to establish that PowerPoint now outnumbers homo sapiens, has become sentient and self-perpetuating, and will soon rise up and trigger the Apocalypse. Happily, there are alternatives. ►►

If you're brave enough to present without slides (and there are at least 7 reasons why you should - see previous article), there are useful structures available to relieve you of the need for them. These structures are designed to keep you on track and make you look professional.

Let's start with an important orienting principle:

IT'S NOT ABOUT THE FACTS. IT'S ABOUT THE MESSAGE.

There is a world of difference between Fact and Message. Most truly effective presentations focus on Message. Most bad ones are bogged down by reams of Facts. Facts are only useful insofar as they help you to support and deliver your message. Beyond that, chuck them. Having

the information is only half of your job. Making it come alive is the balance.

With that in mind, here are some options for structures that replace slides:

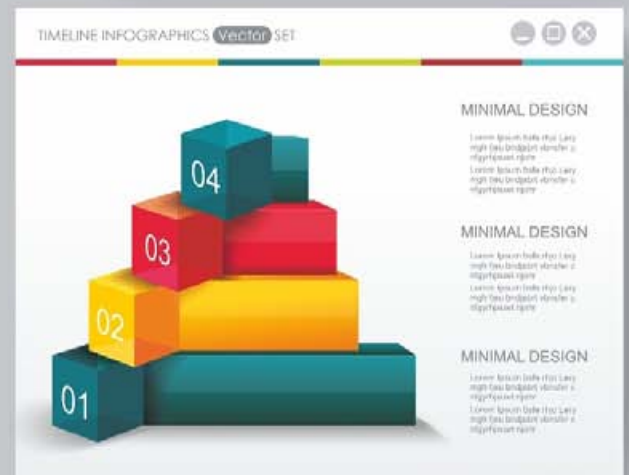
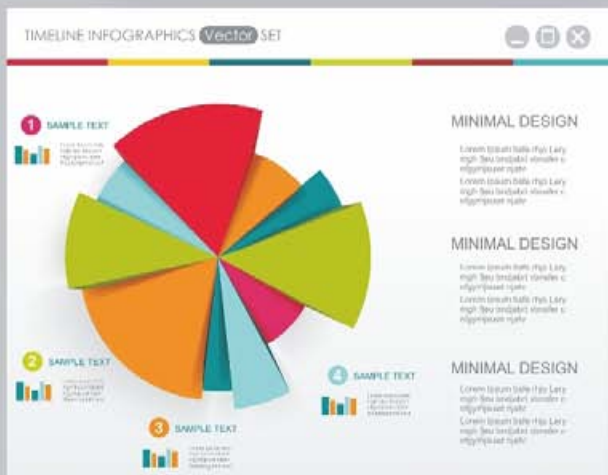
10 Structures to use in Place of Slides:

Deliver One Strong Message Only

Simplify your message so that there is no need for a complex series of explanatory visuals. Short, sharp and powerful, just like the Gettysburg Address; a 2 minute and 45 second address which helped to determine the course of an entire nation.

2. Deliver three key points only

TRAINING



TRAINING

Three is a magical number. For unfathomable reasons, which psychiatrists recognise but can't fully explain, human communication is effective when grouped in three's.

We sometimes refer to Churchill saying, "Blood, sweat and tears." In reality, he said, "I have nothing to offer my country but blood, sweat, toil and tears." That's a set of four. History, however, has decided that three is better, and 'corrected' his phrase.

Sets of threes work very well in multiple applications. It can be three main points, three illustrating stories, or three quick examples. It could be three repetitive phrases, like: "We shall rise, we shall stand, we shall fight!" Using the Rule of Three is not only elegant, but it simplifies the quantity of information you are required to remember. If you remember three major points, or three major stories, you remember your entire presentation.

3. Use a problem/solution structure

A great many good ideas are shot down in their infancy because they are proposed without sufficient context. Generally, it's down to a simple mistake: attempting to sell a solution, without first properly selling the magnitude, or cost, of the problem. Using the Problem/Solution structure heightens our persuasiveness. If we sufficiently emotionalise (or sell) the problem, we illicit greater buy-in to the solution. Contextualise, emotionalise, sell. This structure is simple to remember and has a logical flow that negates the necessity of slides.

4. Tell stories

A time-honoured adage for speakers asserts that: 'Stories are the medium of human communication.'

There is nothing more powerful than a story to communicate an idea. Stories help you to look less preachy and less prescriptive, because they make the point without you having to belabour it. The point is intrinsic to the story. They make your point effectively, but diminish the authoritarian 'Because I say so' impression.

Stories are really the antithesis of PowerPoint. Where bullet-points, lists and graphs invite an audience to switch off - giving the cue: "Here comes the technical gumpf" - stories do the opposite, awakening the creative side of the mind with the cue: "This is real and interesting. This is how it happened to these guys, and it could happen to you."

Stories require the audience to participate by using their own mental juices. They compel the construction of internal mental imagery, characters, ideas and ideals according to what you are saying, and the more vivid and interesting your storytelling technique, the greater the total number of neurons you will trigger to fire in their minds.

5. Use PSA

PSA is an easy formulaic structure to remember. It stands for:

POINT - STORY - APPLICATION.

A variation on the 'Tell Stories' structure, this approach works in almost any presenting scenario. Tell your story, make your point, then explain to the audience how they can use your thought, idea or proposal in their world. In other words, after telling the story and making the point, you show them very clearly what to do about it.

You can also shake it up by changing the order. Open with the Story that leads up to the Point, then provide the Application.

6. Use metaphors

A good Metaphor not only gives you storytelling opportunity, but provides a little verbal capsule by which audience members can reproduce your idea for others, ala 'He spoke about whether you blame the jeans or own the bum.' Neat and snappy. It's much more clunky to explain, "He spoke about how we allow ourselves to think like victims and how we should be more proactive.'

A metaphor neatly sums up the gist of the thing in a pithy way. For this reason, there has been an explosion of catchy metaphors in the sphere of business writing. Think: 'Who Moved My Cheese?', 'How Stella Saved the Farm,' and 'Our Iceberg is Melting.'

Metaphors are as powerful as stories, but with the additional advantage that your metaphor doesn't actually have to be true. Just illustrative.

They help you sum up complex ideas quickly and bring imaginative creativity into even the dustiest of topics.

7. Use a representative icon

An icon is a simple thing that represents a bigger idea by extrapolation. An economist who wants to explain the idea of inflation might pick on an icon like a Big Mac burger, then speak about the rising cost of a Big Mac over time (one small item that represents the bigger picture).

By using a simple, iconic object that everyone can relate to, you help the audience to 'get' what you are saying in the bigger picture. It simplifies the complex and makes it accessible. It takes a large, abstract idea and makes it specific.

8. Pose a question, then answer it

Questions are uniquely powerful. Often more so than statements. They require of an audience. They pick at the mind and stroke the imagination. They invite the audience to think, to weigh up and consider, to speculate and wonder what the answer might be. Asking and answering questions is effectively creating moments of tension and release.

As a replacement to PowerPoint, you would pose an important question, leave it hanging for a moment or two, then answer it. For instance, "What is the single most important lesson a salesperson can ever learn?" (Pause). "The answer is... positioning!"

TRAINING

If you know your questions, then you know the outline of your entire speech. If you still don't feel confident, take along a page with your questions.

9. Use a repetitive 'A' Versus 'B' structure

Juxtapose two opposing ideas: "Amateurs do this, but experts do that; amateurs do this, but experts do that..."

The back and forth rhythm as you contrast two opposing qualities or ideas is intellectually attractive, and helps to draw clear delineations between how to, and how not to, or desirable and undesirable, or before and after. Any presentation in which you hope to change audience behaviours from an undesirable to a desirable will benefit from this structure.

It works well with, "This is how we used to do it. This is how we are now going to do it." Here is a particularly clever example of A versus B presenting, using 'male and female brains,' by Mark Gungor: <http://www.youtube.com/watch?v=0BxckAMaTDc>.

10. Co-create with your audience

This technique is agile, free-form and utterly terrifying.

Here's how it works: As a dyed-in-the-wool expert on your subject, you step out before the audience and tell them what you can cover. Then you ask them what they'd like to hear about. Go!


It's loose, free and fun. It is very obviously a

PowerPoint-free style of presenting, because you cannot anticipate what they will want to hear.

Naturally, there is an art to doing this well.

You don't want to be so clunky as to start by saying, "What do you want to know?" That will simply look like you haven't put in any effort. Also, go about it that way, and the audience may not volunteer questions.

The art lies in piquing interest in your topic up front, then throwing out strategic 'hooks,' guiding your audience toward the kind of content matter that you can cover and getting them sufficiently interested that they want to know more.

In the third and final article, I will provide a number of ideas for visuals that negate the need for slides. They are as creative as they are flattering to the audience. 

Meanwhile, jump the gun by downloading the full, 4-hour audio programme, '50 Ways to Make Your Point Without PowerPoint,' at: <http://www.cdbaby.com/cd/douglaskruger3> Douglas Kruger is a full-time professional speaker, and author of a number of business books. His newest book, soon to be released by Penguin Random House SA, will be 'Death to PowerPoint!' Douglas has coached top executives at brands like BMW, HP, Microsoft and more. See him in action, or read his articles, at <http://www.douglaskruger.co.za>. Email info@douglaskrugerspeaker.com. Tweet: @douglaskruger

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Six Ways to Polish Your Executive Presence

by Robert Hosking

Executive presence is the elusive “it” factor. It’s difficult to define, but recognizable by qualities such as magnetism, leadership and self-assurance that make heads turn and ears perk up. There may be a few administrative professionals who are born with it, but more often the impeccable image and ability to inspire comes from years of observing others and applying those learnings. ►►

So, regardless of what stage you are at in your career, it’s the right time to hone your executive presence. Here are six tips, taken from OfficeTeam’s recent webinar on Developing Your “It” Factor (<https://event.on24.com/eventRegistration/EventLobbyServlet?target=reg20.jsp&eventid=960023&sessionid=1&key=E658C8D2C13EE9B9ED756461968D2662&partnerref=pr&sourcepage=register>).

1. Show initiative

Do what needs to be done, rather than waiting

to be asked or told what to do. Whether you're a new hire or a seasoned member of the office staff, anticipate your boss's needs. If he or she is traveling to a board meeting in a few days, the basic expectation is to confirm all reservations and prepare a perfect itinerary. To really make an impression, collect news articles about each board member so your boss will have fodder for small talk.

Other ways to show initiative (and thereby hone your executive presence) include:

- **Informing yourself about your company's history, its present and future priorities, and keeping abreast of industry trends. Armed with this knowledge, you can make better decisions and judgment calls.**
- **Knowing the business cycles, anticipating deadlines, and planning schedules accordingly.**
- **Speaking up and offering input. You're not simply a note taker, but a valuable member of the team. As your boss's right hand, you have gained helpful insights. When you have an important point to contribute, assert yourself.**

2. Build relationships

As an administrative professional, you're in the people business. You need to know who does what in the company, collaborate with your boss and provide excellent customer service to all who come to you for help. Invest your time getting to know people across the organization. Cultivating intradepartmental relationships will also help you solve problems faster and more effectively.

Here are some ways you can improve office relationships and your professional image:

- **Show others that you care. Check in regularly with colleagues in other departments, and plan lunch or coffee outings to deepen these friendships.**
- **Be involved. Attending company events is a good way to shake up the routine, strengthen your networking and improve collegiality. It also shows you're a team player.**

3. Dress for success

Dress for the job you want, not the one you have. Appropriate attire and a neat appearance can bolster your executive image and show others you're a serious administrative worker.

You can do wonders by:

- **Dressing in clean, pressed, professional clothing that is tailored to your body frame and conveys confidence. Let your wardrobe reflect your personality, but don't overdo patterns or accessories.**
- **Save your casual outfits for weekends. Avoid tight-fitting, short or see-through apparel, even on casual Fridays. When in doubt, err on the conservative side.**
- **Find a sartorial role model. Think about a senior manager whose style you admire. Then take cues from that person's choices, but be careful not to directly imitate him or her.**

4. Stand up and deliver

Excellent verbal skills are essential to building

WORKSMART



an executive presence and advancing in your career. When speaking to a group, prepare well so you're as informed about the topic as possible and anticipate questions that might come up. Practice your talk and refine your delivery. Here are some ways to exude a professional image when giving a presentation:

- **Use a lower pitched tone, and speak deliberately.** Being nervous can cause you to speak at a higher pitch and faster pace than normal, so try to relax. Be mindful of your breathing and be confident. You know your stuff!

- **Focus on delivering the necessary information rather than on your performance.** If you're presenting, be the expert. Convey your passion and enthusiasm.
- **Whenever possible, memorize your talk so you can make eye contact and better engage the audience rather than looking down at notes.**
- **Avoid speech fillers such as "um" and "you know" which make you sound uninformed and unprepared.** Work with a friend or even a speech coach to get rid of these verbal tics.

5. Boost your writing skills

Excellent written communication skills are also essential to creating and maintaining a stellar professional image. If you know you're weak in a particular area of writing, strive to improve rather than just getting by. Take business-writing classes. Ask a colleague to take an objective look at your work before you present it. Let your executive presence stand out in all written communication:

- **Write concisely and clearly. Business writing is not the place to be poetic or clever. Also avoid excessive use of acronyms and buzzwords such as “value added” or clichés like “think outside the box.”**
- **Remember that the way you communicate with friends and family is not the way you should write professional emails. So stay away from emoticons, text speak and cute signature quotes.**
- **You're an ambassador for your boss and company. Take the time to double- and triple-check the flow, logic, spelling and grammar on all business correspondence.**

6. Mind the body language

Excellent speech and writing are part of what conveys an executive presence, but so does nonverbal communication.


Learn to read body language, and also watch what your facial expressions, gestures and posture convey to others.

Make eye contact when speaking and listening. To show your interest, lean forward a little.

Offer a pleasant smile. Remember that sincere smiles are made with the eyes as well as the mouth.

Open arms and hands show acceptance and enthusiasm, while crossed arms convey doubt and defensiveness.

A professional is calm and steady. Don't fiddle with your glasses or jewelry, twirl your hair, or make exaggerated hand gestures when communicating with a colleague.

Executive presence is not easily measured or quantified. However, it can be developed, nurtured and refined. When you invest the time to improve your professional image and presentation, you will enjoy the benefits at every stage of your career. 

Robert Hosking is executive director of OfficeTeam, the nation's leading staffing service specializing in the temporary placement of highly skilled administrative and office support professionals. OfficeTeam has more than 300 locations worldwide and offers online job search services at www.officeteam.com. Connect with us on Facebook, LinkedIn, Twitter, Google+, Pinterest and the OfficeTeam blog.

TECHNOLOGY

We live in a multitasking world

by Loretta Love Huff



We live in a multitasking world. We are constantly bombarded by messages via email, LAN line phones, TV, radio, mobile devices, text messages, pop-ups on the internet, global conference calls at weird hours... the list goes one. ►►

We think we can handle it, but all this multitasking and gear-switching robs us of our productivity while deluding us with thoughts that we're accomplishing more than we are.

In order to get more things done, it's important to follow some simple rules. I know rules are a challenge for creative, free-flowing types but trust me, incorporating a bit of structure will facilitate the achievement of your goals faster flitting from one thing to another.

Here are 5 simple steps to getting more things done faster.

1. Look at the task.

That may seem like a weird statement. If the task, for example, is to clean your messy desk, looking at that messy desk is likely to overwhelm or even frustrate you.

It may make you want to run out of the room screaming and find something more pleasant to do like chat with a co-worker or get something to eat.

What if the task is a writing an article or an email? Sharing at a blank piece of paper or empty 'new message' window, could paralyze you.

So why do I suggest that you look at the task? Because it will allow you to focus.

Take a few slow deep breaths. Allow yourself to relax a bit. Don't judge yourself, the task or the person

who assigned it to you. Just breathe and relax. Close your eyes if that helps you relax. Imagine what the finished 'project' looks/feels like. Allow yourself to feel grateful and proud that you've completed it. Hold that vision and those feelings of accomplishment in your mind for several moments.

2. Think about the steps.

With your now calm mind and still closed eyes, map out your strategy. Think about the actions you could take, the points you want to make, the words you could use. Think it through first. Visualize the steps unfolding in natural order. If you're writing, think about the person/people you're writing to. Consider the points you want to make. Then open your eyes and do, write, move the first thing(s) that comes to mind. Trust yourself to accomplish your goal with grace and ease. Even if you're under a deadline, allowing yourself to get centered and focused will allow you to take more effective action. It will be time well spent.



TECHNOLOGY

3. Focus your attention on the task.

Avoid distractions. If music stimulates you, turn on your favorite tunes. I find classical music conducive to deep thinking. I find dance music stimulating for motion tasks (like cleaning). Do what works for you but stay focused on your task. Don't drift off into reverie about any distracting memories that get evoked with your tunes. If that happens, turn the music off and focus on your task again.

4. Try your best to ignore distractions by others.

Shut off the ringer on your phone. Tell the kids/spouse/best friend at work, you're not to be disturbed until... If an idea comes to you that you need to take action on, write it down. Resist the urge to do it, even if you think it's quick. It probably won't be as quick as you imagine and even if it is, you will have lost the momentum you'd gained on the original, important project you were working on.


5. Stop working only when you're done.

If it's a big project, consider setting a time limit. Staring down the throat of a monumental task, can indeed be overwhelming. Work on huge tasks 90 minutes at a time. Take a short break, then go back to work for another 90 minutes. Stay on task. Don't move to another project. Stay on this on until it is complete or until you've reached the time you had allocated for it this go round.
BONUS STEP: When you're done, reward yourself!

Give yourself a 'High 5!', 'Atta girl!' or 'Atta boy!'
Wallow, for a bit, in your sense of

accomplishment, pride and relief. You've just completed something that was a big deal or had been sitting around nagging at you for too long. A celebration is well in order. Don't cheat yourself out of enjoying the moment!

Imagine yourself at the Olympics, having just crossed the finish line ahead of everyone else. Hear and feel the crowd cheering for you in all your glory. Feel the pride yourself and bring the memory of your accomplishment to the next daunting task you have to perform.

'Cause you know there will be another one coming. But this time, you'll be more prepared. 

Known and appreciated by thousands of engaged and sometimes exhausted executives and entrepreneurs as The Dream Leader for Business, Loretta Love Huff "Helps people and teams EXCEED their dreams! She helps her clients unleash their leader, influence with integrity and leverage their ideas into profitable and fulfilling careers and businesses."

Visit <http://www.MoreClientsBiggerSales.com> to grab your free video training series titled, "5 Critical Keys to Gain More Clients & Earn Higher Fees".

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Know Your Air Travel Rights

by Robert Hosking, OfficeTeam

If you have ever had a flight cancelled, had a boarding pass but were denied boarding because they overbooked, been bumped just before boarding, sat on the tarmac for hours, or find that your luggage has been lost or delayed on arrival at your destination, you know how maddening it can be.. ►►

LIFESTYLE



Research and Know Your Rights in Advance
It makes sense to know your rights before you book. When you are stranded at the airport is no time to start researching to find out what you are entitled to and what rights you have in the particular situation you end up in. There are two resources that will help you understand your rights the US Department of Transportation Airline Passenger Protection Bill and the Air Consumer Flying Rights.

Locking in your Fare in advance of Payment
When booking a flight you can reserve and lock in your price for 24 hours or more without payment depending on the flight being booked. This works when booking direct with the airline or with your Travel Agent. This won't necessarily work if booking your own fare online. At the time of making the reservation you must provide

your exact name as it is on your passport or government ID. Names cannot be changed and if it's wrong the reservation would be canceled starting back at the beginning looking for a new fare likely at a new more expensive price. This process gives you 24 hours or more to decide if that's the flight you want before making payment. Remember that any requested changes during that time will cancel the reservation and start you back at the beginning with new information.

Prices do change quickly in the airline industry depending on the volumes booked on the flights. Booking last minute will likely cost you a lot more than booking 2 to 3 weeks out. When you get a good quote on the flight you want lock it in while you make a decision rather than losing out on the price while you decide.



BUMPED FLIGHTS ▼

You may not be aware but if you are bumped from a flight or if your luggage is lost or delayed you have a right to ask for cash. If they ask for volunteers because a flight is overbooked and offer a voucher for a future flight or a combination of cash and voucher most people will accept this. If that's good with you then take it, but according to Airfare Watchdog you can ask for a cash payout on the spot depending on the amount of delay time in getting to your destination.:

Under US Department of Transportation rules bumped passengers subject to short delays will receive compensation equal to double the price of their tickets, while those subject to longer delays would receive payments of four times the value of their tickets. There are limits in place so check the DOT bill of rights for the latest

compensation limits.

Short delays are 1-2 hours for domestic flights, and 1-4 hours for international flights. Longer delays are for times more than these. For outright cancellations, the airline owes a full refund, even on non-refundable flights.

DELAYED OR LOST LUGGAGE ▼

If your luggage is delayed or lost you are also entitled to compensation. Some airlines offer nothing other than delivery to your home or destination hotel when the luggage arrives, others offer a small amount of cash to cover essentials like toiletries, and others might offer a voucher for a discount on a future flight. The law actually says you are entitled to up to \$3,300 for luggage delayed on a domestic flight and up to \$1,500 for luggage delayed on an international

LIFESTYLE

Flight. The amount is determined by how long you are without your luggage. If the luggage is totally lost then you are entitled to the full compensation. Check the DOT bill of rights for the latest compensation limits.

Airlines are also required to apply the same baggage compensation for each segment of your trip if you have more than one flight including those with interline and code share partners.

TARMAC DELAYS ▼

The amount of time the airlines are allowed to keep you sitting on a plane on the tarmac before they allow you to deboard has changed. On a domestic flight the airline cannot keep you on the plane for more than 3 hours before allowing you to deplane. On International flights the amount of time they can keep you on the tarmac is 4 hours. The airlines are required to provide you with water and washroom access at all times during the delay..

SUMMARY ▼

Airlines will often give you what works for them, glossing over what's best for you and your passenger rights. Your best defense is to know your rights and to be willing to follow up with them when you have to.

Most airlines will try to give you a travel voucher, a discount on a future ticket, a flight upgrade or additional frequent flier miles instead of cash. If you are happy with any of these take them.

The airlines will do their best to re book you on another flight or with another airline. Rather than wait in the line up after a flight is canceled call the Airline direct to re book, you'll get booked much faster than waiting in line. Make a note of the airline contact number and keep it handy just in case.

Better to be prepared and to know your rights before you fly, then you'll know exactly what to do if and when the times comes.

In my next article I will elaborate on how to complain and how to go about getting what you are entitled to.

My name is Avril and I'm originally from England, now a Canadian Citizen, I have over 35 years experience as a serial Entrepreneur particularly in all aspects Small Business and Tourism. Over the years in addition to owning a Country Inn & Restaurant and 3 Travel Agencies I have mentored many small business owners and developed and presented several workshops on Tourism, Entrepreneurship and Life Skills. 

My staff are experts on Travel and treat our clients like family. We look forward to working with you to find the best program to suit your tour plans. Individual personal attention to your tour and travel requests. Contact us now at info@a-ztours.com and check out our website tours and testimonials at - <http://www.a-ztours.com>



**“ AT FIRST
I WAS EMBARRASSED.
ME, A CAT, LIVING WITH
A SINGLE GUY. BUT WHEN
I WATCH HIM PICK SOMETHING
UP WITH HIS HANDS AND EAT IT,
I CAN'T HELP BUT LOVE HIM. ”**

**—MARU
adopted 01-10-10**

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IS THE BEST
THING TO HAPPEN
TO A SHELTER PET**

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