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October 2011

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- 4 News:**
Dirty desks - is yours polluting the office?



- 8 News Feature:**
New Agency Worker Regulations explained



- 10 News Round Up**
- 12 Technology:**
Event organisers of future must focus on QR codes, mobile ticketing and video, says Technology Masterclass



- 14 Technology News**
- 16 This month's fabulous offers**
Check out our offers, competitions and free sample give aways



- 18 Tips for buying Corporate Christmas Gifts**
- 19 Corporate Christmas Gifts online**
Our selection of some of the best websites for buying corporate gifts online
- 22 This month's featured venues**
- 25 Travel News**
- 26 Hotel News**
- 28 5 tips to working with the Office Drama Diva**



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Health warning over dirty desks

Office supplies firm Viking have revealed that UK businesses could lose over £3bn in the coming months as a result of winter illnesses such as the common cold and flu – with dirty desks and contagious keyboards playing a big part in polluting our office space.

Having taken 300 workspace swabs as part of the research, Viking found that bacteria and even mould were rife in the average workstation, with a long list of pathogens identified during the surgical sweep.

Germes were found in almost two-thirds of computer keyboards, while some even had mould growing underneath.

Phones and desks also had germs, Viking found after analysing swabs sent in by hundreds of office workers.



Amongst the bacteria found was *Staphylococcus*, which can cause food poisoning, highlighting the fact that the risk to office workers could result in more than a sniffle as Lisa Ackerly, Viking's very own hygiene expert explained:

"This research has shown that there

are some very unhygienic desks right now in the UK, which is very worrying those who work in open plan offices tend to starting coming down with illnesses this time of year. Keeping equipment such as keyboards, phones and desks as germ free as possible is even more important during the cold and flu season."

Computer staff, lawyers and accountants were said to be the most unhygienic office workers in the country, while social workers were more likely to have mouldy food on their desks.

Just over half of office workers were not aware that bacteria could be lurking on their keyboards, phones and screens.

Viking said a "staggering" two-thirds of office workers admitted to eating lunch at their desks and not cleaning their workstation afterwards.

Dirty Desk Facts

By Professor Lisa Ackerley

Not washing hands after visiting the toilet could transfer germs and bacteria found in human waste to YOUR desk! If you share a desk, and eat at your desk, do you really want to eat *E. coli* with your sandwiches? A study carried out in 2007 showed 12% of women and 33% of men didn't wash their hands after going to the toilet! These people would be transferring potentially dangerous bacteria and viruses to telephones, keyboards and desks.

Hot-desking? We each shed around 30 to 40 thousand cells every minute which per day is over 50 million skin cells, eat your lunch at your desk and you could be eating someone else's skin and bacteria! An estimated 63 million UK work days are lost to illness during a whole year. Therefore

the forthcoming six winter months will account for 40 million work days alone being lost to illness.

Up to a third of the population always carry the bacteria *Staphylococcus aureus* in their noses or throats. It is also found on pus, boils and spots. If people sneeze on their keyboard or screen, these bacteria are deposited ready for the next user. Worse still, other nasal deposits may get onto a workspace and with them, *Staphylococcus*, and cold and flu viruses. Across the country Influenza usually peaks in January but is starting to spread now in October.

The average cloth may be the dirtiest thing in your office, even dirtier than the toilet seat, the bin or the floor! The Health Protection Agency (2010) found 56% of cloths were unacceptably dirty, with *E. coli* found on 6 cloths. This means

that cloths may actually be making surfaces dirty rather than clean!

Visit www.vikingdirtydesks.co.uk for more information on how to keep your desk squeaky clean and take a dirty desk quiz.



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Workingmums.co.uk announces top employers for 2011

Workingmums.co.uk has announced the winners of its annual Top Employer Awards, celebrating the leading companies in diversity and work life balance.

The Awards were presented at a ceremony at London's Soho Hotel on 5 October where the keynote speaker was best-selling business author Alison Maitland.

Winner of the Overall Top Employer award was the John Lewis Partnership. It was praised by judges for the comprehensive and embedded nature of what it offered on work life balance.

SMES TELL ACCOUNTANTS WHAT THEY REALLY WANT

More advice, fixed fees and more accessibility were the top three items on business owners' wish lists when they were asked what their accountants could do better. That's according to a recent snapshot poll by online accounting provider E-economic

Accessibility was the biggest issue and was cited by 38% of respondents.

Over a quarter of respondents (27%) wanted more general business advice. Fixed fees rather than billable hours was another bugbear for 16% of respondents along with a variety of other issues which included "Getting a decent bottle of wine at Christmas rather than cheap plonk," and "It would be nice if they spelled my name correctly on correspondence!"



Chocolate Week 10th-16th October

Chocolate Week returns for a seventh consecutive year this October to celebrate the wonderful world of fine chocolate. Chocolate Week 2011 sees over 350 events taking place around the UK and culminating in a deliciously indulgent exhibition, Chocolate Unwrapped, featuring some of the best chocolate brands from around the world. This dedicated chocolate show in London on 15th & 16th October. Visitors have the opportunity to view chocolate art, meet the chocolatiers, attend talks and demos, taste the very best chocolate, paint with chocolate onto a giant canvas and watch chocolate being made in the smallest chocolate factory in the world.

Mars Drinks brings premium quality drinks into the workplace

Mars Drinks has announced the exciting launch of new coffee and tea brands, set to take the nation's workplaces by storm. A flagship collection from ALTERRA COFFEE ROASTERS™ gives you good quality coffee for all, with distinctive roasts and big flavours. THE BRIGHT TEA CO.™ has been created by tea enthusiasts and experts at Mars Drinks and offers perfectly balanced, full-flavoured teas that are refreshed for the demands of today.

Big Hearted Office Workers Would Rather Take Cut

Nearly two thirds of office workers would rather take a pay cut than see a colleague lose their job – a new poll has revealed. The survey by officebroker.com, the UK's leading serviced office broker, found that 62% of employees would rather sacrifice some earnings in order to keep their colleagues in a job. It's believed a number of tough recent years for firms may be one of the main reasons for this increase in workplace camaraderie.

However it seems not all workers are as big hearted – a ruthless 38% said they'd rather see their colleagues sacked in order to maintain or increase their current salary.

Lunch breaks were first for the chop with 48% of workers saying that would be their first office sacrifice if they were forced to make one. Cigarette breaks came second, followed by weekends and their company car.

57% stated they would be happy to sacrifice green initiatives at work if the alternative meant they'd have to lose the high end coffee machine.

Chris Meredith, head of sales at officebroker.com, says the results show that money isn't always the key motivation for workers.

Mr Meredith said: "Many people believe the way to motivate people is simply to give them more money but our results show that this view is far too simplistic.

"Nearly two thirds of those polled said they'd be willing to take a pay cut to keep somebody else in the job which shows just how important a good team ethic can be in the workplace."

New Agency Worker Regulations explained

The Agency Workers Directive came into force on 1 October 2011 and the main principle of the directive is to give equal treatment to someone who has been with the hirer for 12 continuous weeks in a given job. The agency worker will be entitled to at least the basic working and employment conditions such as pay and working time which are equal to the hirer's own employees.

Temporary and contract workers play an important role in providing flexibility for UK businesses.

Employers who use recruitment agencies are responsible for what they do, so they must be sure the agency acts appropriately and in accordance with their equality and diversity policies.

Agency workers are classed as "workers" rather than as employees. All workers, including agency workers, are entitled to certain rights which include:

- Paid annual leave
- Rest breaks and limits on working time
- The National Minimum Wage
- No unlawful deductions from wages
- Discrimination rights under the Equality Act 2010
- Health and safety at work

The Agency Worker Regulations explained:

The regulations will give agency workers the entitlement to the same or no less favourable treatment as comparable employees with respect to basic employment and working conditions, if and when they

complete a qualifying period of 12 weeks in a particular job.

Who is covered by the regulations?

The regulations cover agency workers supplied by a temporary work agency to a hirer. This includes most agency workers that people refer to as 'temps'.

The regulations also cover agency workers supplied via intermediaries.

To establish the rights in these regulations, the agency worker needs to be able to identify a comparator.

Who is not covered by the regulations?

The regulations don't cover the genuinely self-employed, individuals working through their own limited liability company, or individuals working on managed service contracts.

What rights will agency workers have?

From Day 1 of their employment, an agency worker will be entitled to:

- the same access to facilities such as staff canteens, childcare and transport as a comparable employee of the hirer

- be informed about job vacancies.

After a 12-week qualifying period, an agency worker will be entitled to the same basic conditions of employment as if they had been directly employed by the hirer on day one of the assignment, specifically:

- pay - including any fee, bonus, commission, or holiday pay relating to the assignment. It does not include redundancy pay, contractual sick pay, and maternity, paternity or adoption pay
- working time rights - for example, including any annual leave above what is required by law.

Agency Workers (regardless of their employment status) will also be entitled to paid time off to attend ante-natal appointments during their working hours.

Does the 12-week qualifying period have to be continuous?

No, most breaks between or during an assignment to the same job that are less than six weeks in length will simply pause the accrual of the 12-week qualifying period. Most breaks between or during an assignment to the same job that are six weeks



or more will reset the 12-week qualifying period.

The accrual of 12 weeks qualifying period can be paused by:

- absences for sickness and jury service (for up to 28 weeks)
- annual leave, shut downs (e.g. factory closures and school holidays) and industrial action (for the duration of the absence).

Pregnancy and maternity-related absences, maternity leave, paternity leave and adoption leave will not pause the 12-week accrual at all - instead the 12-week accrual period will continue throughout the duration of the absence and include these weeks as those counting towards the 12-week total.

What if an agency worker is working on more than one assignment?

If an agency worker is working on

more than one assignment the agency worker will have two or more assignments that need to accrue separately. In other words if an agency worker has assignment A and assignment B, they would need to work for 12 weeks on assignment A before their rights apply to assignment A and 12 weeks on assignment B before their rights apply to assignment B.

The regulations require that a new assignment would need to comprise 'substantively different work or duties' for the qualifying period to start again.

What is a 'comparable employee'?

The regulations aim to ensure an agency worker is engaged on the same relevant terms and conditions as a "comparable employee". In other words, "what terms and conditions would the agency worker have got if

they had been directly recruited into the role?"

An employee is a 'comparable employee' if at the time of an alleged breach of the regulations:

- both employee and agency worker are working for and under the supervision and direction of the hirer
- both employee and agency worker are engaged in the same or broadly similar work (this could include an examination of qualification and skills)
- the employee works or is based at the same establishment as the agency worker (the employee can work or be based at a different establishment but only where such an employee cannot be found working or based at the same establishment).

Older workers deliver benefits in business

The face of the UK's workforce will change dramatically as a result of the Government calling time on the Default Retirement Age. From 1st October, employers will not be able to use the DRA to compulsorily retire employees. As a result, workers will get older and companies will have to review their recruitment policies to ensure they continue to stay within the law.

Although the Government cited the healthier and longer lives of workers as the reason for scrapping the DRA, according to Liz Field, CEO of the Financial Skills Partnership (FSP), it also addresses age diversity in the UK's workforce that often focuses on the younger end of the spectrum.

She said, "The experience and benefits older employees can bring to business should be harnessed. In these difficult economic times, older workers can add resilience to a business' workforce offering a vital blend of hard-soft skills that allow them to react in a more productive manner to economic crises.

"This group tends to be very competent and reliable, inherently understands employer expectations and usually do not require much additional training, although such training may need to be delivered in a more flexible way. In some ways this group actually beats their younger counterparts in areas like soft skills including; attitude, work ethic, teamwork ability, problem solving and commitment by using the total sum of their life skills and work experiences – all of which are highly valued by employers."

Unhappiness at work 'on the rise'

Workers are becoming increasingly unhappy in their job amid continuing job losses and "few and far between" pay rises, according to a new report.

A survey of 1,000 workers by recruitment firm Badenoch & Clark showed that only a third were happy in their current job, while one in four said they were "distinctly unhappy".

The firm's **Happiness at Work Index** showed that employee happiness has steadily fallen this year, with only just over a third saying their morale was high.

Nicola Linkleter, MD of Badenoch & Clark, said: "The fluctuation in workplace happiness over this year can be attributed to a number of factors, including longer hours, increased financial strain at work and home, and reticence from senior management to invest in additional talent. Coupled with a lack of tangible job security, happiness at work is remarkably low, and must be dealt with as a priority issue.

"Organisations must now take action to create a working environment where employees are able to develop a sense that their work is both valuable and valued. Failure to do so may result in loss of talent, which in turn may lead to loss of potential revenue."



Workers say bosses put earnings before ethics

Managers across the UK are prioritising profits over principles, according to new research from the Institute of Leadership & Management.

Based on a survey of 2,500 British workers, the Index of Leadership Trust suggests half of employees believe their bosses put financial goals before ethical considerations.

The results show that only 30% of CEOs are seen by their staff to have ethics at the heart of business decisions, while only 36% believe their company leaders have high ethical standards.

Peter Cheese, chairman of the ILM, said that in light of the banking crisis and recent phone hacking scandal the ethical behaviour of leaders and their organisation is under fierce scrutiny.

"It may be tough in the face of severe budget cuts, ongoing economic uncertainty and the continuous policy changes but without high levels of trust in leaders it will be very hard to execute the necessary changes successfully," he added.

Meanwhile, research by equality campaign group Opportunity Now found an inclusive leadership style is vital to business success, yet 66% of employees do not see the required skills in their own manager.

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Event organisers of future must focus on QR codes, mobile ticketing and video, says One Wimpole Street Technology Masterclass

The first in a series of free masterclasses for event professionals, organised by Westminster conference and meetings venue One Wimpole Street, has revealed that 99% of event organisers are hungry for practical insights into how new mobile technologies like QR codes, mobile EPOS and smartphone ticketing are directly impacting consumer behaviour, redefining event goers' expectations and transforming the way venues and brands communicate with them.

An interactive poll of the 100 event professionals in the audience gauged each person's immersion in social media tools like LinkedIn, Foursquare, Facebook and Twitter. The results confirmed that 80% had a LinkedIn profile, but surprisingly only 25% of the audience could classify theirs as complete or active.

Ioannis Pantelidis, professor of Hospitality at the University of Brighton, discovered that only 7% of the audience had "been crowned mayor on Foursquare". Most admitted they did not know what location-based social networking website Foursquare was all about, so despite talk of it being a consumer craze of the moment, event organisers' interaction with customers on this mobile platform is evidently not widespread.

Pantelidis delved into the dramatic change in attitudes to technology in business, discussing how Google is increasingly positioning itself for total world takeover (particularly with the infiltration of Google+, the



importance of video in business and the benefits and detriments of using social media advertising.

"People are hooked on mobile technology," said Pantelidis. "Consumers are using mobile phones to take, send and receive photos and videos, to make money transfers, to browse the web, to listen to music, to monitor their health, to make payments. Think carefully about the content you send to people. If it's an email, think about its compatibility with a mobile phone screen and browser. Not everyone browses on a laptop these days.

Looking specifically at 'Generation Y' (those born in the 1980s and '90s), Ioannis explained the importance of realising the culture difference they bring to the workplace. Rather than being obsessed with salary,

the new-breed workforce is instead demanding provision of iPhones, laptops and tablets as part of their employment packages. They see this hardware as essential to living and operating in the real world. Businesses failing to acknowledge this generational shift-change are alienating potential talent.

Second speaker Stephen Minall, owner and director of foodservice and retail brand and product solutions developer Moving Food Ltd, drove home the message that smartphone technology isn't just the future of business but the here-and-now.

Video communication, QR codes and mobile data capture are already drastically changing the way the world is working and this is filtering into the Meetings, Incentives, Conferences and Events sector.

Continued on page 16

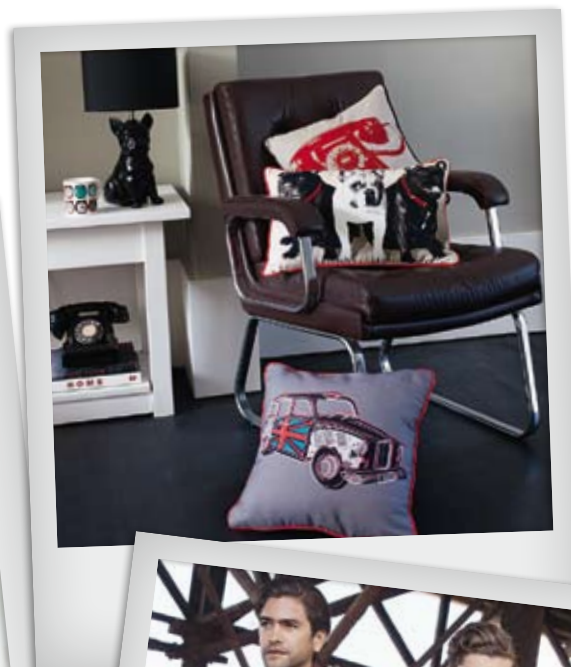
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Paper ticketing will soon become a distant memory as mobile ticketing takes hold of the events industry, as it has in other parts of the world. Minall said Western Europe will lead mobile ticket delivery by 2014, overtaking the Far East & China. Transaction fees are now reportedly the norm and we can expect that some 15 billion tickets will be distributed via iPhone by 2014.

Event organisers are encouraged to get on board with QR codes, which will form the basis of the mobile ticketing phenomenon, embedding into them things like video content, interactive venue information, CRM programmes, newsletter sign-up and loyalty card schemes. "Get familiar with QR code scanning apps like RedLaser or Core on iPhone and Android, or mobile ticketing company Corethree, which is popular in the US," Minall told masterclass delegates.

All security is embedded into QR codes and personal likes and dislikes can be measured and used as futures routes to sales. "It's the birth of the death of the credit card," said Minall.

The next One Wimpole Street Technology Masterclass will take place on Wednesday 25th January 2011 from 7.45am - 9.45am. To register your interest in attending this exclusive event visit www.onewimpolestreet.co.uk/news/Free-Interactive-Technology-Masterclass.aspx



ITogether launches online guide for iPad users

Yorkshire based network and security specialist ITogether has launched an online guide for SME's about how to get the most out of the iPad.

The guide has been published in response to a survey by ITogether which found that iPad users are failing to take full advantage of the tablets functionality. Although nearly all iPad users surveyed were using business applications on their devices, 41% hadn't synched their iPad with Microsoft Exchange.

Furthermore, three quarters of all those that hadn't synched admitted that this was because they didn't know how to set up the functionality.

The findings highlight that ignorance may mean that business users are missing opportunities to work more efficiently and potentially wasting time and money.

Simon Richardson, Co-Founder and Managing Partner, ITogether, said: "The research findings were alarming – the iPad is a significant investment so it was concerning that many people weren't using it to its full potential. We hope that our downloadable guide will help people use their devices to help them to work more efficiently. The guide contains step by step guidance about how to access work email accounts quickly and easily via both iPad and iPhone."

To download the full guide visit: <http://www.itogether.co.uk/blog>



British motorists suffer sat-nav rage

Six in ten sat nav users have fallen victim to 'Sat Nav Rage' – losing their temper with their dashboard gadget, a new skobbler study has revealed. The survey quizzed 2,000 male and female drivers aged 17-45 and found that millions of motorists have ended up shouting and swearing at their navigation system.

Unclear directions, annoying voice-overs, out of date and expensive maps, and taking them on unnecessary round-about journeys are most likely to test a driver's patience. One in ten has ended up stopping the car in frustration whilst one person even admitting to throwing their sat nav out of the window.

The majority polled get annoyed by being sent in the wrong direction and 44 per cent are adamant they aren't taken the quickest route. Three in ten hate having to put up with it losing GPS signal and a quarter struggle to keep the device stuck to the windscreen. But that's left half swearing, shouting and getting worked up when attempting to get to meetings or holiday destinations, with partners often in the firing line.



Fancy a new addition in the latest technology for your office?

Desk Demon is offering the chance for one lucky PA to walk away with a state of the art **Brother PT2430PC label printer**. Hailed by reviewers for its good value and efficiency, this label printer provides unexpected versatility, from creating simple filing systems to labelling instructions on equipment, and is a must have for any workplace.

Organising an office can be highly stressful from time to time, particularly when you have lots of other tasks to consider. So take a look at this incredible new label printer from Brother; The P-touch 2430PC not only makes organising your office a breeze but is also simple and effective.

The Brother PT2430PC requires no software installation and attaches via USB to your PC to start. (Cable included). Printing exactly what you see on screen, Brother PT2430PC allows you to print on six different label widths, up to 24mm wide (laminated).

Incredibly compact with a built in automatic cutter, the Brother PT2430PC is great for labelling file folders, reports, CD spines and prints multiple lines of text and graphics. Barcoding and database printing is available with the installation of Brother full version of P-touch Editor Software (included). For ease of use, the Brother PT2430PC is compatible with a number of systems including Windows? 2000, Windows XP, and Windows Vista.

Using 6 "AA" batteries (not included) or AD-24ES adapter (included) the Brother Label Maker PT2430PC's secure operation guarantees that when finished, simply turn it off and unplug. No software is left behind!



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100 Free Samples to give away

AF International, an established business dedicated to technology cleaning materials is offering free samples of their latest products to 100 people who participate in their survey (just answer 3 simple questions).



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Fancy a new addition in the latest technology for your office?

One lucky PA to walk away with a state of the art Brother PT2430PC label printer.



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The ultimate road-test for P-touch labellers

Brother UK launch a major UK-wide marketing campaign that follows the 'ultimate road-test' of Brother's P-touch labelling machines on a road-trip along America's Route 66. The road is an iconic global label itself,

providing a unique way to amplify the theme of labelling and explore the unexpected versatility of the product range. The Brother labelling machines are ideal for the office to produce professional labels helping identify folders, CD, ID badges, signage and more.

Labels are powerful - what does yours say?

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*Terms and conditions apply. **Applies to new bookings from 1st September 2011 to 29th February 2012. Meetings must be consumed by 29th June 2012. Other terms and conditions apply. See website for full details.



Tips for buying Corporate Christmas Gifts

Corporate gifts are an ideal opportunity to connect with your clients to thank them for their business and, at the same time, reinforce the value of your brand. But buying the perfect corporate gift for your clients can be a daunting task, especially with so many gift options to choose from. So before you make a decision about your corporate gifts, it's worth bearing in mind a few essential tips.

Tip 1: Know Your Customer

We all love to receive an unexpected gift, but we also prefer to receive gifts we like – or at the very least, gifts we can use. So sending call centre workers a set of golf balls is unlikely to generate much goodwill. Consider how appropriate the intended gift is for the recipients. It's unlikely you'll satisfy everyone but it's worth aiming to please the majority.

Tip 2: Avoid Gimmicks

Despite the choice of stress balls, snow domes and other creative corporate gift solutions, the most desirable business gifts continue to be traditional favourites such as fruit baskets, wine and chocolates.

But even in these categories it's worth looking out for gimmicks:

edible chocolate flowers, for example.

Why? Because almost without exception, gimmicky products lack quality. Gift recipients prefer a superior product over a clever gimmick – every time.



Tip 3: Go For Quality

When you send a corporate gift you're making a statement about the quality of your brand, so sending a poor quality gift can be a costly mistake. If your budget is tight consider a smaller gift of high quality. Recipients will thank you for it.

Tip 4: Include a Gift Card

Sending a corporate gift without some form of a gift card is a wasted opportunity. Having reminded the recipient of your brand, ensure they have something they can pin to their cubicle wall or department notice board. A gift card printed with your company contact details is ideal for this purpose.

**Tip 5: Be Aware of Company Gift Policies**

Many companies now have in place a gift policy, limiting the value of corporate gifts their employees can accept. A gift of fairly low monetary value – typically under £10 – is considered acceptable within most company gift policies.

Tip 6: Review Your Mailing List

If you're planning a corporate gifts mailshot you'll want to get the most value from your campaign. It's all too easy to waste money sending gifts to people who've left the company or moved to a different role within it, so it's worth reviewing your mailing list carefully beforehand.

The most important recipients should be your current customers, because they're the most likely to buy your products or service

again. Target those who have demonstrated an interest in your products or service – for example by requesting a quotation or a brochure about your company – as these are potential customers who may respond positively to a small reminder gift.

You may also wish to target 'influencers', as these are the employees that sit between you and the potential decision-maker responsible for selecting your company for its products or service.

Finally, there's the new opportunities, i.e. those companies that fit within your target market. It's worth a phone call to each one to establish who would be the most appropriate recipient for your corporate gift. Although this may appear a time-consuming exercise, it will ensure your mailing list is up to date and relevant.

Corporate Christmas Gifts online

www.cottrillsreward.com/christmas



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management, through to delivery of the gifts.



www.thebiscuitbox.com

Established on the picturesque Channel Isle of Guernsey, The Biscuit Box distributes to customers nationwide. Biscuit Box use only the finest ingredients combined using tried and tested baking techniques and design beautifully packaged collections or bespoke creations for corporate and personal events.

www.cocooncorporate.co.uk

www.cocooncorporate.co.uk offer a wide range of corporate gift ideas and goody bags for all sorts of

www.business-gifts-supplier.co.uk

Business Gifts Supplier offer free engraving of text and logos on a wide range of silver plated products, allowing you to create unique corporate gifts. Products are only available for bulk purchase.

recipients and occasions. From gadgets & gizmos to fresh flower bouquets, from handmade chocolate lollipops to luxury champagne hampers, from designer jewellery to stunning silver and glass, from pampering gifts to conference survival - they've got it all covered.



www.find-me-a-gift.co.uk/corporate-gifts

Providers of the finest UK business and corporate gifts, Find Me A Gift offers a range that is ideal for giving to staff and clients. Make your business associates and clients remember your company by giving them a corporate gift. Products can be engraved or printed with your business logo. Find Me A Gift offers corporate discounts and delivers to the UK and Worldwide.

www.christmashamper.com



Leave a lasting impression on corporate clients and business customers with a Corporate Christmas Gift Hamper. Solving all your Christmas gift dilemmas, these sumptuous hampers are sure to make an impact.

www.giftinspiration.com



Corporate Gifts and Gift Hampers for your valued clients and colleagues in the UK, beautifully presented and delivered with your message on a Gift Card. They offer a dedicated Corporate Gift Service for corporate customers, to take expert care of all your gift giving requirements for clients and colleagues. Your company logo can be added to gift tags and a company's corporate colours can be reflected in bespoke gift and hamper packaging.

<http://corporate.cadburygiftsdirect.co.uk>

Cadbury Gifts Direct for business has a huge range of Chocolate Christmas business gifts on offer, including corporate Chocolate Hampers for Christmas Gifts.



www.christmasmarketing.co.uk

Each year, marketing professionals wrack their brains thinking of new ideas for Christmas and New Year... Ideas for a company Christmas card; ideas for an invitation to a corporate Christmas event; ideas for a business New Year party or company Christmas gift ideas. Whatever you are looking for, Christmas Marketing has suggestions, ideas and solutions galore...

www.interflora.co.uk



With Christmas fast approaching it's time to start thinking about placing your orders for clients, customers and employees. Interflora's extensive selection ranges from traditional to contemporary, from £22.99 flowers to £375 hampers.

www.hotelchocolat.co.uk

Finding the right corporate gift at Christmas can be tricky, but being loved by all, chocolate is always appropriate.



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This month's featured venues

Lord's Cricket Ground

Experience our Passion

The most famous cricket ground in the world, Lord's is a place where legends are made. It is steeped in history and charm, with extraordinary architecture and a fascinating collection of cricketing art and memorabilia, including the iconic Ashes Urn.

Experience the year-round magic of Lord's whether immersed in the old-world elegance of the Pavilion or the cutting-edge modernity of the J.P. Morgan Media Centre, Lord's is an exceptional venue for any type of Event.

Conferences

The most famous cricket ground in the world, Lord's is a magical place for any conference or exhibition. From the



restrained simplicity of the Thomas Lord Suite, allowing for easy personalisation of any event, to the stunning environment of the striking and iconic J.P. Morgan Media Centre with its panoramic views of the world-famous Pavilion, Lord's



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& restaurant. Private dining is also available. Our award-winning brasserie is open during the day and our fabulous ground-floor cocktail bar mixes some of the best cocktails in town in the evening - both are open to all.

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www.beauforthousechelsea.co.uk



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Brunel Conference Services

This academic venue provides an ideal environment for training, meetings and conferences as well as having facilities to cater for exhibitions and hospitality events including weddings.

Situated just 4 miles from Heathrow and based in Brunel University, Brunel Conference Services is an ideal location for local, national and International travelers. With a fantastic choice of conference facilities available including small meeting rooms, tiered theatres, exhibition space, hospitality & private dining rooms.

Catering facilities consist of a central food hall, private dining rooms for groups and licensed bars. Menu styles range from self-service, hot & cold buffets to silver service dinners, with an in-house catering team able to tailor catering to fit any occasion.

On site is The Lancaster Conference Suite and Lodge consisting of 50 en suite bedrooms made up of single, twin, double and family rooms. This is currently the only London University to be awarded 5 star Campus accommodation by Quality in Tourism. To help delegates relax, the suite also has a spa area, which includes a sauna, steam room, Jacuzzi and plunge pool. The suite is available year round for individual B&B bookings as well as residential conferences. Free parking on campus is available.

During the summer months, mid June to mid September, there are an additional 2,000+ en suite single rooms available, which have been awarded a 3 & 4 star Campus Accommodation rating by Quality in Tourism.

A dedicated Conference Team is available to discuss your specific requirements and would love to show you around our facilities, so call now to arrange a visit.

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www.londoneye.com/CorporateEvents/RiverCruises/LondonEyeBarracuda/Default.aspx

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Redspottedhanky.com wins prestigious rail industry award

Online travel retailer

Redspottedhanky.com has won the Innovation category at the National Rail Awards. This fast-growing company was praised for its attempts to increase the number of people choosing to take the train.

Operating in a crowded market place, redspottedhanky.com is fast becoming the industry leader in the important train booking market. The judges were particularly impressed by Redspottedhanky.com's efforts to increase footfall at railway stations nation-wide and to get the best deal for customers.

Redspottedhanky.com is the only train booking service to reward customers with loyalty points on every booking and charges no booking fees, credit/debit card fees or delivery fees.

High-speed rail services to Germany to start in 2013

Following a successful test run through the Channel Tunnel to the Eurostar terminal at London St Pancras, German rail operator Deutsche Bahn plans to start a full inter-continental service in 2013.

Using Brussels as the connecting point, high-speed services will be provided to Rotterdam/Amsterdam and also Cologne/Frankfurt.

Travel time from Cologne and Amsterdam to London is expected to be under four hours and from Frankfurt just over five hours.



British Airways adds First and business class to Moscow flights

For the first time, customers on British Airways' London Heathrow to Moscow service will be able to sample the airline's award-winning services in First and business class from next year.

British Airways has three return flights to Moscow Domodedovo airport per day. From April 2012, this route will change from a short-haul service operated with two cabins to a long-haul operation offering customers up to four classes of travel. This means customers will have the opportunity to enjoy the airline's fully flat-beds, comprehensive in-flight entertainment and sample a wide selection of meals and drinks in unrivalled comfort. No other airline currently offers such a premium service on the four-hour flight between the two capital cities.

Flight punctuality improves at UK airports

Airlines flying to and from UK airports managed to improve their punctuality in the last quarter despite a growth in the number of flights. According to figures for April to June, released today by the Civil Aviation Authority, significant improvement was seen on scheduled flights at Gatwick, Stansted and Luton and on charter flights at Gatwick and Manchester compared to last year's second quarter.

Across the 10 airports monitored, 82% of scheduled flights were classified as being 'on-time', four percentage points higher than the 78% recorded in the second quarter of 2010. The average delay fell by three minutes to 11 minutes. This was despite an increase of 10% in scheduled flights to 348,000.

Budget looks to double size of UK network

Budget Rent A Car is looking to open at least 50 new branches across the UK by signing up more franchise partners and expand existing partnerships.

The car hire chain, which currently has 69 branches in the UK, is looking to increase its share of the UK market and grow its corporate rental revenue by a further £10m over the next three years.

EasyJet promises new routes for 2012

EasyJet is planning to expand its network with a host of new destinations at business travellers. So far, the airline has over 300 destinations on sale for next summer, offering more than 110,000 flights. It has increased capacity to several cities including Barcelona, Alicante, Madrid and Rome.

Two new UAE properties for Rezidor

The Rezidor Hotel Group, one of the fastest growing hotel companies worldwide, announces two new key properties in the United Arab Emirates: The Radisson Royal Hotel, Dubai featuring 471 rooms and the Radisson Blu Resort, Fujairah Dibba with 257 rooms.

The Radisson Royal Hotel, Dubai offers an all-day-dining restaurant and 3 specialty restaurants, a lobby lounge and pool bar, and a night club. A peaceful Zen Spa, fitness centre, and exclusive rooftop pool complement the excellent leisure services. For meetings and events, the hotel features 8 meeting rooms and a ballroom for up to 300 guests.

The Radisson Blu Resort, Fujairah Dibba comprises 5 restaurants, 2 bars, a lobby lounge and a beach lounge. The beautiful spa area includes 4 terrace pools and a fitness centre, and the hotel has a dive centre and a dedicated pool and playground area for children. Business travellers find a multi-purpose hall and indoor conference space at the hotel as well as outdoor venues for up to 1,000 attendees.



Thistle crowned 'Hotel Group of the Year' at prestigious AA Awards

Thistle Hotels scooped the prestigious 'Hotel Group of the Year Award' at the AA Hospitality Awards 2011-2012.

Hosted by popular BBC newsreader, Sophie Raworth, at the London Hilton on Park Lane, the ceremony rewarded the best performers in the UK's hospitality industry, and was well attended by world-renowned chefs, prominent hoteliers, restaurateurs, hospitality gurus and key media.

On selecting Thistle Hotels for the award, the judging panel were particularly impressed with how the hotel group have successfully kept their focus on the guest experience and developed teams in a way that delivered this commitment - genuinely and passionately.

New 'city' next to Zurich Airport

The Circle is an ambitious development covering an area of more than 200,000 sqm, which will include a congress centre for 1,500 people, as well as two hotels, serviced apartments, offices, healthcare services, educational establishments and numerous shops and offices.

The development is still waiting for the green light from planners, but if all goes ahead as expected, construction will start in 2013, with the congress centre and hotels opening in 2017.

New 'airport city' will allow Zurich to host larger meetings.





Chic and stylish – The Mercer Street Hotel opens

The Mercer Street, one of the best-located hotels in London, has re-opened in Covent Garden after a £15million pound refurbishment.

Formerly called The Mountbatten, The Mercer Street is located at the heart of avant-garde Seven Dials Village and is a chic retreat just seconds away from some of the best shopping, restaurants and theatres that London has to offer – making it easy for business and leisure travellers to enjoy the capital.

The ultra-modern Mercer Street, part of the Radisson Edwardian hotels group, has 137 new bedrooms and bathrooms, the most up-to-date Apple TV technology in

every room, free WiFi and even other benefits such as free printing for guests, enabling those travellers working in London to do business easily.

For meetings, events and



conferences, there are six meeting rooms capable of hosting 6-50 people and equipped with the latest HD and touch-screen technology. Quirky features also include Japanese-style “Bento Boxes”, served at lunchtime to delegates. There is also a fitness room for those wanting to work off a few pounds.

The heart of the hotel features Dial – a modern bar and restaurant perfect for pre-theatre dining and post-theatre drinking. Dial serves modern European dishes with market-fresh British produce, while the fragrant spices of the bar’s meze menu hint at the old Covent Garden Market’s more exotic wares.

www.radissonedwardian.com/mercerstreet



Marriott opens landmark Jaipur Marriott in India

Marriott International brought its signature Marriott Hotels & Resorts brand to India’s state of Rajasthan with the opening of the 365-room Jaipur Marriott Hotel. With seven separate food and beverage outlets and 43,000 square feet of meeting space, the contemporary, stylish Jaipur Marriott is now the state’s largest hotel in terms of rooms and event space and is well on its way to becoming a culinary landmark.

“Marriott Hotels & Resorts continues to set the global brand standard in quality lodging, and the Jaipur Marriott Hotel is the latest example of how we deliver world-class locations with genuine care for all travel occasions,” said Paul Cahill, senior vice president of brand management for Marriott Hotels & Resorts.

The Jaipur Marriott combines a sense of place with the latest style and design of Marriott Hotels & Resorts. The plush, earthy tones and the light, airy interiors decorated with Rajasthani murals, latticework carvings and iconic stone carved elephants create an inimitable aura. The leather and wood combination on the ceilings, and water cascading on glass throughout the hotel makes it a welcoming universe.

5 tips to working with the Office Drama Diva

We've all seen her. The world revolves around her. She's never wrong. Mistakes are personal affronts. And if you invade her space, you'll get to see a Hollywood-worthy melodrama.

by Kaley Klemp and Jim Warner

Regardless of your skills or efforts, this diva picks relentlessly at your outputs. While it was entertaining in "The Devil Wears Prada," it's energy-draining to experience her in your work environment. While you try your best, it seems you can never meet her expectations—and you pay the consequences!

What to do? By following these five guidelines, you have a much better chance for a positive working relationship with a Drama Diva—and perhaps saving the theatrics for the movies.

1. Develop Rapport:

Overtly confronting a Drama Diva is risky. Often, she'll react disproportionately to any attempts at constructive criticism. Instead, build a relationship with her before initiating a difficult conversation. Study her behaviors, attitudes, and willingness to receive feedback. Invest the time up front to be able to give input later.

Specific Tip:

Demonstrate your support and trustworthiness, especially during challenging times. Drama Divas are known for staying calmer with allies and rewarding loyalty.

2. Clarify Expectations:

As a poor delegator, a Drama Diva will often give vague or incomplete instructions. She assumes you'll know what to do and then reprimand you when your deliverable differs from her expectation. Consequently, you must clearly define goals and time frames up front. She may become irritated at your persistence or "ignorance." Nevertheless, insist on explicit agreements. Better to risk her frustration early in the game than to miss deadlines or fail to meet her expectations.

Specific Tip:

Establish crystal clear agreements about deliverables and time frames.

3. Deliver Results:

A Drama Diva's most explosive displays often revolve around missed deadlines or something that has her look bad. She expects you to perform well so that she'll stay in a positive light. Focus on delivering quality work on time and, if appropriate, share the kudos.

Specific Tip:

Make her look good, so she earns external recognition. Whenever appropriate, let her have the limelight.

4. Appreciate their Value:

Compliment the Drama Diva for what she does well, whether efficiency, creativity, or bold action. Since she will likely be sensitive to false praise or fawning, keep the appreciation short and specific. Deliver it with sincerity and in a matter-of-fact way.

Specific Tip:

Praise the Diva, especially for things that work well for you, for



**instancesharing responsibilityor
for displaying trust toward you
or others.**

Suppose none of this works ...

5. Stay below her radar:

If you work for a Drama Diva who resists coaching or leadership development, understand that the probability of authentic interactions is low, and that your best coping strategy is to stay below her radar screen. If you're willing to take the risk, you might go over her head to seek reassignment or upper-level backing for your role. This is usually a high-stakes move, so be prepared for the Diva to react with swift, angry retaliation, which may mean the situation worsens for you.

Specific Tip:

If she micromanages you or overrides your best ideas, put on a smile and let her have the last word. Then find a place where you can thrive and work to get out of the Diva's way and into another environment.

The Drama Diva is a specific type of office Controller. By following these guidelines and tips you can position yourself as a responsible team member and colleague, whom she can trust to understand her goals, ask good questions, and deliver results. You can be allies, rather than a victim of the "Diva Show".

Kaley Klemp and Jim Warner are the authors of *The Drama-Free Office: A Guide to Healthy Collaboration with Your Team, Coworkers, and Boss*. The book contains additional tips on how to manage Controllers – whether your colleagues or your boss – as well as insights on the three other drama types most commonly found in offices. To take a free online drama diagnostic (an excellent tool for narrowing the type of drama in another person), go to www.dramafreeoffice.com. You can get a free sample of the book on Facebook, www.facebook.com/kaleyklemp, follow Jim and Kaley on twitter, www.twitter.com/kaleyklemp, and watch their videos and interviews on YouTube, www.youtube.com/kaleyklemp.





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