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September 2011

Having an affair at work tops list of business sins

Social Media in the workplace – ACAS guide

The UK's horrid hygiene habits revealed

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Female junior execs break down gender pay barrier

New figures just released by the Chartered Management Institute (CMI) show that female executives are earning as much as their male counterparts for the first time since its records began, albeit only at junior executive level. Earning an average salary of £21,969, female junior executives in the UK are currently being paid marginally more (£602) than male executives at the same level, whose average salary is £21,367.



However, the average figures across the whole sample of 34,158 UK executives suggest equal pay for male and female executives across all seniority levels remains a long way off. According to the 2011 National Management Salary Survey, men continue to be paid more on average than women doing the same jobs (£42,441 compared to £31,895), revealing a gender pay gap of £10,546.

This persistent gap means that, despite the fact that salaries for female executives as a whole are currently increasing faster than those of their male counterparts, if male and female salaries continued to increase at current rates, it would be 2109 – 98 years – before the average salary for female executives catches up with that of their male peers.

British employees not prepared to discuss salary

Almost half of British employees are not willing to share salary details with colleagues, according to research by Scottish Widows.

The Dare not ask survey found that 27% of respondents would not discuss their pay with friends, and 15% would not talk about salary with their family.

Only 24% of respondents have asked their employer for a pay rise, and 43% are happy with their salary.

More men than women have asked for a pay rise, and men are also more comfortable asking for a larger percentage increase, 4.6% of salary compared to 4.1% for female counterparts.

Over a quarter of those that have not asked for a pay rise said that they have never needed to as they have always been paid a fair salary.

Furthermore, 11% admitted they felt too embarrassed to ask for a salary increase, and 8% were worried that their employer would say no.

Catherine Stewart, savings expert at Scottish Widows, said: "The nation is split when it comes to talking about their salary, as it is a sensitive topic.

"If people do not feel comfortable talking to their nearest and dearest about their salary it makes it even more important to seek expert advice to keep on top of their finances."



Survey reveals that opinion is split as to where payroll should sit within an organisation

A survey by UK business management and information systems provider, Advanced Business Solutions, reveals that opinion is divided as to where the payroll function should sit within an organisation.

The majority of respondents agree that payroll needs to be connected with the HR and finance departments regardless of where the function resides. 25% state that the payroll function should reside within HR and 24% believe that the function should be part of the finance function. The remaining 15% took the view that payroll should be outsourced to a third party payroll specialist.

Simon Fowler, Managing Director of Advanced Business Solutions says, "These findings highlight the uncertainty about the payroll function in general. As payroll naturally spans both HR and finance, it appears to be the precious orphaned child of an organisation – highly valued but without a clear home."



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Acas launches its first guide to social network use at work

Acas has launched a guide to help employers manage social media policies as the use at work of sites such as Twitter, Facebook and LinkedIn has "rocketed".

The conciliation service said that misuse of these sites, for example, logging on for personal use during work hours, costs British firms billions of pounds a year.

Just over half of all workers (55 per cent) now use these sites at work, either on computers or mobile phones, Acas said.

But employers said many staff are also abusing it by looking at their personal web pages instead of working, and some are posting derogatory comments about their employer or colleagues, or buying and selling online.

However, most employers are "unclear" about how to manage this aspect of the digital revolution.

Some employers, including BT and HM Revenue & Customs, have issued their own policies. But Acas highlighted research that showed that fewer than one in 10 employers have a social media policy and its guide is believed to be the first of its kind.

The guide's main recommendation is that an employer should consult with staff and trade unions to spell out the dos and don'ts of using the internet and social media, and should also make clear the consequences of breaching its policy, which should become part of the contract of employment.



said: "Online conduct should not differ from offline conduct.

Employees should assume that everything they say on the internet could be made public, and should think whether they want their colleagues or boss to read it. They might not mean it to, but what they post could end up being seen by billions of people worldwide."

Acas also said it was vital for employers, employees and unions to keep up to date with reviewing any company internet and social media policy, since the technology and its use were evolving fast.

Also, the issues have yet to be really tested in law, so employers should not be complacent.

If bosses check on employees' use of the internet and social media, they must make it clear what they scrutinize and why. Taylor added: "Heavy-handed monitoring can cause bad feeling and be time

consuming.

"A manager wouldn't follow an employee down the pub to check on what he or she said to friends about their day at work. Just because they can do something like this online doesn't mean they should."

www.acas.org.uk



Acas stressed that a policy must be agreed between the employer, staff and unions, not only to prevent employees from feeling gagged, but also so that staff and managers feel protected against online bullying, and the firm feels confident its reputation will be guarded.

John Taylor, chief executive of Acas,

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The smartphone fear factor

Smartphones now make up 67% of all UK mobile phone sales. But take a look at who isn't buying smartphones and it becomes clear that this figure hides a long standing trend that one demographic, the over 65s, is still being ignored.

According to the latest results from OFCOM, 91% of UK adults of all ages currently own or use a mobile.

However, 95% of the over 65 age group do not use a smartphone, and even in the 55-64 age group, the use of smartphones remains low at 17%.

There are two clear reasons for this trend. 63% of 55-64 year olds prefer to be on a prepay contract, a number which rises to 82% in the over 65s.

But it is not simply about being priced out of the market, after all the over 65s have more disposable income than any other demographic. Rather, the design and the functions of the latest smartphones do not take into account the particular needs of older users.

Smartphones are complicated to access and difficult to operate. Research conducted on behalf of emporia Telecom by Cambridge University has shown that more than half of the over 50s in the UK felt nervous using an electronic product they had not seen before.

According to OFCOM, 39% of over 65s do not use any of the functionality of a mobile beyond making voice calls. Forget about uploading pictures, playing music, gaming, or social networking. Only 19% will ever use the camera, and 45% will not even use the facility to send a text. The smartphone does not appeal.



ParcelsPlease announce new discounted postage charges from Europe

Following an increase in interest in their international delivery services, the leading parcel company, ParcelsPlease has decided to cut the prices of their parcel deliveries to the UK, specifically for parcels from France and Germany. The move, which sees the cost of sending a 5kg parcel from France or Germany to the UK fall to just £12.50, will appeal to their large expatriate community in both of these countries, say ParcelsPlease.

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Tea & Coffee Festival returns to Southbank Centre

Rose Events Tea & Coffee Festival Southbank Centre Square, Friday 18 – Sunday 20 November 2011 FREE Admission The Event Following the success of the first Tea & Coffee Festival in May 2011, the event returns to Southbank Centre for a winter extravaganza of the nation's favourite beverages. The festival promises to have more companies showcasing their unique high-quality products and an ever-growing schedule of fascinating demonstrations, talks and tutored tastings. Demonstrations and Tastings Whether you are a confirmed tea

connoisseur, seasoned coffee drinker or even a caffeine-free individual you are bound to find demonstrations and products to pique your interest and tantalise your taste buds. Come along to witness a traditional tea or coffee ceremony; enjoy a coffee roasting demonstration; take part in a tutored tasting or even take part in the amateur Latte Art Competition.



Secretary's Suite: The MUST HAVE APP for Receptionists

A new iPad app called "Secretary's Suite: The MUST HAVE APP for Receptionists" has just been released by developer jarEdApps. An update is soon to be released that will cause it to work on both iPhone and iPad, as well. It is available in both the US and UK stores.

Basically this is an app designed for secretaries and people who work in offices who spend a significant amount of time answering phones. With a simple and easy-to-use interface, a user can enter information about a call he or she received including the call time, caller name, caller number, and the actual message/conversation received from the call. The user can also choose to email the information about any call to someone else, like a boss or colleague, from within the app. Finally, a user can even set times to receive notifications reminding him or her about the calls that the user entered. These will be sent at whatever time the user chooses.

<http://itunes.apple.com/us/app/secretarys-suite-the-must/id459303093?mt=8>



TeamLab Mobile: Project Management Goes on Air

A mobile version of TeamLab Projects module has been released. Designed for Android and iOS devices, the new module enables TeamLab users to manage their projects and control activities on the go.

Both team leaders and teammates view projects, create and leave status comments on tasks, initiate and manage milestones, take part in discussions and monitor team activities. The new module allows users to track the latest changes and control business issues round the clock.



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Business Travel just got easier with the new Eurostar App

Eurostar has today launched a free mobile application allowing business travellers to book high speed rail journeys from the UK to mainland Europe on-the-go and receive tickets direct to their phones.



The Eurostar App, which is available for iPhone and Android devices, allows business passengers to book and manage journeys between London, Paris, Brussels and Lille. Passengers, who book journeys using the Eurostar App, will immediately receive a mobile ticket with an electronic barcode on their device. The mobile ticket is then quickly scanned at check-in, saving valuable time that would have otherwise been spent printing tickets.

In addition, to facilitating booking amendments at the touch of a screen, the Eurostar App's simple Express Exchange functionality offers Business Premier travellers the flexibility to change their journey details to fit around busy schedules.

Growth in business travel leads to rising prices

Hotel rates across the world rose 4% during the first half of 2011, indicating rising demand for international travel.

Of the 50 cities surveyed by Hogg Robinson Group (HRG), 33 reported year on year increases in rates, with the highest in the Asia Pacific region, where price are on average 7% higher than this time last year.

However, cities in Africa and Eastern Europe saw a fall in average hotel rates during the first six months of 2011 and UK cities reported weak hotel rates when compared to the previous year, despite the January VAT increase. Hotels in the Heathrow area reported strong growth but many other cities such as Liverpool showed a decrease in rates.

HRG group commercial director Stewart Harvey said: "Despite the fact that many large companies have put in place travel restrictions and cost reductions, hotel rates in the majority of cities surveyed increased. Demand is driving the rate.

"We can expect hotel rates to continue to rise as more economies grow and business demand picks up."



Eastern Airways expands network

Eastern Airways will add a new route linking Glasgow with Stavanger in Norway on September 12.

Flights will operate three times a week on Mondays, Wednesdays and Fridays, with fares starting at £99 one way, including taxes and charges.

Meanwhile, the regional airline will increase Bristol services from two three each weekday to both Aberdeen and Leeds Bradford from October 3.

Ryanair to allow passengers to amend bookings post check-in

In a clear attempt to make its flights more appealing to business travellers, Ryanair has announced it is to allow customers to amend their bookings even after they have checked in online.



The service, which is available from Ryanair's telephone reservation centres at a cost of £15 per passenger, per flight, allows passengers to access to their booking to amend names or change their flight dates.

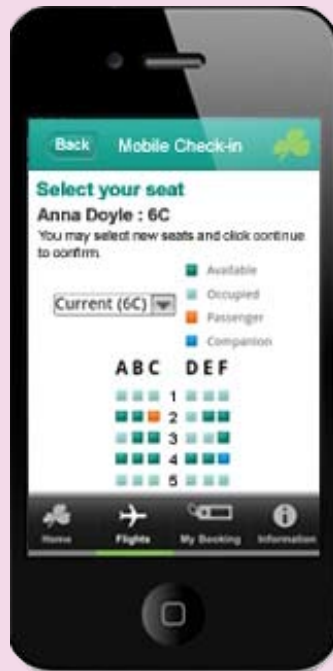
The airline said the service would be particularly useful for frequent flyers and business passengers who need to amend travel plans after they have already used Ryanair's online check-in service.

Changes can be made up to 17:00 on the evening prior to scheduled departure, subject to call centre opening hours.

Aer Lingus announces new app and mobile website

Aer Lingus has revealed its new app and mobile website allowing customers to plan and review their flight details, check in, receive travel alerts, check real-time flight information and make a booking whilst staying mobile.

Customers can access these features with their web enabled phone by accessing the mobile site or downloading the check in iPhone app or Android check in app. The app is also available to Blackberry and Nokia phone users. "This is phase one of a number of phases to be introduced as mobile technology advances," said Stuart Lattimore, eCommerce Manager. "It is a direct response to the needs and demands of our customers and puts control into their hands to make changes and purchase flights with the ease and flexibility of their phone."



Business travel bounces back

Worldwide business travel spending is expected to grow 9.2% this year, according to a new survey.

This follows a rise of 8.4% in 2010 and a fall of 7.8% in 2009.

However, according to the Global Business Travel Spending Outlook 2011-2015 report, the rate of growth in Brazil, Russia, India and China is projected to be two to three times faster than in developed economies like the UK, the US, France and Germany.

"The recovery is happening, it's just not happening as quickly as most people would like," said Michael W. McCormick, Global Business Travel Association chief operating officer.

British Airways Cabin Crew to use iPads to revolutionise customer service

British Airways cabin crew are using the latest iPad model to bring a new dimension to customer service in the air.

The iPads enable cabin crew to have prior awareness of customer preferences and a greater understanding of each customer's previous travel arrangements, allowing them to offer a truly bespoke, personalised service.

The iPad lets crew quickly identify where each customer is seated, who they are travelling with, their Executive Club status and any special meal requests. It gives cabin crew a whole library of information at their fingertips including timetables, safety manuals and customer service updates. It also means any issues can be logged with ground-based colleagues around the network prior to departure so solutions can be delivered while the flight is airborne.

When all the passengers have boarded and just before the doors are shut, cabin crew are currently handed a long scroll of paper, listing up to 337 customers. With the new iPads cabin crew will simply refresh their



screen when the doors have closed through wireless 3G networks and they will have a complete list of passengers on board.

Bill Francis, British Airways' head of in-flight customer experience, said: "The iPad is already allowing us to offer a more personalised onboard service, but the possibilities for future development are endless. We're receiving great feedback from cabin crew and customers already."

The iPad is currently being trialled with 100 cabin crew with the aim to roll it out to all senior crew members across the airline in the coming months.



Rezidor announces the Park Inn Trysil Mountain Resort in Norway

The Rezidor Hotel Group, one of the fastest growing hotel companies worldwide, is opening the Park Inn Trysil Mountain Resort in Norway. The property, featuring 369 rooms, is scheduled to open in December 2011 - just in time for the next ski season. Park Inn by Radisson is Rezidor's young and dynamic core brand in the mid-market segment, offering a hassle free stay, a relaxed and personalised ambiance, and comfortable rooms with modern amenities.

Minutes from the slopes, the hotel in Trysil will comprise 369 rooms, suites and apartments with up to 3 bedrooms, making it the ideal destination for family or friends travelling together. Further services will include a restaurant, a bar, a wellness area including indoor swimming pool, sauna and 12 treatment rooms, and a conference centre with a 425 square meter ballroom as well as with several meeting rooms.

Choice Hotels opens Clarion Collection Birmingham

Choice Hotels International, the global hotel group behind the Comfort, Quality and Clarion brands, has announced that the newly-branded Clarion Collection Birmingham hotel has joined its global network.

Centrally located and with easy access to Birmingham City Centre and Edgbaston Cricket Ground, the Clarion Collection Birmingham hotel provides business and leisure travellers with a perfect base to conduct business in the Midlands and explore the many nearby tourist attractions.

The four-star hotel will initially offer 60 rooms, increasing to 73 later in the year when 13 suites will be added. All rooms feature LCD TV's and iPod docking stations. The suites will be decorated with a unique theme and feature a separate lounge area, and some will also have kitchenettes and larger bathrooms containing whirlpools complete with LCD TV's.



Travelodge rolls out free wi-fi

Travelodge claims it will be the first UK budget hotel chain to offer free wi-fi.

The service has been rolled out in its café bars and will be in all properties from September 12. Chief executive Guy Parsons said: "Our customer research has highlighted that in today's modern world travellers want internet connectivity whilst on the move, so that they can work and cyber-socialise around the clock, and with the popularity of smartphones reaching an all time high, mobile internet access is becoming more of a necessity in every day life."

Mint Hotel Tower of London Walking Tours

Guests at Mint Hotel Tower of London can now explore the unique history of the City of London by taking a walking tour with a qualified local guide from only £8 per person.

City of London guide Geoff Boyd promises to show guests buildings and locations that reflect life in the City over the past 2000 years and talk about historical figures who helped shape it.

Highlights of the 90-minute tour include All Hallows by the Tower, the oldest church in the City of London. Samuel Pepys climbed the tower of the church to survey the damage caused by the Great Fire of London.





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Scarefest adds another twist to Business at Alton Towers Resort

The annual Scarefest at Alton Towers Resort returns for its fifth year, promising guests more terrifying thrills and spine-tingling chills than ever before. What's more, every delegate attending a meeting or conference between 15th and 31st October will receive a complimentary theme park ticket valid throughout Scarefest.

There's something for everyone with a range of interactive attractions featuring favourites such as the Boiler House, Carnival of Screams and the infamous Tower of Terror, as well as introducing some all-new haunting horrors.

Taking place exclusively for two weeks from 15th – 31st October, guests will also be able to experience the theme park's adrenaline pumping rides, including the five greats: Nemesis, Oblivion, Air, Rita and the world's first free-fall drop coaster TH13TEEN. With late night opening until 9pm every night during Scarefest, visitors can expect the unexpected whilst wandering through the iconic Towers and riding a host of rollercoasters in the dark.

Trick or Treat at One Wimpole Street

Are you thinking of booking a meeting, event or conference in October? Book it at **One Wimpole Street** before the end of September and trick or treat your way to a surprise gift! If you fancy



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indulging, opt for a treat. If you have a sense of humour and fancy a bit of a joke then be brave and opt for a trick! The choice is yours.

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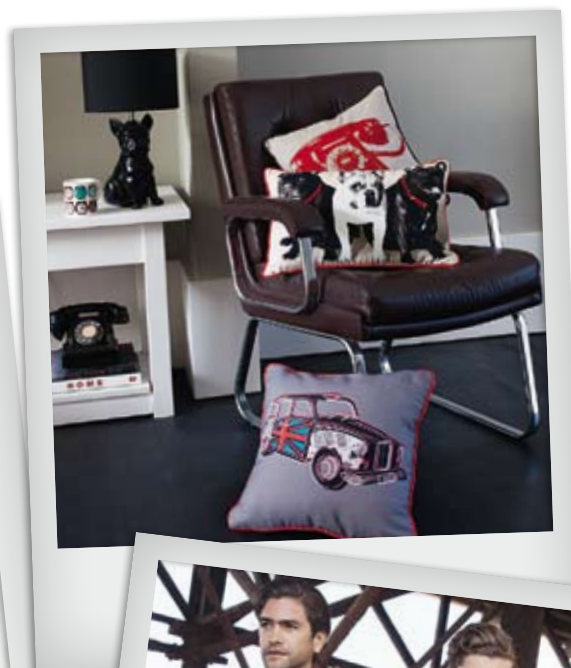
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Brother UK launch a major UK-wide marketing campaign that follows the 'ultimate road-test' of Brother's P-touch labelling machines on a road-trip along America's Route 66. The road is an iconic global label itself, providing a unique way to amplify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

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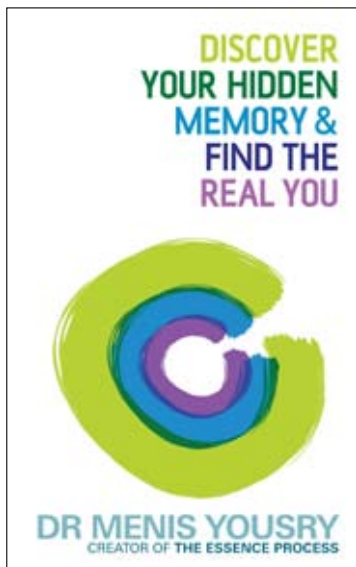
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New personal development book can help you strengthen your relationships, improve your decision making and achieve more

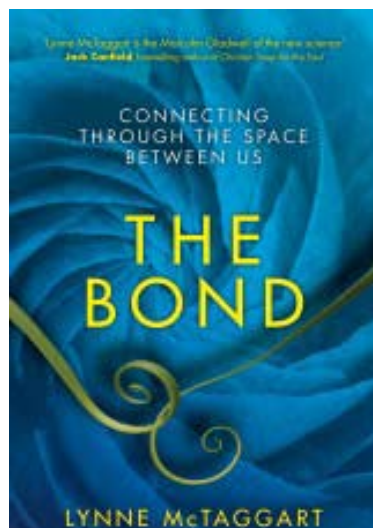
New personal development book *Discover Your Hidden Memory & Find the Real You* can help you strengthen your relationships, improve your decision making and achieve more.

Written by Dr Menis Yousry, a psychologist and psychotherapist with 15 years experience in the NHS, this book has been described by DJ Danny Rampling as: 'a powerful and positively life-enhancing book delivered with both insight and compassion.'

In the book Dr Yousry explains how your early unconscious memories impact the decisions you make now and provides exercises to help you uncover your hidden memory.



Being fair rather than being competitive is the way to achieve a happier, healthier, more prosperous life



A new book sets out to prove that being fair rather than being competitive is really the way to achieve a happier, healthier and more prosperous life. Lynne McTaggart is one of the women who are pioneering the latest research and findings into the crossover between the fields of science and spirituality and her new remarkable findings are related in *The Bond: Connecting Through the Space Between Us*.

This book couldn't be more timely with the recent UK riots and the global challenges that face us all. Human beings are the most powerful species on Earth, perhaps – but

we have got there by being the fairest, and not the fittest, new findings in biology are demonstrating. Our biological success story is more to do with our ability to share and empathize than just adapting to our environment – and we even have a 'fairness spot' hard-wired into our brain.

This belief — that the essential impulse of human beings and all of life is a will to connect — is at the core of THE BOND and is the result of Lynne McTaggart's extensive research into the work of frontier scientists in a vast array of disciplines.

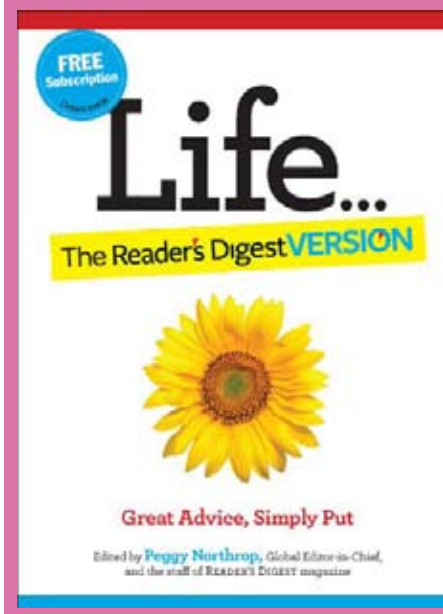
Life... is what you make it

Getting the most out of life can be so much easier if you know the coordinates. Whether you want to take the scenic route, make a quick detour, or find the simplest shortcut, there can be no substitute for a good roadmap. Part instruction manual, part GPS, part beloved confidante, Life... The Reader's Digest Version brims with smart ideas to help you navigate those tricky roads you travel each day.

Covering key topics, Be better and Do Better, this handy little guide includes advice that spans from surprising tips for dealing with a crisis to surefire suggestions for remembering names. Inside, you'll discover how to:

- **Talk your way out of a traffic ticket**
- **Score the best seats**
- **Make a great first impression**
- **Tie a necktie in 7 easy steps**
- **Be the life of the party**

...and there's more. Each of the short-but-sweet topics delivers a shot of instant advice, distilled as only Reader's Digest can—a little life lesson that really works.



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The hotel offers a wide range of conference and meeting facilities that can accommodate up to 170 people and offers modern bedrooms with high speed internet access, as well as Wifi in public areas and conference rooms.

There are a wide range of food experiences on site: light modern dishes from The Flight Bar and a fine dining experience in The Grill Room Restaurant created by award winning Chef "Marcus Renzi".

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City Inn Leeds

Located in the centre of Leeds and adjacent to Leeds Central Station, the new City Inn Leeds has 20 flexible meeting rooms split over two floors. Meeting rooms can accommodate between 12 and 230 delegates. All have natural daylight, enhanced fresh air-conditioning and extensive AV facilities.

Featured Venue



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Twickenham Rugby Stadium

Twickenham Experience is the only official provider of conference, event and exhibition facilities within Twickenham Stadium.

The high-specification facilities can accommodate all types of events from presentations and conferences to private dinners, cocktail receptions and exhibitions.

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- Banqueting suites accommodating from 20 to 800 for a dinner
- Four-star Marriott Hotel and a Virgin Active Classic Health Club
- Free car parking for more than 2,000 vehicles conference and event rooms to choose from as well as 150 corporate hospitality boxes.

Grange St. Paul's Hotel - London

Grange St. Paul's is a new contemporary-styled 450 bedroom and suites hotel that has just opened.

With the most extensive conference and banqueting facilities in the City of London, you can expect an auditorium to seat 1,600 people, natural daylight, ceiling-mounted projection facilities and a multi-media wall. There are also ten purpose-built meeting rooms, which are all inter-connection and can seat from 10 to 800 delegates.

There is banqueting space for up to 700 people plus a variety of restaurants, executive dining rooms and private dining areas.



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STEPHEN BLACK

Talking about talking for you

I hate cold calls !

I like making them, though;

EVERY business has to use cold introductions at some point; whether its calling, network meetings, job interviews; everybody does it. and the cold call is powerful; you can reach lots of new prospects in a short amount of time; most won't be interested, some will be .

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.

Contact Stephen on 07866 204070 or visit www.stephen-black.co.uk

Stephen's top cold calling tips

Here are my top ten tips on cold calling....

- ❶ Use a script, but ad-lib _ don't just read it off the page!
- ❷ Sound happy and relaxed
- ❸ Listen
- ❹ Make notes
- ❺ Have a 10 minute break every three hours
- ❻ Keep a record of calls made, callbacks, and results
- ❼ Set a target ; number of calls to make; number of contacts; results
- ❽ Be honest
- ❾ Don't waste words
- ❿ Enjoy it !

By 'don't waste words' I mean, be informal and chatty, but be precise and economic. I HATE people who open with 'how are you today?' what

do you care ? you've just wasted a question !

You need to be relaxed and friendly, and FAST, and informative, and give value to your prospect; that's the way to make a perfect cold call !

And, when you're the 'gatekeeper', try and be helpful to the caller; your boss might find what they are selling - and they are selling something whether it's a product or just an opportunity - of value; get them to put it down in an email, and see that someone relevant reads it .This has been of great value to me in the past, both sides of the conversation. And, telemarketers, when you send a follow up email, make it as BRIEF as possible; use four bullet points and an opening and closing sentence, that's all. - and arrange a time to call back to follow it up,

Receiving cold calls can be of benefit, and may help your business, so be open minded when talking to the caller.

Next time, I'll be discussing the price of bourbon in the Diorchester hotel !



Having an affair at work tops list of business sins

Having an affair with a colleague tops the list of seven deadly business sins newly appointed bosses should avoid at all costs.

First100, a company which specialises in leadership performance acceleration, has compiled the following “seven deadly business sins” for those starting out in a new role:

- 1 Don't sleep with a colleague (unless you are married or in a relationship with them!);
- 2 Don't keep referring to “how we did things in my old company”;
- 3 Avoid too many introductory meetings which you can't follow up;
- 4 Don't make decisions just for the sake of being decisive;
- 5 Don't avoid sacking someone in the hope they'll work out – they rarely do;
- 6 Don't avoid playing the political game – everyone else is at it;
- 7 Avoid telling staff you're going to spend your first 3 months asking questions.

First100's Garrett O'Keeffe said: “The first 100 days in a new role are important in so many ways. Get off to a good start and a boss can set the tone for the rest of their time at an organisation, but equally the opposite applies.

“We have worked with hundreds of companies during the past six years and our list of seven sins in your first 100 days is based on our experiences.

“Starting in a new senior role is a highly pressurised time and it is crucial that bosses put in place a proper plan with clearly defined objectives for their first 100 days and beyond.

“A good leader will have a clear vision, have no fear, be a fast learner and know when to show patience and resilience.

“Without a clearly defined plan for the first 100 days, it is easy to fall into the trap of holding lots of introductory meetings, asking endless questions and talking about how good things used to be in their old company.

“These are some of the biggest blunders new bosses will make and the result is that the first 100 days will have gone and very little will have been achieved. The first 100 days in a new role is a critical time period and will have an impact for the next 12 months and beyond.

“A chief executive or senior business leader struggling to get to grips with their new role can further massively compound any problems if they are tempted to have an affair with a more junior colleague.

“Life at the top can sometimes seem a lonely place which probably goes a long way to explaining why some of our leading public figures are tempted to stray, but the potential long-term damage to an organisation both internally and externally is immense.”

Examples of this include former RBS chief executive Sir Fred Goodwin and ex-England manager Sven Goran-Eriksson, who both had high profile relationships with more junior colleagues.



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Obama's favourite chef to open new restaurant in UK

His restaurants litter the globe, his guests include the Obamas and Sir Elton John and his empire takes in saucepans and cookbooks. Yet it's unlikely you have heard of Wolfgang Puck, until now.

The Austrian-born chef yesterday opened his 26th fine-dining establishment, yet his first in Europe. **Cut at 45 Park**

Lane in London comes almost three decades after Mr Puck, 62, opened his first restaurant, Spago in Los Angeles.

Back then, the chef's ambition was to bring French haute cuisine to the American market. He was hugely successful, but now



New iPad app from Domino's makes mobile pizza orders even easier!

Domino's Pizza has launched a new free iPad app to enable pizza lovers to order in a matter of swipes. Developed by Somo, the iPad app is the latest mobile addition to Domino's ordering methods and sits alongside its existing iPhone and Android apps.

iPad users simply need to enter their postcode and the new app will automatically locate the nearest Domino's store. Users can then scroll through a carousel style menu to select their favourite pizzas, sides, desserts, subs and drinks. Pizzas can be customised by choosing the base and pizza size, selecting the pizza sauce and then scattering on a range of tasty toppings just by tapping the screen.

Having selected their pizza, iPad users can also choose from a range of sides, desserts and drinks and view the store's latest meal deals. With PayPal available as one of the payment options, pizza lovers can place their order and pay via the app in just a few clicks.

the challenge is to bring Americanised European food back to Europe.

"The lunch portions are slightly smaller," said the restaurant's director, Loyd Loudy, who, like Mr Puck, anticipates some scepticism in a city with a wealth of French restaurants, some of them good. "And there are more greens and more seafood. Wolfgang loves the fish and seafood. It is much better than he can get in Los Angeles." The chef's crab and lobster "Louis" has been a feature of many of his menus for more than 20 years. For the first time, the crab is from Dorset.

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National poll reveals the most annoying bad hygiene habits as revealed by the nation's mums

AF International, Europe's leading manufacturer of PC, office equipment and multi-media cleaning products, have revealed the results of a national poll of the UK's most unhygienic habits.

Not washing your hands after going to the toilet is the number one bad habit annoying the UK's mums. In efforts to keep their families safe from germs, eight out of 10 mums ranked it as their top unhygienic habit. Other dislikes trying the patience of the country's mums aiming to improve the personal hygiene in their households are not washing hands before eating (68%) and nose picking (64%).

Other distasteful habits picked up by the poll were toe nail clippings left in the lounge, picking feet, kissing pets and taking cookery books and laptops into the toilet.

Whilst exposure to germs is beneficial in helping to build up the bodies' immunity to disease and illness, ongoing and persistent poor personal hygiene can lead to dangerous levels of harmful bacteria and viruses. A report published earlier this year concluded that every year 750 people die and nearly one million people made ill from bacteria and viruses that can be passed or contracted through people failing to wash their hands *1. In the new independent poll of 1000 mums, more than a quarter of reported that their children were laid low by a mystery sickness or unspecified illness for one day or more in the last three months.

From this evidence, it would appear that mums are right to focus on the personal hygiene of family members but the poll findings call into question whether they

"With the risk of such high levels of bacteria on PCs, Macs and laptops as well as mobile and smart phones due to poor personal hygiene habits it is really important to clean them with a product that can kill the germs."



are focusing their cleaning efforts in the right place. In spite of increasing evidence that computer keyboards can contain more bacteria than a loo seat *2, a fifth of mums in the poll never clean the family's PCs, Macs and laptops and a further 28% would only clean them every few months.

Findings from the questionnaire show that mums believe that germs in the home are most concentrated in the toilet and this is the area where they focus their cleaning and hygiene efforts. But research has shown mobile phones can harbour on average 18 times more living bacteria than a flush on a gents' toilet *3 and another study revealed that one in three people use a mobile phone when on the toilet whilst one in 20 people choose to surf on a laptop *1.

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Mobile phones are amongst our most shared items and many of us will not think twice about lending ours to a friend. But as they can regularly come into close contact with our hands, ears and mouths, this can lead to large numbers of bacteria, which could cause infection. In order to minimise the risk, it's important to regularly clean your appliances thoroughly with the right product.

Choosing AF means you can be confident that our products are independently tested to kill 99% of bacteria. So regular cleaning not only removes the risk of passing on germs and viruses, it also means your technology is cleaned safely to serve you better for longer.



AF International, an established business dedicated to technology cleaning materials is offering free samples of their latest products to the first 100 people who participate in their survey. Phone-Clene, Ultracene and Screenclene all in a handy zip bag, are ideal for keeping your technology as germ free as they can be.

**Click here to complete the survey
and your chance to win!**

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Out of the 75% of mums who do say they regularly clean PCs, Macs and laptops, 43% use a chemical wipe followed by 22.9% who use a damp cloth. Other products they used included baby wipes and spray polish.

"With the risk of such high levels of bacteria on PCs, Macs and laptops as well as mobile and smart phones due to poor personal hygiene habits it is really important to clean them with a product that can kill the germs," explained Karen Harrison, Marketing Manager at AF International.

"Only specially developed cleaning products used regularly can successfully achieve this. In fact using other products, such as baby wipes and spray polishes, can do more harm than good as they can help to lock down the germs so that they can comfortably breed and the problem is potentially



made worse." But in spite of continuing to battle with bad hygiene habits, two thirds of mums think that their homes are more hygienic now than in the past. In the poll they say that the main reason why they are not more hygienic is lack of time to clean due to work commitments and caring for their children.

DIARY DATE

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What you need to know about Recruitment Agencies

By Matt James Barker

In the UK, unemployment is falling across the board but there are still more than two million people without a job in the country. Many people have decided to take the security of a weekly wage ahead of career dreams and job ideals, but that doesn't necessarily have to be the case with the right recruitment agency.

The current economic climate means more and more individuals, despite being qualified or trained, struggle to secure a job in their desired line of work. Recruitment agencies are playing a bigger part than ever to place desperate job seekers in work, but how do you choose the right agency for you? Read on to find out.



1 **Select a general or specific agency that suits your needs**

Some recruitment agencies will deal with a wide selection of job types in a diverse range of sectors, whereas some only deal with specific industries and careers. Decide whether your job requirements, or desires, are broad enough to be dealt with in a general agency or whether you require a sector specific agency to place you in a job that is relevant for you specialised skills or training.

2 **Do your research**

Once you have decided on the type of agency you need, use their website, initially, to check them out. Read testimonials from past clients, and look at their mission statement to ensure they commit to high performance, reliability and good client service.

3 **Go and talk to someone**

This is really important. Always go and speak to an agency before agreeing to be on their database. You should be asked lots of questions about your job requirements, and your skills, so that you are only put forward for relevant jobs in the future. The

agency should also be knowledgeable on any laws or changes within the field of work you wish to join. If they don't know their stuff, then go elsewhere.

4 **Always get recommendations**

If you know someone who has used a recruitment agency, then get their feedback, and don't use the same one if they didn't receive a good standard of service.

5 **See if they are a member of a professional body**

Usually, the best and most professional agencies are members of either the REC or APSCo. This won't always be the case but if you want peace of mind about all the legal matter, then choose a body member.

6 **Don't always opt for industry giants**

Sometimes the smaller recruitment agencies will be a better choice because the competition won't be as vast. By all means, join the recognised and national agencies but consider the smaller player too.

Remember you aren't restricted to the number of agencies you join but make sure you keep on top of things and remember which ones you have signed up to. Good luck!

Article Source: http://EzineArticles.com/?expert=Matt_James_Barker