

PA ENTERPRISE

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

July 2011



- **Time Management - 5 mistakes to avoid**
- **Improve communication with effective listening**
- **The myths of satellite broadband revealed**
- **Summer in the city - gorgeous venues**

Travel / Hotels / Venues / Products / Competitions

A publication of
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Win an Arcadia Group £30 Fashion Gift Card and put the high street in your pocket.



If there's one thing an Arcadia Group Fashion Gift Card offers it's flexibility. Accepted in seven top-name high street stores, it doesn't matter what kind of fashion you're into, we've got clothes, shoes and accessories that will take you straight to the top of the A-list.

This gift card opens the door to a whole world of fashion. And that's not all. Footwear, accessories, jewellery, workwear - whatever you want to wear, you can get the perfect look from Arcadia.

It's also the ideal reward and incentive to offer staff. After all, who wouldn't want a gift card you could use in Burton, Dorothy Perkins, Evans, Miss Selfridge, Topman, Topshop or Wallis? The gift card can be topped up with any amount from £1 to £300 and it's the ideal way to please all of your staff, all of the time.

Accepted in 2,500 stores in the UK and Ireland - and with 2 well-known male brands and 5 female-focused brands - this is your chance to try out one of these flexible cards for yourself.

All you need to do is answer one easy question (as below) and submit your reply no later than 5pm on 10 July 2011 and the £30 gift card could be yours.

For general enquiries about the Arcadia Group Fashion Gift Card, please [click here](#)

How many well-known male brands does the Arcadia Group own? 1, 2 or 4

Email your answer and contact details to: arcadia@deskdemo.com



4



7



8

4 News Round-up

7 Watch your back while working - advice from Fellowes about how to stop slouching!

10 Competitions and offers



12



15



16

12 Travel News

15 Top 10 Tips for Successful Telemarketing and Telesales

16 Summer in the city - stunning venues



18



20



22

18 The myths of satellite broadband revealed

20 Improve your Communication with effective Listening

22 Time Management: 5 Mistakes to Avoid



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Tough times ahead for SMEs, as inflation hits all-time high

Small businesses are facing the highest rate of inflation on their core costs in over three years, according to the latest Business Inflation Guide (BIG), published today by MORE TH>N BUSINESS.

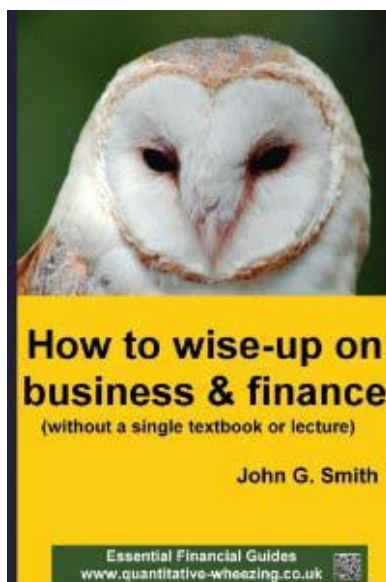
Tracking twenty of the most important overheads for small businesses, the quarterly BIG reveals a sharp rise in costs at a rate of 3.6 per cent in the first quarter of 2011, driven largely by rapid increases in fuel prices and material costs. This is the highest quarterly rate of inflation since early 2008 and three times higher than last year's average quarterly rate of 1.2 per cent.

Small scale manufacturers, hoped by many to drive the 'Made in Britain' recovery, are being hit particularly hard with cost rises of 4.2 per cent, significantly higher than other industries.

Mike Bowman, Head of MORE TH>N BUSINESS, said: "Given the turbulent economic conditions and ongoing impact of the recession, it is no surprise that small businesses are suffering from the highest rate of inflation in over three years.

Hauliers, florists and other vehicle based industries are under particular pressure from raising outlays. The rate increase on the price of fuel has more than doubled since last year and hit a record high of almost 10% (9.96%) per cent. With energy prices continuing to rise, margins will be squeezed even further in the second half of the year.

The full report and further information on protecting your small business can be accessed at: www.morethanbusiness.com



ParcelsPlease launches new 'Imports' service

ParcelsPlease have launched their 'Imports' service, which enables customers to collect parcels in Europe or further afield, and have them delivered to the UK.

Much like other ParcelsPlease delivery services, the new imports service offers ParcelPlease's customers a variety of benefits. Customers can now track their parcels through every step of the delivery process, and they can also utilise the company's new website feature, 'Time in Transit'. Customers can arrange to have an alternative person greet and collect their parcels if need be, and ParcelsPlease will automatically send out some of their customer parcel labels to the individual at the collection address.

www.parcelsplease.co.uk



'Wise-up' on the essentials of business and finance

What is a balance sheet and how do you read it? Why should you never take a profit & loss account at face value? And when, exactly, can a cash-flow statement save not only the day, but the business itself?

If you find yourself asking any of these questions, then 'Wise-up on business & finance' is the book for you.

Written for the junior executive just starting out on the corporate ladder, this handy how-to guide clearly, concisely and systematically demystifies a subject that for too long has remained needlessly opaque.

The 88-page book includes sections on all the essentials needed to get ahead in the world of commerce, be it in a corporation, SME, self-owned business or start-up. Chapters include – How to Read a Balance Sheet; How to Interpret a Profit & Loss Account; Quantitative Easing; Balance Sheet FAQs; What is a Cash-Flow Statement?; Corporate Survival Kit; Debunking the Balance Sheet, and Kickstart Your Own Business.

The book closes with some thoughts on becoming a management consultant and includes a comprehensive glossary of terms for quick reference. Throughout, Smith adds a splash of irreverent humour to lighten the load and fully engage the reader.

Wise-up on business & finance by John G. Smith is available now from all good retailers, including Amazon, priced £4.99.

Green Planet Solutions One-Trip water cooler bottles

De-Clutter your office space and recycle with ease

With Green Planet Solutions' new One-Trip water bottles, the office water cooler just got a whole lot more environmentally friendly.

The bottles are made from PET, so are 100% recyclable. Once finished with, they can simply be crushed and popped straight into the recycle bin. This is good news for the environment in general, as no chemical washing is needed. And it's good news for the office environment, with no more empty water bottles clogging up storerooms or lurking around the water cooler area awaiting collection.

Green Planet Solutions' One-Trip bottles hold 15 litres of water, making them more convenient to handle and lighter to transport than conventional 19-litre bottles. They're filled with natural mineral water from Green Planet Solutions' own registered well in the Scottish hills, which has been supplying fresh drinking water since the 17th Century.

The bottles can be bought as required – no contract is required. And they can be used on any water cooler, so even if you're locked into a leasing agreement with another supplier you can still enjoy the one-trip bottle benefits.

www.greenplanetsolutions.co.uk.



How to deal with bullying in the workplace

Bullying at work can be damaging to both the employee and the business, and in some cases can lead to an employment tribunal. Peninsula, Employment Law and Health and Safety experts, have produced an advice guide which explains how to deal with bullying in the workplace.

The definition of workplace bullying is mistreatment by a colleague or manager. Acts of bullying can include intimidation, physical or verbal abuse, humiliation, sabotage, and being picked on using phone or email.

However, in most cases the employer cannot be taken to tribunal unless the bullying constitutes harassment or discrimination – i.e. mistreatment on the basis of the employee's race,

religion, gender, sexual orientation or disability.

The best way of dealing with bullying in the workplace is to create a strong anti-bullying policy. A clear set of rules and a formal procedure for complaints and disciplinary action will help back this up. Finally, make sure your employees feel they can talk to somebody if they're being bullied at work – managers and HR staff should always have an open door policy and a supportive stance.

To learn more about workplace bullying and other aspects of running a successful and legally compliant business, Peninsula runs free employment law seminars. These seminars are presented by experts in the field, and include news on upcoming legislation, as well as case studies to illustrate the finer points of the law.

Visit www.peninsula-uk.com for more information.



Staff reach boiling point as companies slash free tea and coffee

Getting your boss a cuppa may be the best way for promotion, but almost half of British workers don't actually get to enjoy a free cup of tea or coffee at work, according to new research from uSwitchforbusiness.com.

While cutting costs has been a necessity for British companies recently, those choosing to ditch small perks such as free tea and coffee could see a storm brewing. Scrimping on refreshments may seem a small step, but it's a step too far for hard-working staff.

Despite tea being the nation's favourite drink and a work day essential for many, just 55% of Brits get to enjoy a free cuppa at work. Nearly four in ten workers don't get any free refreshments at all from their employer and it looks like more companies intend to follow suit. Of those who enjoy perks in the office, a third say that their employer has taken steps over the last year to cut the cost of refreshments, with many workers now expected to provide their own, pay for what they use or at least contribute towards the cost. These cutbacks have left workers out of pocket by over £110 a year on average.

As businesses cut hours, scrap bonuses and cancel pay rises, scrimping on refreshments may seem the lesser of two evils, but the potential backlash from employees could prove to be more than a storm in a tea cup. One in ten workers report that cutbacks to refreshments have changed the atmosphere at work for the worse, while a fifth say that they have made staff worry about the future and what else could be cut.

The perk may be small, but it can lift spirits - a third of workers say that little extras such as free tea and coffee boost morale, while 14% recognise it as a generous gesture from company bosses. In these cash strapped times over a quarter appreciate the money it saves them. And if that's not enough to convince company bosses not to raid the tea fund, they may want to consider this. A third of Brits say the quality of perks influence their choice of employers and 16% use it as a gauge for what the company is like - if the company is mean about tea and coffee, what else are they mean about?



Have your say on health and safety

The Government and the Health and Safety Executive are calling for all those involved in business to give their thoughts on red tape.

The Red Tape Challenge is looking for views about regulations from the public and businesses.

Health and Safety regulation is one of six cross-cutting themes on the Red Tape Challenge website. Comments received will provide the Government with a clear picture of how regulations are perceived and will help them decide which regulations should stay, which change, and which go entirely.

Geoffrey Podger, HSE's Chief Executive, said: "The Red Tape Challenge is an ideal opportunity for people to give their views and we hope people get involved in the debate. The Health and Safety Executive is committed to protecting people from genuine risk and ensuring businesses don't face unnecessary bureaucracy."

If you have an opinion, get online before 21 July 2011.

www.redtapechallenge.cabinetoffice.gov.uk/home/index

Watch your back while working, warns Fellowes

Slouching home workers: sit up at pay attention!

People working from home are placing strain on their bodies and risking back problems by not sitting at a desk and failing to adopt the correct posture, according to research by Fellowes.

The research found that 42% of home workers sit on the sofa while working and 22% work in bed. While these places may be comfortable initially, working in that way for a long period of time can put the body under strain and cause aches and pains.

With the TUC reporting that 3.7 million people in the UK are currently working from home, postural problems caused by inefficient workspaces could affect a significant proportion of the UK workforce.

Moreover, even though 34% of British workers complain of backache, only 20% of all workers use footrests and only 14% have a back rest, which can make a huge difference to sitting comfortably.

Fellowes is running a campaign to help people work more ergonomically, whether they are office-based or work from home. As part of the campaign, the manufacturer offers the following five tips to help ensure you are working comfortably:

- **Avoid a slouching back.** Good posture is achieved by sitting back into your chair. A back support and foot support will help you to sit correctly.
- **One in four of us suffers from pain or injury caused by pressure on the wrists.** Wrist supports help to relieve this pressure and prevent potential injuries.



- If you want to prevent severe neck pain (it accounts for almost a third of all absences from work), make sure you are sitting approximately an arm's length away from your screen and it's at the correct height for comfortable viewing (eye level is recommended). A laptop or monitor riser will help you to achieve the correct position.
- Accessories you use frequently should be within easy reach. Work smart - and stay organised!
- Last but not least, remember to take regular breaks - away from your desk and technology.

To find out how your workplace measures up and how you can improve your workplace posture, Fellowes is providing a free workstation assessment at <http://www.ergo.fellowes.com/en/workstation-assessment>.



White is the new Black!

White has become the fastest growing new car colour, whilst once-popular silver cars are fading out of fashion, thanks to the "Apple Effect".

Black may be the most chosen colour for cars leaving the showroom, but the colour white is enjoying a rebirth in popularity.

Design experts have attributed this trend to computer giant Apple, whose sleek, white iPods and iPads have made the colour trendy again.

White paint on cars has surged in popularity by more than 800% in the past six years*, a study by Halfords, which sells 48,000 variations of touch up and spray paints, found.

The growing popularity of white cars is being fuelled by new pigment paints and quality finishes which mean white cars retain a forecourt garage look and surprisingly don't

show the dust and scratches as readily as darker colours.

They also have lower fuel bills, as the colour reflects the sun's heat, lessening the need to switch on the air conditioning and their environmental impact.

Car manufacturers believe white makes models look more streamlined and attractive to buyers. They are increasingly used in advertising campaigns and at this year's major motor shows in Detroit, Geneva and Barcelona, there were more white cars on display than any other colour cars.

White has been making a comeback on the catwalk too. Spring and summer fashion shows were dominated by white and the colour



is a favourite of the Katherine Duchess of Cambridge who has been seen in white at both the Derby and Ascot and the Trooping of the Colour where Camilla, Duchess of Cornwall was also in white.

Top London interior designer Louisa Keating said: "White and lace are definitely the buzz words this year. Interior design mirrors the catwalks and the trend has extended to household objects. People want brightness and you can't get brighter than white."

Let Avery bring a little magic to your meeting

Avery understands that a PA's working life can vary greatly from day to day. One day you may be asked to put together an impressive display, the next, organise a conference for the business's high flyers. With this diversity it is essential to have solutions that can be relied upon task after task, showcasing your professionalism, helping to avoid embarrassing mistakes and keeping your stress levels in check!

While traditionally left for events and marketing people, conferences, exhibitions and conventions are becoming increasingly more common in a Secretary and PA's work schedule.

Everyone who has ever organised such an occasion will know that it is essential to be flexible. With last minute cancellations and sign ups, unusual dietary requirements and demanding delegates, there's nothing quite like an event to keep you on your toes!

Avery is on hand to equip you with the advice, guidance and products you need to host an event to remember



for all the right reasons, with a range of solutions designed to help you coordinate your stressless event or magical meeting.

Visit www.avery.eu/events for more information and to sign up for your free Stressless Events and Magic Meetings sample pack.





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Tylney Hall Hotel

Tylney Hall Hotel in Hampshire offers a range of services for both day meetings and weekend corporate events. The hotel's beautifully manicured 66 acres of gardens presents a perfect backdrop for a range of indoor and outdoor events, from archery to clay pigeon shooting and scavenger hunts.

For DeskDemon readers, Tylney Hall is offering a £59 day delegate rate with either bacon rolls & tea / coffee on arrival or a pre-dinner drinks reception.

[CLICK HERE FOR MORE DETAILS](#)



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and your
business too.**

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Win a little something for you

Win a £30 Gift Card with Arcadia

The Arcadia Group Fashion Gift Card opens the door to a whole world of fashion. And you could win your very own card for you to try.

The ideal reward and incentive to offer staff, it can be topped up with any amount from £1 to £300, so it's the ideal way to please all of your company's staff, all of the time.

Find out more about how this card can incentivise staff and how to win your £30 Gift Card.

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Be an Office Star thanks to Sharpie!

Always looking for that elusive pen amongst the myriad of things on your desk? Or are you the person everyone comes to for that flip chart marker or that specific highlighter that just has to be bright green?!

Well, thanks to Sharpie, the nation's favourite permanent marker, you could be the most popular person in the office, winning a whole stack of Sharpie goodies to share with your colleagues – just don't forget to keep some for yourself!

There are five brilliant 'Sharpie bundles' up for grabs in our competition, each worth more than £50 ...and featuring everything you need to make your mark in the office! From new Sharpie retractable pens, laundry markers and flip chart markers, to the Sharpie MINI, Twin Tips, Fine Points and Metallics in a choice of 17 stunning colours – they are all in there!

Oh ...and did we mention Sharpie's great range of mini, pocket and jumbo highlighters which are also included in our office bundle prize? Available in ultra-bold neon shades of pink, yellow, green, blue and orange, these Sharpie highlighters are perfect for emphasising your priority 'to do's' or colour-coding those key points you need to draw attention to. There's also no need to



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worry about any smudging when highlighting, as Sharpie has created a 'Smear Guard' technology to protect highlighted work, making sure it remains bold, bright and clear, every time (available on the Mini & Pocket lines).

All you have to do to have the chance of winning one of these fantastic

Sharpie office bundles is ...just tell us how many letters make up the name of our competition sponsor, and email your answer along with your contact details and company name to: sharpie@deskdemo.com

To find out more about Sharpie visit www.sharpie.com



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Double points and a special gift!

On every meetings and events booking you make at Radisson Blu and Park Inn by Radisson hotels in Europe, Middle East and Africa until 15th December, 2011 and which take place until 15th December, 2011, you can earn double Gold Points®; if you register in advance.

Plus, once you've made your first booking of an event with at least 10 delegates, we'll offer you a very special gift of a Club Carlson® external hard drive - perfect for your travels and for storing your memories!

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Lufthansa launches new flights from the UK

Lufthansa will introduce a new three times a day service from Aberdeen to its Frankfurt hub in October.

Operated with a 100-seater Embraer E190 aircraft in a two-class configuration, the service has been timed to allow passengers to access the quickest onward connections to Lufthansa's worldwide network.

"This new service from Europe's oil and energy capital is a direct response to business traveller demand and will strengthen Lufthansa's position in the world's key oil and energy markets where we serve almost 80 destinations in Europe, Africa, Middle East, Asia and the Americas", said Marianne Sammann, Lufthansa general manager UK and Ireland.

One-way fares from Aberdeen to Frankfurt are from just £49 (return £89), inclusive of all taxes and charges.

Skyscanner takes Facebook to the next level

Flight comparison site Skyscanner has launched a way of finding flights via Facebook.

The new 'Skyscanner for Facebook' tool allows Facebook users to post a flight request on Skyscanner's Wall and receive a price quote and flight details back in seconds.

The tool has been created specifically for Facebook functionality, which means there is no need to navigate away from the Facebook site or install any apps. Users simply 'like' the Skyscanner page to use the tool.

The post also includes a link to the flight details on the main Skyscanner site, from where flights can be booked or options filtered.

The service uses 'free text' technology that means customers don't have to select pre-set dates or destinations.



Europe hotel rates fall

Average hotel rates have dropped across Europe this month, but not in all countries. While a standard double room cost £117 pounds in May, the European average has fallen to £113 pounds per night this month.

According to hotel price comparison site Trivago, 35 of the 50 cities compared have seen overnight costs fall at least a few percent, and 11 of those saw rates fall more than 10%. But, hotel prices in the UK rose in comparison to last month, with several cities reaching their highest price in many months.

Rates in Edinburgh, for example, have reached £132 pounds, up 6% and at their highest point since August 2010 when hotel rates had reached £178 per night.

lastminute.com
CREDIT CARD >

Lastminute launches credit card

Lastminute.com has launched a credit card in partnership with MBNA and MasterCard.

The card rewards customers on all card purchases and gives them exclusive offers on travel and lifestyle products.

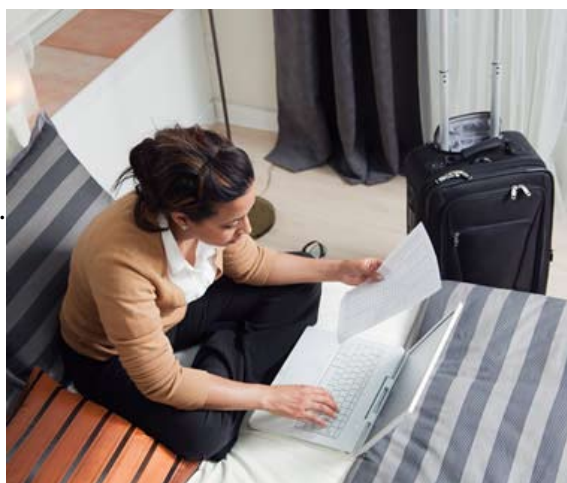
Malaysia Airlines bans babies from first-class

Malaysia Airlines has confirmed that it has placed a ban on infants from flying in the first-class cabin.

The airline has already imposed its "baby ban" on the first-class cabins of its Boeing 747 jumbo jets, operating out of its Kuala Lumpur hub.

BT Openzone to enhance Internet services across Hilton Worldwide's UK and Ireland hotels

BT Openzone has joined forces with Hilton Worldwide to provide a fully-managed suite of Wi-Fi and Internet services across hotels in the U.K. and Ireland. The new technology will provide a tenfold increase in bandwidth and an even more consistent, high-quality online experience for guests at nearly 100 Hilton Worldwide properties beginning in Autumn 2011.



This agreement provides guests with BT Openzone Wi-Fi access, high-speed broadband, conference and event services in more than 17,000 bedrooms, public areas and meeting and conference spaces, including 24-hour customer support. The new Wi-Fi service will be available free of charge to all Gold and Diamond Hilton HHonors members and over five million BT Total broadband customers.

Business travellers will benefit from Olympics

Business travellers will benefit from improved transport facilities, better service in hotels and restaurants and a greater choice of meetings venues from the London Olympics.

The UK capital's hotels have also been "spoken to" regarding charging rates which would discourage people attending the event next summer.

A sum of £7bn was being spent on improving the city's transport infrastructure including CrossRail, a new route which would link the area directly to London Heathrow Airport.

Surveys of past Games suggest that spending in the host city was increased by c. £1.5bn in the years after the Games were hosted.

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Budget hotel chain inks website deal with TripAdvisor

Recognising the dominance of TripAdvisor in holidaymakers' booking decisions, budget chain Premier Inn is to incorporate the social media tool's reviews into its website.

TripAdvisor content now appears on www.premierinn.com allowing users to see guests' comments and reviews across their 600 plus portfolio.

TripAdvisor now has 40 million monthly visitors and more than 45 million reviews.

Premier Inn also plans to run the results of its own customer satisfaction survey on its website. It gathers feedback from around 800,000 guests each year.

Premier Inn spokesperson Gerard Tempest said: "Our guests' opinions are an invaluable source of information for us and we constantly use guest feedback to shape and improve the standards of service available at Premier Inn.

"We also feel that it is important for visitors to our website to be kept well informed and that they should be able to read impartial and transparent reviews for all of our Premier Inn hotels to enable them to make an informed decision about where they would like to stay."



Lufthansa launches new iPad app

Lufthansa is now offering a free mobile application (app) for all iPad users - with numerous functionalities and services centred on flying with Lufthansa. Individual functions have been tailored to iPad specifics, giving iPad users a totally new experience.

The central feature of the iPad app is an interactive world map for users to finger-tap intuitively and explore the entire Lufthansa route network: The departure and destination airport are simply zoomed-in for the user to select a flight. The map shows the requested route, making flight booking or flight planning intuitive, easy and fast. The destinations are graphically illustrated and accompanied by exclusive and unusual travel information. Available, too, are useful and practical tips on different airports together with weather updates. In the German market, the Lufthansa iPad app also furnishes updates on Lufthansa's latest fare offers.

Flight price study reveals the ups and downs

Economy fares are 35% cheaper now than they were 25 years ago, according to a study by Kelkoo.

The average price of an average economy flight ticket has fallen from £524 in 1985 to just £338 today. But at the same time, the price comparison website found that business class fares have risen by 120% and first class tickets have risen by 54%.

The study shows the change in first, business class and lowest economy air fares between 1985 and 2010 for the 30 most popular long haul routes from the UK served throughout the entire period. All historic flight prices were converted into today's prices taking into account annual inflation.

In business class, the most significant uplift was found in routes to South Africa, equating to a 7% annual increase above inflation. A business class flight to South Africa today is 394% or £2,498 more expensive than in 1985, where a passenger would have paid just £634 in today's money.

Kelkoo Travel MD Chris Nixon said: "The comparative rise in the cost of business and first class travel could be seen to support airlines' ability to reduce their economy ticket prices. It's one of the reasons we don't see many long haul budget carriers as revenue from first and business class seats is needed in order to offer passengers a good deal on economy tickets.

"However, with the airline industry at the mercy of soaring fuel costs and the economic implications of natural disasters such as the recent volcanic eruptions, air fares are always going to be subject to price fluctuations that are not always favourable to passengers' pockets."

Introducing...

Our new regular contributor



STEPHEN BLACK

Talking about talking for you

Everyone hates cold calling, I'm pleased to say! In over 7 years of professional telemarketing in the Oxfordshire and London areas, I have worked for many market sectors, including insurance, printing, commercial radio, debt collectors and flooring companies, and all businesses need to advertise their services.

Telemarketing is a quick and effective way to reach many potential clients, keep in touch with existing customers and promote new products and services.

I enjoy 'cold calling', which is just talking to people; establishing a relationship, however brief, having a laugh - which is the most important part of the process - and getting a result; and a 'result' could be several outcomes, more on this in future issues.

Have a look at my top ten tips; remember that you should enjoy the process, and the more you enjoy it, and the more calls you make, the more positive results you will get!



Stephen's Top 10 Tips for Successful Telemarketing and Telesales are:

- 1 Only work for three hours at a time
- 2 Work uninterrupted - in a separate room if possible
- 3 Always have a pen and paper handy
- 4 Keep a record of all calls made and results
- 5 Keep a separate folder for callbacks
- 6 Always do the callbacks first when due before new data
- 7 Never call a number more than four times if it continually fails to answer
- 8 Be honest
- 9 Use positive language - "I'm sure this will interest you", not "This might interest you" (Because it won't!)
- 10 Relax and enjoy it - it's just a numbers game!

Next month, I'll tell you about maintaining an effective database, my connection to Hawaii Five-O, and why fried bread is so important for business....

Stephen Black is a telemarketing professional, long established in the Oxford and London area. He is also a previously published freelance journalist, having written for the Daily Express and the Daily Mail, amongst others. His voice-over work includes NHS training films; his broadcast work includes BBC Radio Oxford, and he is also available for public speaking engagements.

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Summer in the city

Perfect for the summer – stunning venues with views and outdoor space



The Trafalgar Roof Garden

With views over Trafalgar Square, the Millennium Wheel and the London skyline, the Trafalgar Roof Gardens are sure to impress.

Exclusive to the Hotel is their rooftop garden, where you are at eye level with Admiral Nelson and, like him, you get the most stunning views over London.

So enjoy the buzz of a rooftop reception for your summer celebrations. The garden can cater for up to 70 people and is available for private hire.



East Wintergarden, Canary Wharf

East Wintergarden is a spectacular, 27-metre-high arched glass atrium in the heart of Canary Wharf spread across 682sq m of coloured marble floors.

The venue's light-filled, elegant setting, together with a 1am licence, makes it suitable for all

manner of events, from product launches to parties & gala dinners.

A permanent 4m x 3m LED screen & sound-absorbing acoustic system creates an ideal environment for conferences. The Gallery, suspended above the main floor, can be hired on its own & a small multi-media meeting room, The Promenade, seats 40.

The Hempel, London

An exceptionally original boutique hotel, the Hempel was designed by the renowned British interior designer, Anouska Hempel. Summer events can take advantage of the Zen Garden yews, providing a tranquil ambience within the hub of London.

The ingenuity of the Hempel's design creates an ideal location for events that make a stylish statement. The Hempel also has the added bonus of the Garden Terrace which overlooks the exclusive Hempel Garden Square. For a private dinner, the Gallery features hanging walls and designer features, creating a truly unique dining experience.

Whatever the occasion, from an intimate dinner soirée or cutting-edge fashion show to a corporate reception for 600 guests, the Hempel's fashionable London private party venue will ensure an unforgettable experience.





Brit Oval, Vauxhall

Cricket and summer sunshine go hand in hand, making the Oval a great place for a summer party.

The Oval's Roof Terrace on the fourth floor of the iconic OCS Stand gives panoramic views of the major London landmarks and a fantastic view of the historic Pavilion.

The Roof Terrace can accommodate up to 350 guests for a drinks reception or a buffet and is available from April to September until 6pm on a non-cricket day and 9.00pm on a cricket day and is one of the largest outdoor space available for private hire around.

The Deck, Southbank

The light, modern structure of the Deck and its adjoining terrace make the most of this prime location. What better place to host a business or social event than the glamorous South Bank? Not only is the area synonymous with high culture and the arts, but it is just a five-minute walk from Waterloo Station.

The Deck provides an unusual and stylish venue for your event. It has a unique inside-outside feel, created by the use of translucent materials that let through the natural daylight.

The fresh modern architecture of The Deck make it a great blank canvas for your daytime conference, press event, product launch or an evening cocktail reception or barbeque.



Conservatory & Garden Room at The Barbican

The lush, tropical oasis of the Barbican's Conservatory is a revelation! It is home to finches, quails, exotic fish and over 2,000 species of tropical plants and trees.

Overlooking this magical setting and with views of St. Giles' Cripplegate and the fountains of the Lakeside Terrace, is a banqueting suite, the Garden Room. An elegant dining area which can be sub-divided for smaller parties, the Garden Room is stylishly decorated with eucalyptus burr panelling embellished with bronze and silver glass.

Together with the Conservatory Terrace high up in the glass roof of the Centre, they form a stunning backdrop for cocktail receptions, buffets and formal banquets.



Cannon Bridge Roof Garden

Voted one of London's top 20 venues, Cannon Bridge Roof Garden

is one of the most sought-after summer party venues in London. Located in the heart of the City, this inspiring venue provides a unique environment for corporate alfresco soirées.

This venue has all the characteristics you would expect from a traditional garden with breathtaking views of the Capital, including St Paul's Cathedral, The Tate Gallery and Tower Bridge.

The venue offers capacities of up to 500 and provides a luxurious glass fronted marquee, with full catering facilities, which can be customised to your specific requirements.

The myths of satellite broadband revealed

By Shawn Hunt at Broadband Wherever

Satellite broadband is evidently popular in America and across many countries in Europe but the number of misconceptions and often unsubstantiated myths surrounding this technology means that the UK is playing catch-up in a market that needs further education on the advancements that satellite broadband has made. Shawn Hunt at Broadband Wherever believes that satellite broadband has suffered from the past stigma of being a 'last resort option' and that our judgement is still clouded by 'what was' rather than 'what is'. Here, he aims to debunk a few straggling rumours...

Myth 1: The set-up and running costs for satellite broadband are expensive

While this may have rung true at the time when the concept of satellite broadband was first introduced as a viable option, it is no longer the case today. What used to cost between £1,500 and £2,000 to set up has been dramatically superseded by a much smaller outlay of around £300, a fraction of what it was, and monthly service costs are further reduced; and yet the concept of high-cost does tend to stick in people's minds so it is important that any confusion is quickly demystified if users are to make a more informed choice in terms of how they receive their broadband connection. Equally, the satellite broadband market has become very competitive commercially, and many providers are racing each other to the post with new exclusive plans, free servicing deals and specially discounted rates.

Myth 2: The connection and performance for satellite broadband is slow

Again, back in the early days one could expect broadband speeds of anything between 512kbs to 1MB. Today, those speeds are somewhere in the region of up to 10MB. The performance and speed of a satellite broadband connection is also heavily dependent on the physical speed and configuration of your computer. If you are using an archaic, poorly fitted computer you are unlikely be able to view certain web pages clearly such as those containing Flash. Satellite broadband may well transmit data at a faster rate but if your computer isn't up to the job it can affect how that data is received. Developments in satellite broadband have come a long way and take-up is also increasing, some satellites are now even dedicated purely to broadband connection and exclude TV channels which in terms of speeds, means big progress.

Myth 3: Satellite broadband is very unreliable in bad weather

This is simply not true by today's standards. In fact, technological advancements mean that satellite broadband is far more robust than it ever was before. Providing a satellite dish is properly installed by a professional and doesn't have an obstructed view of the sky, the user will be able to receive a reliable, uninterrupted broadband connection regardless of poor weather conditions. During very extreme weather conditions, at worst a user might expect to experience a very minimal disturbance to their broadband connection of no more than a few minutes at the very most. So all in all, bad weather does not have a substantial effect on satellite broadband at all.

Myth 4: Satellite broadband is a last resort option

It is a common misconception that satellite broadband is somewhat inferior to more traditional broadband technologies. Many people believe that satellite broadband is only designed for remote areas where other broadband services and dial-up are not available. But the opposite is true; location is not an issue nor does it matter if you live in a small town, in the middle of the countryside or in a hilly area, providing your satellite dish is installed correctly you will be able to receive a reliable, high-speed broadband connection.

Despite many of these myths, satellite broadband continues to develop in popularity at a rapid rate as more people discover its potential. Great understanding and education on the realities of satellite broadband are a must if the UK is to rival its neighbouring countries that have, for some time realised the benefits this technology has to offer.

Improve your Communication with effective Listening

By Angela Huffmon

There are times when you want to hear what someone is saying and there are times when you don't. Let's face it you can become a different kind of listener depending on the situation. At work your ability to listen effectively can mean the difference between making zero mistakes and making many, getting the project done on time or getting it done late. The honest truth is if you want to improve your efficiency and productivity at the office, you're going to have to become a more effective listener. There are five types of listeners, which type are you most of the time?

Pretend Listener

A pretend listener is someone who frankly isn't focused at all. The person may stand with a blank stare at the speaker's lips and tries to say "uh, huh" and "sure" at the right moments. But, if you asked the person to repeat the conversation, they wouldn't be able to recall a

single sentence. Pretending to listen is the most ineffective form of communication. If you're doing this at work, you're missing all the information.

Selective Listener

Selective is similar to pretend listening. Once again the person may stand blank faced in front of the speaker daydreaming, until the speaker says something that brings the listener back into the conversation. Usually something of interest will trigger them to focus on what is being said and they become able to respond. However, once the speaker moves onto another subject they tune out again. This type of listener selects which pieces of information they will hear.

When you find yourself selectively listening you are only getting parts of the important information you need. When you find yourself tuning in and out of a conversation, use active listening skills to help you focus. This requires that you

eliminate physical distractions from your line of vision, maintain eye contact, nod and respond appropriately to the speaker, and keep your mind from wandering.

Attentive Listener

The attentive listener is actively trying to focus on the words coming out of the speaker's mouth. This person is trying so hard that they are missing the non-verbal cues that help to understand the message. These cues include facial expression, body language, and tone of voice. These elements help to convey the feeling and sentiment of the





information given and are necessary for complete communication.

Interactive Listener

This person is truly involved in the conversation. However, they are only interested in the information in regards to how it relates to their life and experiences. For example, the interactive listener listens to a co-worker explain a problem with a customer. Instead of listening for how they can help the co-worker, they're mind is focused on how they had a similar experience with a customer. This person is anxious for the speaker to stop talking so

they'll have their chance to speak and explain what they went through with their customer. This type of listener has trouble because they prefer to be on the speaking end of the conversation.

Empathetic Listener

This type of listener listens tentatively to the speaker without allowing their mind to wander or tuning out of the conversation. This individual is not actively thinking of how they will respond while the speaker is talking. The empathetic listener pays attention to content, and focuses on non-verbal

communication. In order to reach true communication with someone at work or home you must be able to listen without your own agenda. Your greatest gift to the speaker is to be able to respond appropriately when it is your turn to speak because you truly heard them.

Angela Huffmon is a keynote Speaker and a Corporate Trainer. She helps management solve their 3 biggest problems, 1) employee retention, 2) productivity, and 3) manager/employee communication. If you would like more information regarding Angela's programs you can visit her website at www.angelahuffmon.biz.



Time Management: 5 Mistakes to Avoid

By Ann Moynihan

Every day has the same number of hours, every week has the same number of days, and every month has the same number of weeks.

Why then are some people so much more productive than others?

The answer is time management.

Time management is a system of structuring your day so that you have a plan for all of the work that needs to be completed.

Some people just can't do it right, and they're usually making one of the 5 major mistakes of time management.

Mistake 1: Setting Unrealistic Goals

A lot of people set their time management goals by creating a long list of items that need to be taken care of, a 'to-do' list of sorts. This works in many situations, but you have to be careful not to make it unrealistic. Setting too many goals or unrealistic goals can impede the progress of the other items on the list.

When you set up a schedule, take a step back and think about whether you're not setting your goals a little too high.

Mistake 2: Being Unprepared

The next time management mistake that people sadly fall victim to is

trying to accomplish goals without the proper preparation. If you have an important business presentation, you should be spending the hours beforehand preparing and rehearsing the steps to turn it into a success. Failing to do this will just end up wasting time and putting you farther behind on your other meetings.

Additionally, it might annoy some people. Bosses look at good preparation as a strong character trait in employees they are going to promote.

Mistake 3: Allowing for Interruptions

You have a goal in mind, you're focused on it, you're about to make it happen, and then...somebody walks into your office to ask you how to change the filter in the coffee machine. It's frustrating, and it breaks your concentration, making it harder to get back into the task later. Making yourself accessible is one thing, but being too accessible can be a serious setback to your time management goals.

To fix this, turn your phone off, close your Skype or email chat windows, and shut your door, leaving you time to work through a task efficiently and without interruption

Mistake 4: Forgetting When to Say No

Some people are very helpful, and everyone seems to want to help with their own problems. If you're

the kind of person who can easily put down what you're doing to help another person sort through their confusions, you may need to put a stop to it. Believe it or not, there is such a thing as being too helpful, especially if it leads to you wasting time and putting off your own time management goals.

It's okay to tell someone that you just don't have the time to help them out right now. They'll understand. It's also a better option than saying yes and not fully delivering on your promises.

Mistake 5: Trying to Make Everyone Happy

This is the most important time management mistake that people make. As my father put it, "If you want to fail, try to please everyone all the time." It's okay to help others out, but remember what the priority is - you. It might sound selfish, but it's how you need to operate for successful time management.

It's easy to learn how to manage your time. Just avoid these five huge mistakes of time management and you will be off to a good start.

About The Author

Ann Moynihan specializes in all aspects of Personal Development and Self Improvement Techniques. For more information visit www.annmoynihan.com