

PA ENTERPRISE

DeskDemon's Magazine for Executive PAs, Office Managers and Secretaries

December 2011

*Happy Christmas
to all our Readers!*

Generation Facebook – employers out of touch?

PA interview: Elizabeth Varley of TechHub

Boost your winter energy levels

How to survive the office Christmas party!

News | Hotels | Restaurants | Fabulous Offers

A publication of
Deskdemon.com

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www.deskdemon.com

Terminal House, Station Approach,
Shepperton,
Middlesex TW17 8AS

Editorial

PR contact: Paul Ormond
Tel: 0870 410 4030
editoruk@deskdemon.com

Features Editor

Susan Silva

Advertising

Paul Ormond
Tel: 0870 410 4038
paul@deskdemon.com

Jane Olsen
0870 410 4036
jane@deskdemon.com

Design & Production

Jane Bigos
Graphic Design
janebigos@deskdemon.com

Kulasekaram Vimalarasa (Raj)
Web Developer
raj@deskdemon.com

Suresh Karuppannan
Website Designer
suresh@deskdemon.com

Publisher

Paul Ormond
Tel: 08704104038
paul@deskdemon.com

Managing Director

Mek Rahmani
Founder, CEO
mek@deskdemon.com

Small Businesses feeling optimistic

- **62% of small business owners expect their revenue to increase in 2012**
- **27% plan to create new jobs over next twelve months**
- **65% say winning new business will be their priority over the next twelve months**

Britain's small businesses expect to grow their profits over the next 12 months despite the bleak economic climate, according to a survey of 374 small businesses by Simply Business, the UK's largest business insurance broker.

Despite 73% of those surveyed saying they do not expect the economy to improve in the next 12 months, a surprising 62% still said they expect their revenue to increase within this time period. Expanding their business is the key focus of these companies, with 65% saying that winning new business will be their key priority over the next 12 months.

Banks are still the first port of call for many small business owners when looking for additional funding. Over the past 12 months, 11% of the small businesses questioned had sought a loan from a bank: of these, 67% were granted credit and 33% refused. Family is the next most heavily called upon funding resource, with 10% of these small businesses having received a loan from a family member over the past 12 months.

Small business could be missing out on talented staff

Small businesses may be losing out on the most talented employees due to concerns among jobseekers around pay and benefits, according to a new survey from recruitment experts Hays. Almost half of those surveyed believe salaries are not as competitive as at larger organisations, and over half believe smaller businesses are not able to offer as many benefits.

Almost three-quarters of people reported a positive experience of working in smaller businesses, but a quarter would prefer to work for a larger organisation - partly due to concerns about the stability of smaller organisations.

A number of positive factors about working for smaller businesses were identified, such as a more hands-on approach, greater responsibility and greater understanding of the business as a whole. The chance to work more closely with senior people may help attract people to work in small businesses and respondents also found recognition from senior managers another benefit.

Charles Logan, Director at Hays, comments; "In the current turbulent job market it's no surprise that workers are looking for job security. But we also know that career development is very important to most professionals and this plays a key part in their decision to leave an organisation and accept a new role. To attract the skilled and talented individuals needed to remain competitive, small businesses need to combat some of the stereotypes and ensure professionals are aware of the advantages they can offer workers looking to move their careers on."



The impact of Christmas boozing

A survey by business website LondonlovesBusiness.com reveals that during this year's Christmas party season, two out of three London professionals plan to come to work hungover.

Research of 500 middle managers shows Londoners want to hit it hard this season, with 39 per cent admitting their boozing might impact on how well they do their job.

This seems to confirm London is still a boozy capital, 17 per cent say they will be suffering the after effects of alcohol on at least three days of their working week.

Three quarters of the women polled say their company drinks socially. Overall, 35 per cent say either their firm has a "strong drinking culture" or that we "often drink together".

When questioned on how often they get drunk with their colleagues, nearly a tenth of women (9 per cent) admit to doing so at least once a week or more. However, almost a third of respondents say they only get drunk at special occasions such as Christmas parties.

The Future of Desk Organisation?

Desks are not always the tidiest, most stylish or organised of places but that's all about to change now that Avery has launched the next generation in desktop accessories, designed to change your office space forever.



The new Avery All-in-One range offers you a totally unique way to keep your desk tidy, organised and super-stylish. The new range saves on space by combining all your desk items into a single storage solution, making pen holders, magazine racks and letter trays a thing of the past and you the envy of your colleagues!

The range offers three unique product solutions to suit you, whatever your desk requirements. The standard **All-in-One Desktop Organiser** is perfect if you're looking for a simple yet stylish solution to getting to grips with storing your items, with the **All-in-One Pro Desktop Organiser** taking it up a level and offering you even more features, such as additional letter trays and desk tidy drawers. If you're after the very height in design, style and functionality, then the top-of-the-range **All-in-One Exec Desktop Organiser** is the perfect choice for the ultra-modern office of tomorrow.

For more information on how the range can transform your desk, visit www.avery.eu

House of Fraser link up with Tesco Clubcard

House of Fraser gift cards are to be offered in an exclusive deal to Tesco Clubcard holders throughout December 2011. Tesco customers will be able to exchange £12.50 worth of Clubcard vouchers for a £25 House of Fraser gift card, giving them access to thousands of premium brands across fashion, electricals, beauty, children's and homeware products.

John Dove, manager of House of Fraser Business Incentives said:

"This is a fantastic offer for Tesco Clubcard holders, and comes at a time that's perfect for Christmas gift buying. Our gift cards can be spent in any one of our 61 stores across the country, and on-line at www.houseoffraser.co.uk."



How many papers does your office need?

Find a simple paper solution for your busy office.

Achieving quality print results on your everyday office documents should be as simple as putting in the paper and pressing 'Print'. But things have got complicated over the last few years with numerous specialist papers offering amazing print results.

However, due to advances in technology, you no longer need to choose different papers for your various everyday printing jobs. If you buy a good quality, 'one stop' paper it will be suitable for any office technology, for colour use and will give a professional finish to your documents.

Data Copy is one example of a paper that has gone back to basics with a new, simple paper solution. Data Copy now has just one paper that delivers excellent quality on everyday office jobs, from volume printing to colour presentations with graphics and imagery. The paper is made using ColorLok® Technology to give bolder blacks and more vibrant colours.

For more information on Data Copy visit www.datacopy.com



Last Posting Dates 2011

Last recommended posting services	Service
Wed 14th December	Standard Parcels
Sat 17th December	Second Class and Recorded Signed For™
Tue 20th December	First Class and Recorded Signed For™
Wed 21st December	Parcelforce express48
Thu 22nd December	Parcelforce express24
Special Delivery™	
Thu 22nd December	Special Delivery™
Fri 23rd December	Special Delivery™ with Saturday Guarantee
International Airmail	
Mon 5th December	South & Central America, Caribbean, Africa, Middle East, Asia, Far East (including Japan), Australia and New Zealand
Fri 9th December	Eastern Europe, USA and Canada
Mon 12th December	Western Europe

Mobile technology: still too complicated

To fully integrate into people's lives, technology has to be easy to use

Top of many Christmas lists this year will be a new mobile phone, but a smartphone may well prove to be an unused present. According to 20% of 4,500 consumers in nine countries, smartphones are extremely frustrating simply because onscreen keyboards are too small for fingers.

This research supports the most recent OFCOM study which shows 95% of the over 65 age group do not use a smartphone. In the 55-64 age group, the use of smartphones remains low at 17%. The research, by SSI, cited poor battery life as a further frustration by 37% of respondents.

"To fully integrate into people's lives, technology has to be easy to use," said Albert Fellner, the founder of emporia Telecom. "This latest research demonstrates again a real opportunity to address this anxiety and create something that is both stylish and easy to use for anyone who finds mobile technology unnecessarily complicated."

According to OFCOM, 39% of over 65s do not use any of the functionality of a mobile beyond making voice calls: no uploading of pictures; playing music; gaming; or social networking. Only 19% use the camera. SSI identifies the clock as the most used feature on phones, 43% use it all the time and a further 40% very often.



Remploy launches flagship mental health support service

This new service will assist more than 1,600 people with mental health conditions to stay in employment.

Currently, one in six people in the UK suffer from a mental health condition at any one time. This equates to 70 million working days lost every year due to mental ill health. In addition, staff turnover as a result of employees leaving their jobs due to mental ill health costs £2.4 billion.

Remploy's in work support is completely impartial and confidential, comes at no cost to either employer or employee, can be delivered with or without the support of the employer and is delivered by experts who truly understand mental health.

The service will provide support for a period of six months and will include:

- **A work focused counselling service or other tailored work focused mental health support for the individual**
- **Provision of a personalised action plan and exit report**
- **Employer education**
- **Assessing an individual's needs and identifying coping strategies**
- **Identifying reasonable adjustments within the workplace**

Beth Carruthers, Remploy's Director of Employment Services, said:

"If you are absent from work, or are finding work difficult due to a mental health condition, Remploy can now support you to address your issues and remain in, or return to, your role."

Managers under pressure

Despite the many advances in technology we've seen in the last ten years, we're still working harder and feeling more stressed than ever, says a new survey from the Institute of Leadership Management.

Ten years is a long time in management – you could go from team leader to department head, apprentice to manager or even senior staff member to CEO. But has much changed about the way we work in the last decade?

The survey from ILM says that in spite of advances in technology, over half (51%) of managers are more stressed than they were ten years ago, with two thirds (67%) reporting higher workloads than they had in 2001. Around half (46%) of employees also told ILM that they regularly work outside of their contracted hours, either at home or at their desks.

Technology

Developments in technology have had a significant impact on the way we work, enabling us to access emails and documents outside of the office via remote webmail and cloud computing. Most saw technology as a positive force in their working lives, with two thirds (67%) claiming that technological developments had made their jobs easier. The PC proved the most popular piece of kit with managers, with 57% of respondents saying it was the one thing they couldn't live without at work. The mobile phone and Blackberry (dubbed the 'Crackberry' for its addictive qualities) split opinions, with many managers putting smartphones at the top of their list of things they wish had never been invented.

Although it was thought that technology, such as video conferencing and teleconferencing, would revolutionise the way we work, the results of the survey do not

support this, which is disappointing.

Love hate relationship

Peter Cheese, chairman of ILM, says the survey reflects the love/hate relationship that many managers have with workplace technology. "Over the last ten years, the workplace has become much more challenging for bosses. Mobile technology brings with it a pressure to respond quickly and a temptation to work longer hours which can increase stress levels. Young managers need to be supported to manage their time, delegate tasks to their teams and set realistic goals."

Longer commuting time

While advances in technology have allowed for more remote working and flexible hours, commuting times across the board have actually increased by five minutes (from an average of 44 minutes in 2001 to 49 minutes in 2011). Although nearly half (49%) of managers have seen an increase in levels of remote working in their organisation, 35% have seen no change and 10% have actually seen a reduction.

3D technology

Peter Cheese commented: "We hope that over the next ten years we will see technologies really having an impact, especially given younger managers are much more enthusiastic about its role in the workplace. The Institute of Leadership & Management has been working with futurologist Dr Ian Pearson to see what the next ten years may hold – he believes that 3D technology will revolutionise virtual meetings, while cordless energy, augmented reality and the miniaturisation of IT are all within the realms of possibility in the next ten years.

"These have the potential to truly transform the workplace, and managers need to look at future requirements and the capability of current infrastructure to supply an environment that will get the best out of their staff, not one that is tied to PCs, desks and cables."

Managers are feeling even more stressed than they did 10 years ago, despite saying that technology has made their lives easier



Every business needs a set of T&Cs

Businesses wanting to save both time and money should revisit the basics and make sure they have in place a good set of terms and conditions advises David Hallett, solicitor at Buss Murton Law LLP.

David Hallett comments: "In these again uncertain economic times, businesses are increasingly encountering difficulties with customers – usually over unpaid debts, which all too often leads to an argument over what was and wasn't part of the contract between the two parties in the first place."

"Whilst this may be good news for lawyers, these types of arguments are less good news for the parties themselves, with an inevitable drain on both time and money."

Businesses can therefore try to protect themselves from such disputes by ensuring that they have a comprehensive and relevant set of terms and conditions along with, for example, an order form.

A good set of T&Cs should include the following details:

What product or service will be supplied to the customer?

This may be spelled out on an order form, particularly where each product is individual, or alternatively, where the product is standardised, then it can form part of the terms and conditions. The greater the detail, particularly where services are to be provided, the better. It is important to also

consider stating what won't be provided rather than simply what will be provided.

Price. Again, will the price be detailed in the order form or the terms and conditions and will it include VAT? Will an allowance be made to adjust prices from time to time and if so, how will the customer be notified?

Payment terms. When will payment be expected i.e. upon receipt of the order, upon delivery or after a certain number of days from the date of order? It is also sensible to consider what interest will be payable should the customer be late in making payment. What will the delivery terms be and who will pay for it?

Limitation of liability. It is sensible to consider limiting your liability to a customer should the standard of the product fall below that which is reasonably expected. Any potential liability is commonly limited to the cost of the product. It is not possible to exclude liability for death or personal injury that is caused by negligence or fraud.

David Hallett continues: "Whilst the legal content of terms and conditions is undoubtedly important, it is also important to ensure that firstly the terms and conditions are presented to the customer in the correct manner. It is too late to introduce the terms and conditions once the contract has been substantially performed

i.e. by attaching them to an invoice. Instead, the terms and conditions should be clearly presented to the customer at the outset of the relationship."

"Finally, careful attention should be given to the drafting of the terms and conditions to ensure that they correctly represent the values and image of the business. A business that promotes the individual nature of its product will be doing itself an injustice if it then supplies customers with a 20 page off the shelf set of terms and conditions."



Terms & Conditions

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Buying business, travel better

If you're one of an increasing number of influential PAs and executive secretaries with the added responsibility of booking business travel then a visit to the Business Travel Show in London on 7-8 February 2012 is an absolute must.

The **Business Travel Show** is the leading corporate travel event in Europe with more suppliers than any other and the only conference track designed specifically for PAs. You will discover the most innovative products, services and solutions, unearth new suppliers and learn practical tricks and tips from the show's four-track daily conference led by travel expert Graeme Payne exclusively for PAs.

More than 200 exhibiting suppliers will be at the Business Travel Show, from global brands such as Virgin Atlantic, United Airlines, American Express and Barclaycard Business, to exciting start ups and enterprises.

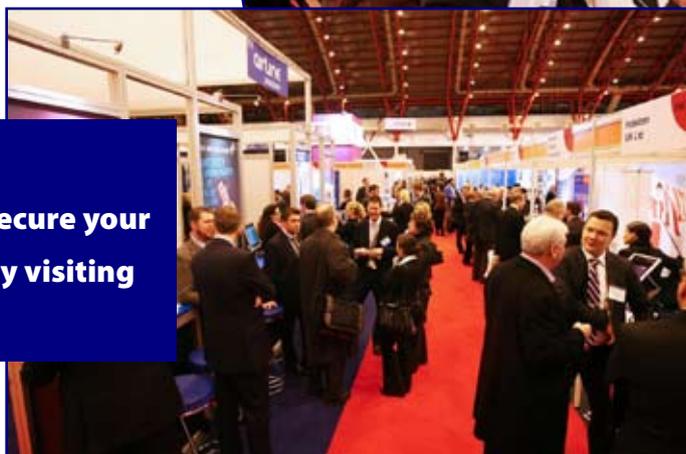
In just one day, you will secure a greater understanding of the business travel function at the Business Travel Show and learn how to book travel more effectively and with greater confidence. You'll also find better deals, cut costs and make your company's travel budgets work harder.



**Business
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7-8 February 2012

London



REGISTER

Register for your visit pass and secure your place at the PA conference now by visiting www.businesstravelshow.com.

Choice Hotels recognises its best UK hotels

Choice Hotels International, the global hotel group behind the Comfort, Quality, and Clarion brands has announced the winners of its various "Hotels of the Year" awards.

It has awarded Comfort Hotel Great Yarmouth the title of "UK Comfort Hotel of the Year", Quality Hotel Edinburgh Airport the "UK Quality Hotel of the Year" award and Clarion Hotel Carrickfergus the "UK Clarion Hotel of the Year" accolade.

The hotels were judged to be the best in their brand categories out of over 40 Choice Hotels brand properties operating throughout the UK and beat other short-listed properties located in Enfield, Reading and Central London. The winners were selected by reviewing each property's guest satisfaction and cleanliness scores and by demonstrating consistent brand performance.

The Choice Hotels Europe portfolio of franchised hotels offers business and leisure travellers a full spectrum from premium economy to luxury hotels. Choice Hotels Europe franchises nearly 500 hotels across Europe



alone. Brands operated by Choice Hotels in Europe include Clarion, which offers four-star accommodation, Quality, which sits in the three-star bracket and provides a mid-scale full service offering and Comfort, the largest Choice Hotels brand worldwide, known for value and reliability.

Choice Hotels brand properties to open recently in the UK include Comfort Inn Hyde Park in London, Comfort Hotel Luton, Clarion Collection Croydon Park Hotel and Clarion Collection Birmingham.



Rezidor opens the Park Inn by Radisson Milan Malpensa, Italy

The Rezidor Hotel Group has opened the first Park Inn by Radisson hotel in Italy. The hotel group revealed that the Grand Hotel Milan Malpensa will be transformed into the Park Inn by Radisson Milan Malpensa. The property, which features 138 rooms, is 10 minutes from Milan Malpensa Airport and has easy access to nearby businesses and Milan's exhibition centres. Milan Malpensa is the second busiest airport in Italy behind Rome and among the top 25 airports in Europe.

The Park Inn by Radisson Milan Malpensa has undergone a full renovation. In addition to the 138 guest rooms, it features a restaurant and bar, 2 meeting halls, a gym, and a business centre.

Travelodge links with supermarkets

Budget hotelier Travelodge has entered into a £27m deal with upscale supermarket chain Waitrose to open three mixed-use developments next year.

The pair will open hotels with ground-floor supermarkets in Aylesbury (Buckinghamshire), Sidcup (Kent) and in Vauxhall (London) in the second half of 2012.

Travelodge is negotiating a further 25 deals with major supermarket chains, which will create 520 new hotel jobs.

So far this year, Travelodge has opened a site with Tesco (London Cricklewood) and Morrisons (Manchester Salford Quays).

Chocolate heaven at the Chester Grosvenor

The UK's leading artisan chocolatier is set to open in Chester as part of a multi-million pound project at The Chester Grosvenor.

British chocolate company Rococo, which currently only has shops in London's exclusive Belgravia, Chelsea and Marylebone, will open its doors as a concession within the luxury hotel in March 2012.

Jonathan Slater, The Chester Grosvenor's managing director, said:

"Rococo is the perfect complement to La Brasserie and the hotel and we're thrilled to be welcoming them to The Chester Grosvenor. Their chocolate is second to none and we're looking forward to introducing our guests, diners and Chester residents to Rococo."

Executive Chef Simon Radley will be using Rococo's delicious chocolate in creating gourmet menus and Rococo's signature hot chocolate will be served in La Brasserie. Rococo's signature chocolate will be available in the minibars in the hotel's rooms and suites.



Le Meridien Bali to open in 2012

Starwood Hotels & Resorts Worldwide is to develop Le Méridien Bali – Jimbaran. Formerly known as Ristia Resort, the soon-to-open hotel will be rebranded to a Le Méridien resort under the management of Starwood Hotels & Resort.

Located on the secluded, tranquil Jimbaran Bay on the west coast of Bali, Le Méridien Bali will juxtapose traditional Jimbaran heritage against a contemporary creative space surrounded by serene and refreshing elements of water. The hotel will feature a three-storey restaurant and bar, Bamboo Chic, focused on local cuisine and featuring a rooftop sunset lounge with magnificent views of Jimbaran bay; a uniquely designed lagoon swimming pool that is accessible from ground floor guestrooms; a full service spa; state-of-the-art fitness center and 200 square meters of meeting space.

Also on offer are 123 oversized suites, featuring 28 Aqua Suites, four rooftop villas and four penthouse suites.



FCS launches hotel search mobile app

FCS Computer Systems has launched **FCS i-Guest Hotels Finder**, a smartphone application that lets travellers search for hotels by brand, region, country or city. By simply tapping either the "Directions to Hotel" or the "Directions to Airport" button on a hotel's profile page, an audio recording in the local language is played, simplifying the often-frustrating interaction between a foreign-speaking traveler and the taxi driver or other native-speaking local guide. The app also features integration with Google Maps, showing the local map in multiple languages for easy understanding.

Prior to arrival, the app can also act as a hotel-branded platform for the hotel and guest to interact. Guests are able to make a variety of service requests from the intuitive i-Guest app interface, which can be launched within i-Guest Hotels Finder. Hoteliers can also take advantage of advertising banners within the app to promote specials or property features. The

hotel's company website will be automatically launched when the banner is selected to ensure that the banner drives traffic to the designated offering page.

FCS i-Guest Hotels Finder is available now for free download in the Apple iTunes Store. It will be available from Android Market in February 2012.



PA Enterprise Interview: Elizabeth Varley: CEO of TechHub

By Lauren Harrison

In late 2010, the government announced plans for the UK to develop technological links which would rival Californian Silicon Valley, known globally for its IT prowess. Enter East London; an area which not only met Government expectations and of the many tech companies which set up home there, but surpassed them to the extent it was soon dubbed the 'Silicon Roundabout'.

One of the many thriving businesses is TechHub, a space for companies and entrepreneurs involved in the technology industry to develop their ideas. Since its launch on City Road, in July 2010, mere minutes away from the Banksy stained Old Street, the company has gone from strength to strength and now plays host to some of the hottest young companies in the industry. So impressive was the prospect of TechHub, the company was given a further boost when internet giant 'Google' was among those who agreed to be a founding sponsor.

So how does CEO Elizabeth Varley and her right hand women, Administrator Emma Bryant and Reception Host/Office Manager Michelle Nhan do it? And how important is a Personal Assistant or Administrator to quite possibly one of the busiest women in London?



Left to right: Michelle Nhan, Membership & Office Manager, Elizabeth Varley, CEO and Emma Bryant, Administrator

Where did the inspiration come from for TechHub?

Elizabeth: I have always been really interested in bringing people together and realised that there wasn't really a focal point in London for technology start up companies. I spoke to my co founder Mike Butcher (editor of Tech Crunch) and launched in July 2010, and now have over 75 residents and 300 members. Users can either become members and pay £375 (+VAT) to have access to the space 5 days a week, 48-weeks a year or users can apply for a TechHub resident membership which is £275 (+VAT) per month, which then guarantees a desk.

Who are the Administrators and what is their role?

Michelle: I first joined the company as cover when my colleague Tina went on maternity leave. At this point the current Events Manager hadn't started working at the company yet and so my job consisted of a little of everything. This included front of house support, administration to event planning. I learnt to play things by ear and use my discretion with tasks. The job originally was on a temporary contract which was recently made a permanent one. This happening has helped me feel more relaxed and confident in the role.

Emma: My role is primarily to look after Elizabeth's diary and maintain her schedule but I also take on a lot of other things in the mean time, such as accounting. The books will come back to us once a week and it's part of my

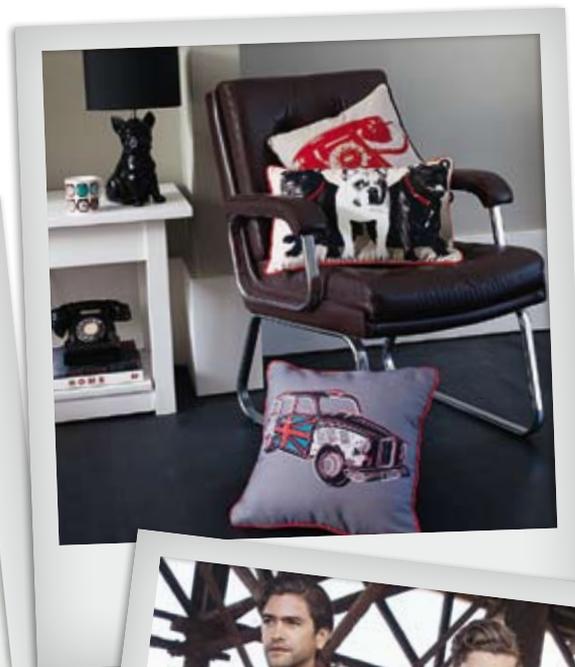
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duties to chase up any outstanding invoices and make sure they are not forgotten. I am also in charge of all the legal things which come with an office such as fire safety, health and any legal issues. We are also collaborating with local businesses so that our members can enjoy discounts on local goods and services. This will apply to all members, not just residents and I've been involved with that for a while now.

With so many projects underway what is an average day for you?

Elizabeth: It depends on whether it is a meeting day or not. These are the times that I realise I couldn't do it without my assistants and administration staff. My Administrator Emma groups my diary a lot so it is easy to navigate and keep things simple. I also like to work from home occasionally which allows me to avoid travelling. Emma probably receives the most emails on a Wednesday and so that day is usually pretty packed! Desk days are usually filled with 'projects' and I attend a lot of events around London and the UK generally.

If it's a meeting day I generally have between 4 and 10 meetings, which can also include international Skype calls, out of office meetings... it can go on and on! I really could not do what I do without Emma and Michelle. They're both great at easing my workload and often do approximately 65 hour weeks.

What makes for a good working relationship?

Elizabeth: Trust is extremely important to me. I need to know

that they are able to take on a job and get on with it effectively. My staff are frequently exposed to confidential material such as emails, meetings, phone numbers which definitely cannot be made public. But it's not just work related; getting on personally with Emma, Michelle and Tina {Elizabeth's third Administrator} is very important. When everybody is happy, that's when people will try and want to be at the company which is great because you can't carry those who don't want to be there. I try to be as approachable as possible; being able to deliver and receive feedback and discuss it is imperative for a healthy working relationship and maintain and identify issues as quickly and as effectively as possible.

Michelle: We all have open personalities here and Elizabeth is completely approachable and excellent for discussing things with. A lot of the people who work here have different backgrounds and so it really creates a good atmosphere. I have worked in places where there were over 500 employees and it didn't feel completely comfortable.

Emma: As Michelle says, an

approachable boss is very important and luckily we do have that with Elizabeth. She is actually from the same town as me in Australia so maybe it's linked to the cultural background or maybe it's because the company generally has such a community vibe but we all get on brilliantly. It's important when working such long hours that you can feel you can talk to your boss and are able to deliver feedback in the same way.

How much do you rely on your Personal Assistants?

Elizabeth: I rely on them a lot, especially when I travel. It's great to have someone who can co-ordinate everything. In June I was



Christmas Restaurant offers

Festive menus are everywhere - which is no surprise. There are some great deals on offer, as restaurants try to attract custom. The offers are so good, it's an ideal way to try out a new restaurant in your area. Here is just a tiny taster...

All Wrapped Up for a Provençal Christmas

Until the end of December, Londoners are invited to celebrate Christmas the Provençal way. Whether you are looking for a place to party with friends, family or colleagues, the seasonal treats found at **CIGALON** will prove to be an atypical journey in town.

The Christmas spirit of Provence and Corsica will burst into delicious flavours, to celebrate the merry period composed of 3 courses for £34.50.

Guests will have the opportunity to enjoy some mouth-watering dishes such as **Fondant Potimarron with Savory** for a starter, followed by **Grilled Rump of Venison, Chestnut Polenta, Confit Quince & Rosemary** as main. Dessert lovers will adore the **Black Chocolate & Cédrot Mousse, Limoncellu Cream**.



The Tower Restaurant, Edinburgh

Festive three-course menu available throughout December £35 lunch and £42 dinner

Sleek and stylish, the Tower is designed to impress and has become a must-see for A-list celebrities and visitors to Scotland, as well as its loyal local clientele. The Tower's extensive menu always features the best available seasonal ingredients, with Argyll oysters, local seafood, seasonal game, Angus beef and lamb impeccably sourced and simply prepared in the Tower's signature relaxed and unfussy style.

www.tower-restaurant.com



Harvey Nichols & Fourth Floor Leeds

Set Christmas dinner menu- 30.00 for two courses, 35.00 for three courses includes a festive side order per person.

Situated on the top floor of Harvey Nichols Leeds, with a spectacular view over the city's rooftops, the unique Fourth Floor Café is ideal for lunch or dinner.

By day Fourth Floor is spacious and airy, flooded with sunlight. By night it transforms into a more intimate space altogether, lower lighting and twinkling candlelight.

www.harveynichols.com/restaurants/fourth-floor-leeds

The Bratwurst diner introduces special discount voucher for Christmas

The Bratwurst diner, a gourmet bratwurst diner located in Berwick Street, Soho, has launched a brand new menu to complement the refurbishment of the diner's interior. The new menu, which will continue to focus on its core German staples of bratwurst and currywurst, has expanded to include schnitzel and frikadellen. Imported from Germany, the schnitzel is made from tender pork in golden breadcrumbs whilst the frikadellen (German meatball patties containing beef and pork) will be hand-made in The Bratwurst's kitchens.

The menu also sees the launch of four new gourmet sauces – Gypsy, Hunter, Curry and Mustard sauce – all of which will be available for sale from the Soho outlet.

The new menu has been designed to accompany the refurbishment of The Bratwurst's interior which has been given a makeover by award-winning restaurant design specialist, Lifeforms.



Until 31st December a special Buy One Get One Free meal discount voucher available!
Visit www.the-bratwurst.com/promos.html to download the voucher.



Brian Maule Restaurant, Glasgow

Christmas Menu - Lunch for £33 ; Dinner for £42

Classy, inventive French cooking amidst smart and cosmopolitan surroundings immediately marks out Brian Maule at Chardon d'Or as the work of a Roux protégé. Situated within the elegant confines of a Victorian townhouse, this understated Glasgow restaurant is chic yet unstuffy, equally at home with business lunches and informal dinners. An eclectic wine list, a mellow bar area and extensive private dining facilities round off a superlative dining experience.

www.brianmaule.com



Noosh Restaurant - Newcastle

Christmas Dinner Party - 3 Course for £25.95 available throughout December

Situated in the centre of Newcastle (behind the Cathedral), noosh is set in wonderful surroundings of the Cathedral, the Castle and a short walk down the cobbled Side to the Quayside.

noosh is a restaurant, cafe and bar offering high quality international cuisine; open all day all year for lunch, dinner, just a glass of wine or a coffee.

noosh's international menu mixes traditional UK dishes with Asian, Middle Eastern, Far Eastern dishes and grills, bringing a different and unique experience to the wine and dining arena of the North East.

www.nooshrestaurant.co.uk

Christmas Restaurant offers

IL CONVIVIO RESTAURANT CELEBRATES CHRISTMAS

Belgravia's Tuscan restaurant, IL Convivio in Ebury Street, is pulling out all the stops this Christmas to offer a menu of modern regional Italian festive dishes. Priced at £38.50 per person for three courses, the Christmas Set Menu is available lunch and dinner from Monday to Saturday.

Ideal for business entertaining and for friends and family gathering over the festivities, IL Convivio offers a bright, spacious restaurant on two levels, a conservatory style area and a room reserved for small groups and private dining for up to 14 people or 30 for a reception.



www.etruscarestaurants.com



Fire & Stone Oxford

Fed up of the traditional Christmas Dinner?

Then try Fire & Stone – the perfect place for your Christmas party. Christmas set menu starts at just £14.95 for 2 courses, £18.95 for 3 courses.

For those that prefer the traditional turkey dinner, why not try the special Christmas pizza; Roasted turkey breast on a red wine gravy base, topped with roast potatoes, Brussels sprouts sautéed with pancetta, brie, chipolatas, stuffing, cranberry sauce and chopped parsley.

www.fireandstone.com

The River Grille at The Bristol Hotel

Christmas Menu: Two Course £17.50, three Course £23.50

On the edge of the harbour side, River Grille features modern British cuisine and a sophisticated lounge bar. In one of Bristol's finest locations, The River Grille has a pianist on Fridays and live jazz on Saturdays. River Grille menus make good use of fine local produce from the West Country. Sample dishes include Devon Estate venison loin, juicy Somerset beef steaks or wild halibut with blue shell mussels. Located on Narrow Quay in Bristol, River Grille at The Bristol Hotel offers contemporary dining in sophisticated surroundings.



www.doylecollection.com



Festive Wednesdays at Spaghetti House

If you are celebrating with colleagues, friends and family in the run up to Christmas, make it a Wednesday in December to take advantage of this great festive deal at Spaghetti House.

The **Menu Natalizio** (meaning Christmas) offers 2 courses for £15.95 and for £19.95 includes a Bellini aperitif and coffee with a basket of clementines and walnuts. On Wednesdays in December at the centrally located St Martin's Lane branch in WC2 and at the original Goodge Street restaurant in W1, customers who have joined the 'Spaghetti Wednesday Club' are rewarded with the three course menu for the price of the two course. The only requirement is an advance booking via the website www.spaghetthouse.co.uk/wednesday and a minimum of two guests dining.

Guests can feast on Italian regional specialities such as Salt Cod Croquettes, Italian Cold Meats with Mustard Fruit, Penne with Wild Boar Ragu Braised Beef Cheek in Red Wine and Fennel Sausage, or Stone Baked Salmon with Aubergine and Pepper Gratin – and much more. Indulgent desserts include a tasty Chocolate, Caramel and Amaretti Pot, a Madagascan Vanilla Pod Ice Cream drowned in Vin Cotto (mulled wine), or Panettone & Butter Pudding. The basket of clementines and walnuts at the end of the meal provides the finishing touch to a truly delicious Christmas feast.

www.spaghetthouse.co.uk



Healthy winter dishes at Tossed

Something's stewing at **Tossed**, the healthier eating place, where you can find a delicious range of hot dishes, just right for the chilly days setting in. Handmade using only natural free range ingredients, full of veggies to help you with your five-a-day, these new wholesome stews are totally versatile. You choose any base and any topping, knowing that whichever the combination, each meal is less than 500 calories and less than £5.00.

All bases are low GI carbs, including Mixed Wild Rice, Wholewheat Noodles and Cous-Cous, whilst the delicious stews include all the favourites, cooked without added salt and with fats kept to the bare minimum, are maxed up with proteins and superfoods. The Tossed version of **Chicken Tikka Masala** is hot stuff, and so is the **Thai Green Chicken**. There is also a mean **Chilli Con Carne**, a **Bolognese**, **Sweet & Sour Chicken**, a **Butternut Lentil Hotpot** and a super tasty **Tuscan Vegetable Stew**. At £4.95 and with less than 500 calories, you can eat healthily and keep warm even when you 'grab and go'.

Ring the changes with filling soups from the new Hot & Healthier menu, **Skinny Minestrone** at £3.05 for and a ludicrously low 68 calories, a **Leek and Potato** at 154 calories. There is also classic **Tomato and Basil** and the new **Sweet Potato, Coconut & Coriander**. Soups also come as 'mini', a great addition to the stews when you are extra hungry.

www.tosseduk.com



How to boost your energy this Christmas

The festive season is supposed to be a time for fun, joy and celebration. So why does it leave so many people feeling utterly wiped out? Christmas shopping alone can be exhausting, not to mention the strength-sapping anxiety that comes with trying to please everyone, even if you'd prefer to hibernate and forget all about it.

The time of year also makes many Brits feel tired and moody, thanks to all those gloomy days and long nights. No wonder so many of us feel like we need another holiday to recover in the New Year. But besides wishing Christmas isn't going to happen this year, here are five ways to keep your energy levels up all the way through to spring:

1. Eat energy foods.

This is the time to stock up on foods that increase your levels of serotonin, a feel-good hormone that boosts your mood and makes you feel more positive. These foods are rich in an amino acid called tryptophan, and include bananas, turkey, chicken, fish, eggs, nuts, wheatgerm, avocados, milk, cheese and pulses. Add carbohydrate-rich foods to help the tryptophan to convert into serotonin – the

best types include complex carbohydrates such as brown rice, wholemeal bread and pasta.

2. Go green.

Taking a high-quality natural supplement such as Nature Complete Chlorella & Spirulina 2-in-1 could also help top up your energy levels. That's because chlorella (a green single-celled alga) and spirulina (a blue-green alga) contain a wide range of nutrients. These include magnesium, which is needed by the body to turn food into energy; iron, which is essential for

energy production as it helps carry oxygen to your body's cells; and protein, which your body also needs to produce energy (up to 70 percent of chlorella and spirulina is made of complete protein).



3. Stay active.

It may be freezing outside, but a daily walk could boost your energy levels, as well as your immune system. Exercise may also increase your mood – some clinical studies even claim it's as effective at treating mild depression as some types of antidepressants.

4. Stock up on daylight.

If you exercise outdoors your brain will also benefit from as much natural daylight as possible too, which may make you feel less lethargic. Even if you don't go for a walk, take as many breaks outside as possible and sit near a window whenever you can during daylight hours.

5. Be sociable.

Having a night out may be the last thing you want to do if your energy levels are low. But experts believe spending time with other people, especially friends and family, helps to keep your mood – and subsequently your energy levels – up. So start accepting those party invitations now.

Nature Complete Chlorella & Spirulina 2-in-1 contains chlorophyll, a substance that's thought to flush out fatigue-causing toxins and heavy metals from the body.

It is available from The Nutricentre, Holland & Barratt, Waitrose and selected health supplement stores, or online at www.naturecomplete.com



Look chic and keep cosy this season with Ellos.co.uk – and save 25%

Keeping warm in winter is a main priority, but that doesn't mean you have to be frumpy and unfashionable. With Ellos.co.uk, you can tap into some key seasonal styles and look fabulous to boot – and with 25% off your whole order and free delivery using the code 4916, now's a great time to get a fresh winter look!

Spicy, warm colours are guaranteed to keep you warmer (well, psychologically speaking) so the **Ellos Dress**, £21 in burgundy red marl is the perfect start. With a roll neck collar and figure-skimming shape, this is a flattering dress that'll also keep out the cold.

Add to this a pair of tonal tights and the **Ellos Ankle Boots**, £29 in grey/brown for warm feet without sacrificing on style. A chunky block heel makes these boots great for wearing with dresses or jeans for a smart look.

Layering is the best way to keep yourself toasty in cold temperatures, so the **Ellos Sleeveless Cardigan**, £35 in brown is a great way to add a little more warmth. This lightweight mohair-mix cardigan has a flounced hem that gives an extra bohemian touch.

Accessories are key to creating a stylish, practical ensemble: this **Ellos Snood**, £19 in rust brings a pop of colour to the outfit while the gold-coloured floral Ellos Brooch, £9 is perfect for adding a little feminine touch.

Sharpen up the whole look with a hard-wearing but gorgeously soft **Ellos Leather Trench Coat**, £149 in tan brown. A classic coat shape for winter, Ellos have updated the trench by using a golden-hued leather to create a sophisticated, stylish piece.



With this spice-toned ensemble from Ellos, you'll be warm all winter without missing out on this season's hottest looks.

This month's fabulous offers



Exclusive rewards to help your business

Now there is a hotel rewards programme specifically designed for small- and medium-sized businesses. Club Carlson for Business.

Through Club Carlson for Business, eligible companies can earn Gold Points towards free hotel nights and other valuable rewards when your employees stay on business at more than 1,000 participating Carlson hotels worldwide.

And your company will also enjoy a 5% discount off our standard rates.

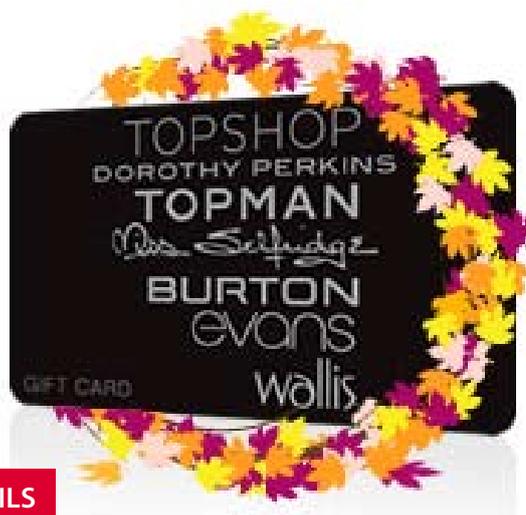
Visit www.clubcarlson.com/business

[CLICK HERE FOR MORE DETAILS](#)

£25 Arcadia Group Fashion Gift Cards

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With the nights drawing in, and Christmas getting ever closer, the Arcadia Group Fashion Gift Card can help you step into the party season in style. Accepted in seven of the best-known high street stores in the UK, all you need to do to win is enter our competition.



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How to Survive the Christmas Party

By Victoria Cochrane



At Christmas time, many people will enjoy one too many cocktails and mince pies here and there. However, on a work night staying out too late and consuming to excess can mean waking up with tired eyes, a sore head and a bruised reputation!

The office Christmas party can often become a hotbed of inappropriate behaviour when drinks flow freely, and many will admit, or at least will know of someone, who, in true Bridget Jones style has humiliated themselves at the annual shindig. Whether it's giving colleagues a drunken rendition of 'I'm Dreaming of a White Christmas', whilst dancing on a desk wearing strategically placed tinsel, or telling colleagues a few home truths, this time of year can be fraught with festive faux pas.

Dodging the pitfalls of office party protocol can be a daunting challenge, so, in a bid to help prevent festive frolics leaving people with more than just a hangover, here's the essential guide to surviving the office Christmas party, and the dreaded morning after at work!



Christmas Office Party

The first rule of surviving the Christmas office party is all about attitude. Remember that it is a business function with a social element - boogie big-time by all means, but don't completely forget about Monday morning when 'rebel-rousers' will become accountable for all the actions of the night before. The last thing anyone wants to do is compromise jobs because of rash behaviour at the office party!

Limit the Festive fizz:

However tempting it may seem at the time, avoid mixing drinks, be sure to set an even and steady pace throughout the evening and alternate alcoholic drinks with soft drinks or water. Those who can't resist the inevitable peer pressure to indulge in tequila shots may end up losing more than their inhibitions!

Dress to Impress:

Christmas parties offer the ideal time to lose an understated office image, but the advice is to aim for stylish, not sleazy. Dress up by all

means - but keep it conservative - a backless party dress may look stunning on a night out with friends but it may be inappropriate dress at a business event, which will only draw attention for all the wrong reasons. Take a tip from the world's best-dressed women when it comes to 'glamming up' - 'more' can definitely be 'more'.

Don't Talk Shop:

It may be a business function, but this is an opportunity to get to know colleagues on a more personal level, so don't talk shop all evening - the last thing anyone wants is to be labelled the office bore! Use the Christmas party as an opportunity to get to know colleagues who could perhaps become friends, generally network and perhaps reveal a more rounded personality. And don't just talk - be sure to listen too!

Leave Love at the Door:

Statistically one third of all couples meet at work, and considering the amount of time

spent with colleagues, this is hardly surprising. However, using the Christmas party to make a move on a colleague is not a good strategy - especially if fuelled by alcohol. Arrange to meet away from the eyes of everyone from the office - it'll be much less awkward that way.

Don't be a Wall Flower:

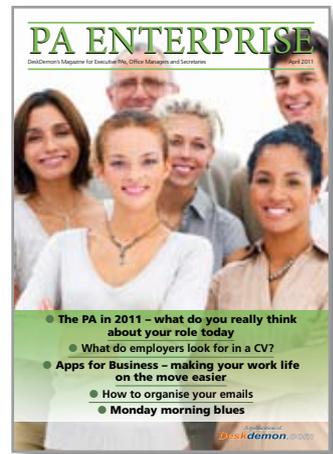
Mingle as much as possible. This is the chance to make people take note, but make sure it is for all the right reasons. This could be an opportunity to make contacts that prove to be invaluable at a later stage, maybe when making a career move. Don't cling to familiar colleagues or stay in a comfort huddle - move around and push those boundaries! For those not big on small talk, just go with the flow: smile and join in, and ask people about themselves. There's nothing people like more than being the centre of attention!

Keep fresh for the Office:

Choose the right moment to leave the party - no-one should overstay a welcome, but on the other hand it's not great form to be spotted slinking off early. Choose a reasonable hour to leave and it won't attract comment at work the next day. If the party naturally goes on into the small hours, apply a skin treat before bed, such as No7 serum, and again on getting up. No 7 serum is available for both women and men, and will ensure skin looks fresh at work the next day.

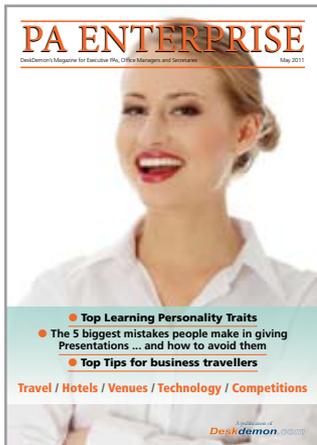
Following these tips can help ensure you don't become the talk of the party, for all the wrong reasons but can leave a lasting impression for all the right ones!





A big thankyou to all our readers!

We hope you have enjoyed PA ENTERPRISE during 2011 and wish you a very Happy Christmas and New Year



See you again in January 2012

