

PA ENTERPRISE

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

October 2012

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– making the right
choices**

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The nation's mobile manners unveiled

Harassment? You must be joking

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OFFICE WAR-DROBE

According to Brother, the office solutions specialists, 55 per cent of women admit they label their female colleagues based on what they wear to work, with almost a quarter consciously changing the way they dress to compete with colleagues.

Grace Woodward, celebrity fashion stylist, says: "Clothes are used as a form of communication and women are dressing more competitively and spending more money on their working wardrobe in an attempt to get ahead."

Joanna Williams, Head of Brother UK Marketing and Communications, commented: "Whether we intend to or not, we are all guilty on some level of subconsciously labelling people based on appearance alone. Our research shows that women are increasingly feeling under pressure to dress a certain way to work, with competitive dressing a permanent fixture in office politics. Competition will always exist in the work place, but women should embrace each other's individuality rather than label colleagues for being different."



Brother has worked with Central St Martin's graduate Richard Quinn to create a dress made entirely from labels printed by a Brother P-Touch labelling machine.

Eight out of ten are proud to be British

Plusnet has revealed that, with the world's spotlight having shone on the UK this year, 81% of the nation feel proud to be a Brit, with nearly a third claiming they feel more proud than they have for a decade. Plusnet has commissioned a survey, supplemented with focus groups and insights from leading psychologist Dr. Cliff Arnall, which has found that:

- **Nearly a third of the UK claim they feel the proudest they have for a decade**
- **69% are proud of the British sense of humour**
- **80% of Brits say family gives them sense of pride**
- **50% feel proud of bagging a bargain when it comes to shopping**

Jamie Ford, Plusnet CEO, added: "This year Plusnet changed its strapline to 'We'll do you proud' which, by coincidence, has been a rather fitting move given the events of 2012. We're certainly a proud nation when it comes to our culture, sense of humour and our heritage. However, it is matters closer to home and the everyday actions of family that generates the biggest sense of pride and here at Plusnet, we're committed to making our customers proud of the products and services we provide every day."

The Federation of Small Businesses and Streamline launch new UK Business Awards

The Federation of Small Businesses (FSB) and Streamline have launched a new UK-wide business awards programme to promote and celebrate innovation and success in small businesses across the UK. The FSB Streamline UK Business Awards will run across 12 geographical areas around the UK, with area finalists selected to go through to a national final in April 2013.

The awards open today and HR businesses across the UK are being invited to nominate themselves in four categories:

- **Business Innovation**
- **Online Business of the Year**
- **Micro Business of the Year**
- **Young Entrepreneur of the Year**

Four businesses (one for each category) will be selected by a panel of independent judges to go through to the national final. One of the four finalists will also be selected as area winner and receive a cash prize of £500.

The winner along with the three remaining category finalists will automatically be entered into the national final for their category, with £4,500 up for grabs for each national category winner. The judges will then select one overall business as winner of the FSB Streamline UK Business of the Year Award. The winner of this award will receive an additional £5,000, and a business consultancy package worth a further £5,000 to help them to grow their business.

The Business Innovation and Online Business of the Year awards are open to any UK registered businesses employing 250 people or less, whilst the Micro Business of the Year is open to any business that employs 10 employees or less. The Young Entrepreneur of the Year Award is open to anyone aged 30 or under on 31st December 2012. Full details of the entry criteria and how to enter are available at <http://www.fsbstreamlineawards.co.uk/>. The closing date for entries is 31st December 2012.

The Awards have been designed by the FSB and Streamline to raise the profile of small businesses across the UK and to highlight the crucial role that they are playing in kick-starting and supporting the UK economy in the current economic crisis.

Major Pension Revolution has started

The biggest change in pensions for over a hundred years – automatic enrolment – started on 1st October 2012.

Starting with the largest firms in October, employers will now be required by law to pay into a workplace pension for staff who do not opt out.

By the end of the year, around 600,000 more people in the UK will be saving into a workplace pension and by May 2014 about 4.3 million people will be saving for their old age.

Steve Webb, Minister for Pensions, said: "We are proud to be introducing this truly historic change, which will radically alter the way we save for our old age, and see millions more people putting something aside for the future.

"From October, we will start seeing large firms, such as banks and big supermarkets, automatically enrolling their staff into a workplace pension. Between now and 2018, more and more employers will come on stream - right down to the smallest ones.

"If we can get between six and nine million more people saving in a pension by the time all employers are in, that's a genuine savings revolution."

Business Printing - Making an Informed Choice

As a global leader in imaging solutions, Canon recognises that over the last few years, the clear divide between inkjet and laser printers has narrowed significantly. Inkjet print speeds have increased to a level that can keep up with business requirements, while today's laser printers are small enough to fit into a home office.

As a result, deciding between an inkjet and laser printer to handle your business printing has become more difficult, with a number of important factors to consider. Here are some top tips from Canon to assist you in your choice of printer.

Canon

What Print Volume Does Your Business Generate?

How much do you print – 10 pages per day, 50 or 100? Do other people print to your device? As a guide, most users would only look to refill the paper tray once per day. Monitoring the daily paper usage for a short period will help to assess the most suitable device in terms of standard input capacity.

How Much Speed Do You Need?

While the concern over the accuracy of published print speeds has already been highlighted, they do provide some indication of what volume the printer could realistically handle. Typically, a printer with a speed of less than 20 pages per minute will generally be considered low volume, with 20 ppm to 40 ppm being mid volume, and 40 ppm + being suitable for higher-volume use.

Paper-Handling

The printer you choose should offer paper-handling in line with both your current print volume, and your projected future print growth. Entry-level inkjet business printers have a standard paper capacity of 100-150 pages and are mainly



suitable for low volume printing. Typical standard paper capacity on laser is 250-500 pages (mid volume printing). The option of additional paper trays can boost the paper supply to 1000 sheets for high volume printing with different media available at the same time.

Automatic duplexing (two-sided printing) is now becoming a standard feature. This is ideal for printing multiple page documents, will save on paper costs, and is also more environmentally friendly.

Total Cost of Ownership (TCO)

While most businesses today are looking to reduce costs and enhance productivity, it is still worth considering whether the least expensive printer may be the right choice, especially if it also has the

most expensive consumables. From the selection of printers that meet your requirements, always consider ink or toner costs as well as the hardware price, in order to make an informed decision around total cost of ownership. Also factor in servicing and breakdown costs.

Connectivity

Wi-Fi and Ethernet connectivity make it simple for everyone to share in the productivity that today's printers offer. Printing and scanning are possible from virtually anywhere in the home or office. It is therefore important to choose a device that will connect effortlessly into your existing IT environment to deliver the high-performance print solutions you expect.

There is also an increasing requirement to print from 'the cloud', with a variety of applications such as Google CloudPrint and Apple® AirPrint™ which allow you to wirelessly print from your smartphone or tablet. This means that no matter where you are you can print your important documents and know that they will be waiting for you when you return to your home or office.



The Case For Inkjet

Developments in both hardware and ink technology have significantly enhanced the quality of both images and text, whether on plain paper or speciality media. All-in-One devices for print, copy, fax and scanning now heavily outnumber single function devices. Print speeds have improved in recent years to the extent that many models are now competitive with lower-end colour laser models. For the most accurate measure, always look for a print speed specification based on the ISO/IEC 24734, 29813 standard. Media handling is another aspect that has seen improvement, with most business models now offering a minimum 100 sheet paper supply, a dedicated output tray, and either manual or automatic duplexing (two-sided printing) function.

Inkjet should be high on your consideration if your business requires:

- **Photo printing** - especially where print needs to create high visual impact or is used to communicate to an external audience – for example in marketing collateral.
- **Printing on different media** - where your print applications require printing on both plain paper and speciality media (e.g. photo paper).
- **Ease of use and maintenance** - as inkjet printers tend to be both easier to use and to maintain.



Exclusive offer for PA Enterprise readers who love to shop as well as print.

Buy the Canon PIXMA MX375 from Office etc before 4 November and receive a £5 Love2Shop voucher.



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Offer subject to availability. Terms and conditions apply.

Business Printing - Making an Informed Choice

Canon

The Case for Laser

Laser printers – mono and colour – are now available at prices and sizes that make them serious contenders in both the large or small office. Multifunctionality is now pretty much the norm, and developments in networking and connectivity mean that laser is very much aimed at the small workgroup. Speed and volume capabilities of laser printers have also risen in recent years, while warm up times and energy consumption has fallen. There have also been significant developments in network management utilities, document security and cost control solutions, all of which have contributed to increasing productivity and reducing running costs.

Laser should be high on your consideration if your business requires:

- **Printing text - Laser printers create crisp black or coloured text, so if you print mainly text, laser is the most logical choice.**
- **Print exclusively on plain paper - Laser printers work well with virtually any standard office paper, over an increasingly wide range of weights and thicknesses. However any speciality media that is sensitive to heat, e.g. photo paper, may not be suitable.**
- **Print productivity - Most laser devices remain faster than most inkjet printers, other than at the low end. However, as with inkjet, care should be taken in comparing print speeds between models.**
- **Print high volumes - Laser printers are designed to handle high-volume printing easily. Most come with 150-sheet or 250-sheet main input trays, with many models offering additional paper trays as an optional add-on, dual or extra-cost trays, as well as automatic duplexing.**



i-SENSYS MF8380Cdw

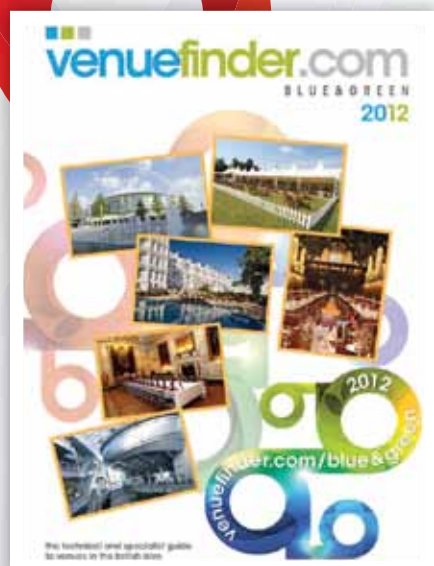
About Canon

From its market leading range of digital cameras to its office printing portfolio, the Canon name is synonymous with high end quality, pin sharp images, the latest advanced technology and stylish design.

Canon's All-in-One range of inkjet and laser printers are ideal for home and office environments. The PIXMA MX715 and PIXMA MX895 ink jet printers come with enhanced functionality and connectivity features to make printing from smartphones and tablets easy. Stylish in design and featuring fast colour document printing speeds, each printer has high-speed fax capabilities, a 35 page Duplex Auto Document Feeder and Auto Duplex printing.

For larger offices the Canon i-SENSYS range of laser multifunctional devices offer the latest technology, combining productivity with efficiency, and have Typical Energy Consumption (TEC) ratings among the lowest in their class – helping you to reduce your costs and your carbon footprint.

**For more information
on the Canon range of
PIXMA and i-SENSYS
printers, please go to
www.canon.co.uk**



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It's time to start your party season diet say experts

The 12 week countdown begins as 2.7million women start their little black dress diets to get ready for Christmas and New Year celebrations

Women planning to get their bodies in shape for the party season should start their diet today, say experts. This allows dieters sufficient time to lose weight the healthy and sensible way over a 12 week period, so by the time Christmas celebrations are in full swing, dieters will have achieved their winter weight loss goals. With research by new XLS-Medical revealing more than half of the population want to lose weight in the run up to Christmas, the LBD diet countdown is officially on!

Drop a dress size

Nearly half of people are aiming to drop at least one dress size by the time the party season begins with 27% aiming to lose two dress sizes and nearly 1 in 10 aiming to reduce their wardrobe by three dress sizes.

The research also found that a lady's ideal dress size increases with age. Those in the 18-34 age bracket stated that they would like to fit into a size 10 while women aged 35+ said they would feel most comfortable as a size 12.

Elise Lindsay, celebrity personal trainer and fitness advisor to XLS-Medical's '123 hello me' support programme comments: "We are all different shapes and sizes and there's no one perfect dress size. Dieters should focus exercise efforts on the parts of the body which will be on show during the party season. Work on your shoulders and biceps if your dress is strapless or get working on those legs if your dress is short – extra squats before you party will do no harm at all! Dieters looking for extra weight loss support should consider trying XLS-Medical which can help keep those Christmas pounds at bay."

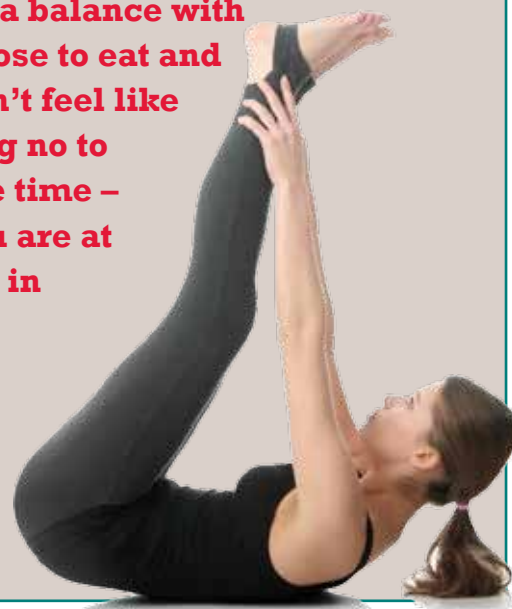


Diet motivations

54% of festive dieters want to shed the pounds to look good in party outfits with 36% admitting that they diet to impress their friends and family. And with Christmas being the season of indulgence it's not surprising that two thirds of people diet beforehand to help counteract the weight they put on during the Christmas and New Year celebrations.

Dr Matt Capehorn, Clinical Director at the National Obesity Forum, comments: "Starting a diet now gives dieters a reasonable timeframe in which to lose weight steadily by Christmas. It's important not to fall into the trap of last minute crash dieting, which is often unsuccessful and can play havoc with blood sugar levels and appetite cravings. As a result, dieters can end up gaining weight as they struggle to cope with changes brought on by such extreme measures. Undertaking a healthy eating and exercise plan now with a realistic goal in mind will ensure dieters are not only looking good but feeling great this party season."

Leading UK dietitian Helen Bond and consultant to the free XLS-Medical online support programme '123 hello me' comments: "The festive season is full of edible enticements that often prove hard to resist. From office chocolates to impromptu drinks and rich meals it can often seem like a struggle to avoid the almost inevitable expanding waistline. Aim to strike a balance with what you choose to eat and drink and don't feel like you are saying no to yourself all the time – otherwise you are at risk of giving in completely!"



4G – what's all the fuss about?

With the recent news in the press that Apple's new iPad has 4G technology and that Everything Everywhere (the parent group of Orange and T-Mobile) may well be going live with a 4G mobile network before the end of the year Andy Poulton explains what 4G really is.



Connectivity on the Move

When mobile phones were first introduced there was no texting and certainly no data connectivity. Then came 2G or 2nd Generation networks and with them came the ability to transmit and receive data, although the speeds were really slow - 9.6kb/s - slower than the old, screechy, modem that I used to use in the early days of the internet. Slowly technology improved and data speeds increased, with the later versions of 2G reaching speeds of about 56kb/s - about the same as my last dial-up modem - just before I jumped on the broadband bandwagon.

Mobile Communications Accelerates

Around 2001 a leap in speed was achieved by the introduction of 3rd Generation technologies, (3G) which, at its introduction, offered a speed some four times faster than 2G - around 200kb/s (0.2Mb/s) and constant evolution of the technology saw maximum speeds increase to a theoretical 7.2Mb/s, via HSDPA - although to stand any chance of reaching this speed you need to be in an area with sufficient cover, with few users and to be stationary.

Now 4th Generation technologies are being rolled out around the world and phones and tablets are being made available that can take advantage of this new technology.

4G is the next generation network for mobile phones, tablets and laptops that provides superfast Internet speeds – allowing customers to browse your company's website, download content and stream videos up to 5 or 10 times faster than the current 3G service is capable of.

But What is It?

4G – 4th Generation Mobile Technology – is a set of standards that defines the requirements of a 4G network and the bar is set high. The current standard defines a 4G network as one that provides 100Mb/s for users on the move (a speed that only a few years ago was the standard for wired networks around offices) and which delivers 1Gb/s to a stationary location or one moving at a slow speed, pedestrians for example, although the speeds actually achieved will be determined by so many variables that, like all speed promises, it's likely that the realistic speed will be a fair bit lower.

However, this is still a significant leap in connection speed, one which could see mobile connectivity leapfrog the speeds provided by a fixed line service - unless your fixed line happens to come down by Fibre Optics.

It is worth noting that the UK is behind the curve on 4G, unusual for a country that, for so long, lead the way - Korea introduced the first 4G network in 2006 and Scandinavia follows suit in 2009 and that 4G networks may also use names such as WiMax and LTE (Long term evolution).



If you need help with mobile data, IT solutions or online marketing then email andy@apsolutions.biz or call 01793 745305

Vodafone UK measures the nation's mobile manners

Many British mobile phone users are so attached to their devices but so worried about the cost of calling someone back that they'll answer a call whatever they're doing, according to a new survey by Vodafone UK. We don't think twice about answering a call while preoccupied in the bathroom, or even when we're spending 'quality time' with our partner.

While being 'busy' in the bedroom topped the list of times people should never answer the phone, worryingly, a third of mobile phone users said they would do it. During a wedding, at the dinner table and on a date are also times when people will take a call rather than wait and call back later, according to the majority of those questioned.

Vodafone's Mobile Manners survey of over 2,000 mobile phone users shows that men are more likely than women to think it's ok to talk in the loo, and those from Cardiff are most likely to take a call while on a date.

"Now Brits have unlimited calls, they don't need to interrupt quality time with their partner to answer their phone as there's no need to worry about the cost of returning a missed call. Even cutting a chat short when you do call back for fear of running out of inclusive minutes is now a thing of the past."

The study into modern phone use reveals the crucial role that mobile phones play in everyone's lives with 90 per cent of people saying they had received a very important call on their mobile.

Over a quarter said they had been given a job offer,

nearly 15 per cent said they had been told about the birth of a child and one per cent even said they had been proposed to via their mobile phone. In London, the number of people who have been proposed to over the phone rose to more than 4%.

The research also revealed while the majority of us have between one and 50 numbers in our phones, we only speak regularly to between five and ten of those people. It also emerged around 8 out of 10 of us have numbers in our phone's address book that we have never called.

The research also examined why many of us choose to text rather than call. The results showed convenience, time, cost and bizarrely, how much we like the recipient of our text, all play a part, with teens most likely to go through this thought process when they get their phone out.

But the research also showed that despite their love of texts, younger mobile phone users actually want to talk more often and would make more calls if they didn't have to worry about the impact on their pocket.

- **More women (47%) than men (37%) thought it was unacceptable to answer the phone on the loo.**
- **More women (53%) than men (44%) thought you should never answer the phone at a wedding.**
- **As for answering the phone 'in the throes of passion', 70% of women said it was unacceptable compared with 64% of men.**



Srini Gopalan added: "It's time to revive the art of conversation. People still want to talk but they want to do that without worrying about the cost.

"We've seen from our research that the younger generation in particular would call more people more often and would talk for longer if cost wasn't a factor. And there are clearly plenty of people in everyone's address book that we don't catch up with often enough. With Vodafone Red, mobile phone users can call whoever they want, whenever they want."

The survey discovered:

- Almost half the respondents in Glasgow could imagine a time when they would answer the phone 'in the throes of passion' – more than anywhere else – while people in Norwich were the most likely to consider such behaviour unacceptable (almost 8 out of 10 said you should never answer the phone in such a situation).
- Mobile phone users in London were most likely to answer a call at a wedding (with only a third saying it is unacceptable), while more people in Brighton said it was unacceptable (65% of respondents) than anywhere else.
- Almost two-thirds of the respondents in Leeds would consider answering the phone on the loo – more than anywhere else – but this behaviour was most objected to by people in Liverpool, with over half saying it was one place where the phone should never be answered.
- More people in Cardiff than anywhere else in the UK said it was reasonable to answer the phone while on a date, with only 30% saying it is unacceptable, while more people in Edinburgh objected to such behaviour than the rest of the UK, with 52% saying it is unacceptable.
- People in Cardiff were also the most likely to answer the phone in the bath, with only 22% saying that should never be done, while people in Nottingham most objected to it (46%).
- People in Nottingham were also most likely to object to people answering the phone while exercising (29%) or on public transport (19%). The fewest number of people said you should never answer the phone while exercising in Sheffield (13%) and the fewest number of people objected to using the phone on public transport in Glasgow (6%).

Receiving important news on a mobile phone – differences across the UK:

- More people in Cardiff have received news of a job offer on their mobile phone than anywhere else (37%).
- More people in Birmingham have been notified of the birth of a grandchild, niece or nephew (23%) and of the birth of their own child (3%) than anywhere else.
- More people in Brighton have been told that their offer on a house has been accepted than anywhere else (12%).
- More people in Leeds have received exam results on their mobile phone than anywhere else (15%).
- More people in London have been proposed to over the phone (just over 4%) than anywhere else.





Switch on

to the AF way of cleaning

A reason to reinforce the need for cleaning

AF International, computer and ITC cleaning chemical specialists have recently surveyed 1000 business people who regularly use IT equipment to find out who cleans regularly, who eats at their desk as well as what equipment is used in the home environment.



With only 45.8% of people surveyed having their workplace cleaned on a daily basis, and an astounding 15% not knowing if their office was cleaned or had ever been cleaned, the results show some interesting facts about cleanliness within the office. And when you think that 47% admitted to eating at their desk every day, hygiene should be something high on the agenda.

A surprising amount of people not only work and eat at their laptop at the office, but 28.3% take them home, and use them outside of working hours an additional reason to clean to stop the spread of germs from one environment to another. The reverse is 26.4% take personal laptops from home into the workplace.

The survey also asked about what technology equipment they used at home in general and it's no surprise that 73.5% said a laptop but amazingly 46.6% said smartphones and 43.8% regularly used game consoles.

Regular cleaning of technology equipment can reduce the risk of germs leading to coughs, colds and that 'there's something going around the office' syndrome that can result in absenteeism.



By answering three simple questions you will be entered into a prize draw to win £100 of Love2Shop Vouchers, and 10 runners up will receive a cleaning kit.

[CLICK HERE TO ENTER](#)

To find out more about the AF range of products go to www.af-net.com, for news updates, competitions and giveaways can also be found on AF International's facebook page at www.facebook.com/AFInternational and on twitter @AFInternational.

Southampton Airport launches App

Southampton Airport's iPhone and Android smartphone App has been launched.

The free App is packed with planning tools, terminal information, special offers, news and more.

Neil Garwood, Head of Customer Service, commented, "Good information is the key to good passenger experiences, so it's great to be able to deliver this information in a format that appeals to those passengers looking for info on the move."

With the Southampton Airport App you can:

- **Keep a track of your upcoming trips**
- **Take a photo of your car to remind you where you parked**
- **Book car parking easily on your phone**
- **Check the weather in your destination**
- **View tourist guides on all of our destinations**

Southampton Airport has over 1.7million passengers per year travelling for business and pleasure to destinations across Europe, including 15 French destinations, and new for 2012 Barcelona with Vueling, and Ibiza with Thomas Cook. You can now travel to 100s of worldwide destinations from Southampton Airport with KLM via Amsterdam.



CityJet to launch first flights from Docklands to Germany

CityJet is to launch its first flight from London City to Germany at the start of the winter schedule.

It will offer a daily service to Munster-Osnabruck airport from 29 October.

The new route increases CityJet's network to 19 destinations across Belgium, France, Germany, Ireland, Luxembourg, the Netherlands and the UK.

Virgin increases service to Cancun

Virgin Atlantic has announced it is increasing services to Cancun just a few months after the route was launched.

The airline says international visitors to Mexico have increased over the past few years with 2011 proving to be a record year with over 23 million international travellers.

That is an increase of 2% on 2010 and nearly 6% up on 2009.

The twice weekly service from London Gatwick launched in June will increase to three times a week from April 2013.

Stylish 'throw it all in' bag

For the girl that needs to carry it all - you can now do it in style with the new toffee day bag and zip-around wallet

The toffee day bag is a new generation of 'throw it all in' bag as it combines practical carrying space with a slim design that is beautifully crafted from top-grain leather for a timeless and classic look.

Cleverly proportioned to provide compartments for all of your daily carrying needs, the day bag stylishly conceals; a protective quilted MacBook/laptop compartment, tailored pockets for your iPhone/smartphone, paperwork and handbag essentials, plus a front zip section to hold your iPad/tablet as well - and with everything neatly in its own place, there will be no more endless searching for your keys!

For those days when you don't need to carry much, lighten the load with the toffee zip-around wallet. More than just a wallet, it can be used as a handy 'mini bag' or evening clutch as it smartly features a dedicated slip pocket for your iPhone as well as the usual compartments for coins, cards and notes, allowing you to keep your phone secure and protected without being tied to your heavy bag.

The toffee day bag is available in classic red or black top-grain leather priced at £189.95. Dimensions suit a 13" MacBook or Notebook plus an iPad or Tablet.

The zip-around wallet is available in red, tan and croc black luxury leather, priced at £59.95. Dimensions suit the iPhone 4/4s and phones of equivalent size.



The Man Bag

The 'man bag' has seemingly replaced the traditional 'laptop case' of late as men have gone in search of style over practicality. But now, with more and more essential and expensive gadgets to carry around, tech savvy men are looking for a new generation messenger which provides both style and protection, bridging the gap between the flimsy 'man bag' and the bulky laptop case.

Perfect for business or leisure, the toffee messenger satchel combines the highest quality materials with a sleek and stylish design to cleverly conceal an array of useful pockets and a quilted laptop compartment to keep all your essential items secure and protected, from your laptop to your iPhone and wallet.

To view the full range of toffee products or for a list of UK stockists, visit www.toffeecases.com

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Premier Inn reports on the rise of the virtual vacation

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Premier Inn has revealed the results of a new report which suggests that by the year 2050, the nation will be able to feel, taste and smell their holiday whilst sitting at their desks. People will have drinks served by robots and will holiday with their great-great grandparents, according to the report by the UK's best value* hotel chain, which also indicates the ultimate demise of the two-week package holiday.

Premier Inn has explored a range of emerging trends, developments and advancements in technology to understand the future of UK travel, with some radical changes being forecast.

Key concepts of the 'Holiday of the Future' report include:

'Try-before-you-buy' will become a new consumer experience for travellers, thanks to a fully immersive, multi-sensory 3D version of the internet. Brits will be able to sample every aspect of their get-away, from the beach to the bar.

Extreme holiday patterns will become commonplace as the duration of holidays become more fluid. An increase in part-time careers and variable working hours will result in us taking anything from three days to three months breaks.

Advancements in technology will see robots in regular use across the travel and service industries.

Digital wallpaper and flexible, digitally-controlled interiors including movable walls will be added to the hotel rooms.

Global travel will become regulated as a preventive measure to global warming, leading to an increase in UK holidays as the nation aims to keep within their quota.

Multi-generational holidays will increase as people live longer, have children younger and become a part of super-extended families.

Niche trips with like-minded people from across the country will replace the traditional beach holiday as the growth of social media will enable special interest groups to not only meet online, but holiday together.



PA Review – Inamo

**inamo, Rex House
4-12 Regent Street,
London, SW1Y 4PE**

Tel: 020 7484 0500

www.inamo-stjames.com

**Restaurant review by
Lucy Wilson, EA to Partners,
The Red Brick Road**

Following a short five minute stroll from Piccadilly Circus we arrived at Inamo St James, an interactive oriental fusion restaurant where my friend and I were warmly greeted and welcomed to the bar. We enjoyed some wasabi peas washed down with hot sake whilst decent house music played in the background at an appropriate volume i.e we could hear each other speak! Before long we were ushered to our table where we had a lot of fun playing with the different settings on the interactive menu which was beamed onto our table using cutting edge technology. The waiters were extremely helpful in describing the menus and how the system worked, so we got ordering... by simply pressing a button.

Out of a wide range of tempting starters we enjoyed three small dishes consisting of miso grilled sea bass, pork and fuji apple dumplings and some salmon sashimi which my friend described as the best sashimi she has ever had - this is a girl who has travelled far and wide so a huge compliment! All delicious, my favourite being the sea bass.

Three mains followed which comprised of black cod marinated in spicy miso, tiger king prawns and hot stone ribeye - the latter being my favourite. I loved the fact that you could cook the beef to



your liking on the hot stone provided. We had bok choy to accompany these dishes. All very tasty. We couldn't resist the cocktail list so finished off with a passionate martini each instead of a pudding although the pudding list was varied.

Over all we had a very pleasant experience, I would definitely recommend to colleagues and friends looking for a new and different dining experience although with alcohol expect to pay around £50pp. I would say it was more of a night time venue so you can appreciate the interactive details. I think it is a great idea that you are able to customise the table surfaces you are dining from with your own images, a great idea for company logos. Inamo would definitely attract creative types looking for something a little bit different and we loved the 'What next' section detailing local bars, clubs in the area as well as the 'call a taxi' button, tube and bus maps.

Find full details at www.inamo-stjames.com or call 020 7484 0500.

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Harassment? You Must Be Joking!

Human beings are sociable creatures, and most of us enjoy a laugh and a joke with our colleagues at work. Indeed, most people enjoy and value their social interactions in the workplace. A deathly quiet working environment, with no “buzz” about it, would not inspire many of us to get up in the morning...



But sometimes what may seem like a joke or a bit of “harmless banter” can backfire on an individual, who may end up being accused of harassment. So is this just a case of “political correctness gone mad”? What should an employer do, faced with an upset employee who feels he/she has been harassed, and an alleged perpetrator who is

stunned and insists no offence was intended? What is harassment anyway?

Harassment can be defined as “unwanted conduct which violates a person’s dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment”. It may be persistent or an isolated incident, obvious or subtle, face-to-face

or indirect. And the effect on others can be highly damaging, ranging from embarrassment, upset and anger, to a dread of going to work or bumping into that person, insomnia, and even anxiety or depression. People may be driven to resign on account of such conduct - bad news all round.

Sexual harassment

Harassment can be on many grounds - race, age, disability, sexual orientation, religion - but one of the commonest types is sexual harassment. The sorts of behaviours that might constitute it range from jokes of a sexual nature, sexual innuendo, displays of sexual material, comments about a person's body, rumours about a person's sexual activities or preferences, discussions of a sexual nature, all the way through to pestering people for sexual favours, unwanted physical contact, and even sexual assault. Whereas it is clear to see how somebody might feel offended or intimidated by the more extreme behaviours on the list, it must

be realised that telling lewd jokes or passing a girlie magazine around the office can also cause embarrassment and discomfort - not just to women but to men as well.

The particular difficulty with allegations of harassment is that different people react differently to the same situation. While one person might laugh heartily at a risqué joke, or participate freely in a discussion about sexual matters, another person might find it deeply upsetting or offensive. And the intention of the alleged harasser is immaterial; it is the effect on the recipient that counts.

What should employers do?

So what should an employer do? As with so many issues in the workplace, setting the ground rules is the vital first step. Having a policy covering harassment in all its forms, laying out clearly what sorts of behaviours are unacceptable, and explaining how to go about making a complaint,

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should help prevent problems arising in the first place.

If an incident is reported, then you should listen carefully and empathically to the complainant. Don't substitute your own personal views on the matter; maybe you wouldn't have taken offence at that particular comment, but that's not the point. If an employee is upset, offended, embarrassed, or feels awkward about being around a colleague, it's not just bad for them, it's bad for business - and you have to take action.

Ask the right questions

Ask the person to describe the incident and tell you how they feel and what outcome they are looking for. Often they will say: "I don't want anything drastic to happen, I just want it to stop". Your role then is to talk to the perpetrator, explain the effect that their behaviour has had on the other person, make it clear that such behaviour is unprofessional and unacceptable, and decide whether disciplinary action is appropriate. In some cases, you may feel the behaviour is so unacceptable that dismissal

is justified; if this is the case, you may dismiss summarily, without notice or pay in lieu of notice.

On the other hand, if the perpetrator is genuinely apologetic, the situation can usually be salvaged. Merely expressing that contrition to the victim may be enough to start the healing process. The first encounter between the two parties is likely to be awkward, so it may be helpful to facilitate the meeting yourself - or ask an HR professional to do so - ensuring that each party has the opportunity to express their feelings without interruption in a safe environment, and helping them to articulate and agree a way forward that is satisfactory to all concerned.

It's not easy, but with skilful handling and goodwill on both sides, it is possible to restore a convivial working atmosphere where people can have a laugh together without overstepping the mark

For flexible, affordable advice and assistance with this and any other employment-related topic, contact Mara Thorne at mara@mthorneconsulting.co.uk or 01372 700139, or check out the website at www.mthornehr.co.uk

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