

PA ENTERPRISE

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

January 2014

**The most
popular
New Year's
resolutions for
2014**

**Turn the
Tables
on Your
Horrible
Boss!**



Ask the PAnel:
your questions answered by
our team of experts

**The best ways to beat
the winter blues**

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4



6



12

- 4 “Sorry boss, I’m leaving... I don’t trust you”**
Will your office have that empty feeling come the New Year? If so, it’s could be because most of your colleagues don’t trust the boss and want to move on.

- 6 Turn the Tables on Your Horrible Boss!**

- 8 Ask the PAnel**
your questions answered by our panel of experts

- 12 The most popular New Year’s resolutions for 2014**

- 14 New Year’s Resolutions For Your Business**

- 16 Top 10 best ways to beat the winter blues**
Many of us sink into depression in the winter, so it’s important to find ways to beat the blues on a budget.

- 19 Top Techy Tips from Paul Pennant**

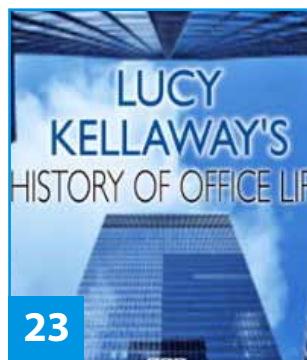
- 20 A-Z Pearls of Wisdom: J is for Juggling the demands of more than one boss!**

- 23 The Meaning of (Office) Life: review of Lucy Kellaway’s History of Office Life**

- 24 Wahaca Restaurant Review**



16



23



24



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"Sorry boss, I'm leaving... I don't trust you"

**Will your office have that empty feeling come the New Year?
If so, it's could be because most of your colleagues don't trust
the boss and want to move on.**



A new survey by staffbay.com, says social media-based recruitment specialist, finds that over 87 per cent of people will be looking for a new job in 2014 - and in what will come as unwelcome news to bosses and HR teams around the land, more than half of them find their current boss untrustworthy.

The figures come as a stark warning for bosses as we enter what is traditionally one of the busiest times for employees changing jobs. staffbay.com is calling on bosses to do their homework on employees and get to them know them better - or else risk losing them to a rival.

The staffbay.com survey asked 15,000 jobseekers whether they were looking for a new job over the next 12 months. A massive 87.2 per cent said they wanted to leave their current role. Asked why, a staggering 52.6 per cent of respondents said it was because they didn't trust their boss.

Tony Wilmot, co-founder of staffbay.com, said: "The figures from our employment survey should act as a wake-up call to employers out there who might come back after Christmas to find a lot of empty desks.

"They should ask themselves – do they really know their staff? Do they really know, for example, that according to staffbay.com figures, 87 per cent of them will look online for a new job. Perhaps they don't know their employees well enough, because most of them want to move on.

"What this survey shows us is that there is a breakdown between employee and employer – many of the respondents to our survey said they simply don't trust their boss to do the right thing by them and their career. Others felt they weren't valued at all."

"With the rise of social media and video CVs, it's really very easy to get a handle on what makes a prospective employee tick. Paper CVs are dead – more and more employers are now searching for candidates using social media, as it gives them a much better overview of what that candidate is about before they actually meet them.

He adds: "HR departments need to switch themselves onto the fact that young people are now willing to engage with potential employees in a completely different way. The problem of trust won't solve itself – it's up to employers to get to know their workforce

as well as they can – before they lose them altogether."

Tony says that staffbay.com has seen first hand the volume of people looking for new jobs: "At staffbay.com we have the ability to see behind the scenes, and we're aware that employees are being very proactive at interacting with prospective employers for when the economy truly recovers. Some 2.5 million of the 3m unemployed people in the UK are now looking and applying for jobs online.

"This goes some way to explaining why the number of job applications via our website has doubled over the last six months."



Turn the Tables on Your Horrible Boss!

Turn the Tables on Your Horrible Boss: Go From Miserable to Successful!

By Dr. Noelle Nelson

You're positively miserable. Your boss is a walking criticism-machine, never a supportive nod or word of thanks, regardless of how long and hard you slave at your appointed tasks. Heaven forbid anything goes wrong, ever, for even an instant, because he whips out blame with lightning speed, excoriating whoever he deems responsible, which is of course, never him--always you or another of your equally miserable colleagues.

You go from complaining to your colleagues, who kvetch in sympathetic agreement, to stiff-upper-lipping it, which doesn't work either, to finally deciding to go talk to your boss about the lack of resources, of support, and of genuine guidance that just maybe might make his blame-blasts less necessary.

You make your list. You check it twice, and then some. You confer with your colleagues on what is the best day and best time of day to approach your boss, as all the "How to Deal With a Bad Boss" books tell you to. You get ready for the "meaningful conversation" they all talk about. Deep breath. Here you go.

And OUT you go! Your boss looks at you with dead eyes and pursed lips, says nothing,

but the next day a "difficult to work with" note appears in your personnel files, along with "inflated sense of self-importance" and you have a sinking feeling in the pit of your stomach that you are being set up for a perfectly lawful, completely unfair, termination.

But you don't want to lose your job! It's not just that it's challenging at best to find another job in the current work marketplace, it's that if it weren't for your 7-Circles-of-Hell boss, you actually like your job.

As a matter of fact, you're so convinced that you're about to get canned, and so desperate to not let that happen, that you're willing to try anything.

Such as listening to this very different, off-the-wall advice: become valuable to your boss. Become his ally. Make your first order of business to assure your boss's success, which has more to do with answering his secret fears and desires than it does with doing your own job.

Oh, doing the tasks you were hired to do is important, make no mistake about it, and they must get done with excellence. But



becoming valuable to your boss while you're at it is what will make the difference between you being booted out the door, versus you achieving the success you desire.

So when your blaming-blasting boss has it out, don't quail, shut your ears, fight back, make a restroom dash, or any other defensive maneuver. Stay calm. Listen. Locate the actual problem within the rant. Ask: "How would you like XYZ handled?" Regardless of his answer, thank him. Calmly. Go about fixing the problem as best you can, given his directives or lack thereof. Document what you do. Check in with your boss and fill him in, documentation in hand. Calmly.

It will take time, but eventually you will train your boss into seeing you as The One who helps him be successful. Which is the deepest darkest secret desire of your Finger Pointer Boss (for that is what he is), right alongside his secret fear--that he hasn't got the goods.

Does it take effort? Certainly! Should you have to do all this just to keep your job? Maybe not, but given who your boss is, this will give you a way to not only keep your job, but become so valuable to your boss (nobody else is doing anything to help him be successful), that you will be able to ask for--and get--the resources, perks, bonuses, and whatever else you want for the success of your career.

ASK the PAnel

Back by popular demand! Many of you have asked for our 'Agony' section to be brought back, so here it is. This time we have a panel of experts to help you with any work related questions, queries or problems you may have.



Paul Pennant is Managing Director and lead trainer for Today's PA



Alison Boler has been the Executive Assistant to three Heads of Legal & Business Affairs at ITV since 2007



Lindsay Taylor is the Director of Your Excellency Limited, an executive training and coaching organisation in the UK.



Phil Jones is Managing Director of Brother UK Ltd and is an award winning business leader and speaker.

Some of you are already familiar with Paul Pennant, our original Agony Uncle and we are also delighted to welcome on board PA Trainer Lindsay Taylor, who is currently wowing us all with her great A-Z Pearls of Wisdom series and also Alison Boler, an award winning legal Personal Assistant whose passions include writing, championing PAs (and you know how much we love to do that at DeskDemon) - and each month we will have a guest boss panel member. If your boss would like to take part - please email **editor@deskdemo.com**

So, everyone, what's niggling you? What keeps you awake at night? Don't sit and fret in isolation - the team is here to help. Please send your questions to us by emailing **askthepanel@deskdemo.com** and we shall pose them to our panel. If you prefer to remain anonymous, just let us know and we will omit your details.

Question:

I started my career as an Accounts Executive, worked for two and half years. Later, I took up a Secretarial course and joined a partnership firm as a Secretary, where responsibilities were not clearly defined. I ended up doing tender documentation & co-ordination for the sales dept. After gaining a year of experience, I joined a private limited company which administrates as a family owned business. I joined in as a Secretary, but was soon assigned the responsibilities of admin as the one responsible proceeded on maternity leave.

I have no prior experience in admin and am now facing different challenges each day. There is no guidance or support from anybody in my organization. Though she did explain her routine tasks, there are many other subjects which have not been explained and these put me in a jeopardy.

I would really appreciate if you would help me with a brief overview on the responsibilities and duties of an admin / secretary. Thanks in anticipation.



Answers:

Alison Boler

It is extremely important that your boss / manager sets out your job role. You are entitled to clearly defined job description and I would advise that you ask your boss for a meeting to discuss. I would create a word document listing all your current tasks as a starting point for the discussion so when you sit down for the meeting you can go through those and then work out exactly what else you are expected to do. I know that you just want to be able to do your job well, so asking to have your role mapped out is for everyone's benefit. Everyone's PA / Sec / Admin roles are extremely different so I can't give you a definitive list of your tasks, but there is no reason why your boss or HR can't set this out for you and then they should be able to give you some guidance/training for what you are expected to do.



Paul Pennant

We've all been faced with being thrown in the deep end and it can be very daunting whilst you are in the 'sink or swim' phase – invariably most people swim, it's just a question of time,

ASK the PAnel



Each month we will have a guest boss panel member. If your boss would like to take part - please email editor@deskdemo.com

familiarity and repetition. Things aren't nearly so bad a few months down the line.

Speaking with my own assistant on this matter, recommendation is to buy 'The Definitive Personal Assistant and Secretarial Handbook' by Sue France which will help make sense of some of those immediate challenges you've identified and provide some practical solutions for you to work through.

Displaying your capability to adapt to these changing circumstances is key. The workplace is demanding more with less and requires flexible workforces who can take on new functions, see it as an opportunity to push yourself and widen your skills and organisational learning.

Subscribe to all the resources that you can and join on-line communities who will provide practical experience from their own journey and always 'go there first' when it comes to asking questions or seeking clarity on how the work works.

Alternatively, look to reinvent the way things are done as you have the ideal set of eyes to do that and see this as an opportunity to grow into the role and make yourself 'organisationally invaluable' by your ability to flex to its changing demands.



Lindsay Taylor

Whilst I would love to give you a definitive overview of the responsibilities and duties of an admin cum secretary, I'm not sure what benefit this would give you. In fact, whilst there are some core responsibilities that may feature in my response, invariably the role of the administrative professional and/or secretary (and indeed the PA/EA) is very much dictated by the expectations of each individual organisation, team and or individual who you may be working for.

Your comment that there is “no guidance or support from anybody in my organisation” is where the key to your “dilemma” lies. Your organisation has a duty to you as an employee to provide guidance with regard to your current and future role. Who could you go to to voice your concerns and find out what the expectations are of you as an employee? Spend some time preparing a list of questions that you would like to pose to that person (or persons) and take the initiative in setting up this meeting – and let us all know how you get on!

Phil Jones



We’ve all been faced with being thrown in the deep end and it can be very daunting whilst you are in the ‘sink or swim’ phase – invariably most people swim, it’s just a question of time, familiarity and repetition. Things aren’t nearly so bad a few months down the line.

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So, everyone, what’s niggling you? What keeps you awake at night? Don’t sit and fret in isolation – our panel of experts to help you with any work related questions, queries or problems you may have. [CLICK HERE](#) to send us your question.

The most popular New Year's resolutions for 2014

It's the time of year when most people start thinking about turning over a new leaf. However, My Favourite Voucher Codes has found from a recent online survey that the most popular resolutions are money-related.

It used to be about giving up smoking, losing weight or going to the gym, but it seems that as our purse strings get pulled tighter, we have become much savvier.

The most popular New Year's resolution is to save more money, with almost a third of people planning to do so. It was closely followed by getting out of debt, as just under a quarter of people want to get back into the black.

Despite prioritising their finances, people haven't completely forgotten what else they'd like to achieve in the New Year, with more traditional goals also on the list.

Unsurprisingly, in third place is getting fit or losing weight, with the rest of the top five



made up from changing job and quitting smoking.

The latter half of the list also has an emphasis on being healthier, with one in 10 wanting to give up alcohol and 6% wanting to give up chocolate. There also seems to be an inclination to see loved ones more often, as coming seventh is spending less time working and in eighth spending more time with family and friends.

Finally, in last place, 2% of those asked want to move house. It is possible that so few people have resolved to move house because of the high costs involved. However, by sticking to

Given the economic climate, it is not surprising to see financial resolutions sitting at the top of the list.



the resolutions in first and second place, more people will be able to make that dream come true in 2015.

The top ten most popular resolutions are:

1. Save more money – 31%
2. Get out of debt – 22%
3. Get fit/lose weight – 18%
4. Change job/career – 16%
5. Quite smoking – 13%
6. Give up alcohol – 11%
7. Spend less time working – 9%
8. Spend more time with family/friends – 7%
9. Give up chocolate – 6%
10. Move house – 2%

Julian House, founder of My Favourite Voucher Codes, commented on the findings: "Given the economic climate, we're not surprised to see financial resolutions sitting at the top of the list. We would encourage people to use our voucher codes and discounts to help them cut their costs even further in the New Year."

New Year's Resolutions For Your Business

Get Your Business Fit With These All Year Round Resolutions

Follow these new year's resolutions from **www.myaccountantfriend.com** one of the UK's on-line accountancy services.

Limit Yourself

If you are a sole trader or trading as partnership and have healthy profits of £40k plus, it's time to go Limited. Limited company owners benefit from smaller tax and National Insurance rates.

Avoid Nasty Tax Shocks

Don't slip into the old routine of being surprised when your year-end comes around and your corporation tax figure is greater than your bank balance. Make sure you keep up-to-speed with your tax liabilities in real time through 2014 with a myaccountantfriend.com tax timeline.

Wage Appropriate

Don't believe the hype. Directors are not subject to a minimum wage so you don't have to have a large salary. More than 76% of business owners pay too much tax through over-inflated salaries, so don't be one of them - take a salary that suits your personal needs.

Cut Out Paperwork

Don't get bogged down in a mountain of paperwork. Myaccountantfriend.com has a smart phone app that enables you to scan

your receipts and invoices when you receive them and then forwards them directly to your accountant.

Don't Bank On It

Don't spend hours hunting for missing bank transactions. Your bank can feed myaccountantfriend.com your bank transactions on a weekly basis. No more bank reconciliations.

Invest Wisely

Start using your business funds wisely. Have you considered business investments or pensions. With bank interest low, 2014 is a perfect time to choose an alternative way to bank your hard earned income and make more from your money.

Save Time

Don't waste your working life filling in manual spreadsheets. Focus on your business and let our systems do the hard work for you.

Don't Throw Money Away

Don't miss deadlines! More than a 3rd of HMRC's penalties are thanks to SMEs missing deadlines or submitting incorrect returns. It's tantamount to stuffing millions of fivers into the taxman's pockets!

HMRC often target repeat offenders. So if you are regularly late, an investigation is just



around the corner!!

Don't dread the postman bringing you a brown envelope from HMRC. Myaccountantfriend.com can send you timely reminders for all your HMRC submissions. Say no to excess tax liabilities.

Taxing Situation

Have you had a tax review recently? Many directors take funds from their business without knowing there is a taxable impact. You can't have too many tax reviews and don't settle for a 'one size fits all' approach. You are as unique as your company. Get bespoke tax

advice – myaccountantfriend.com can help you with this.

Expenses Expenses

More than 75% of business-owners pay for business expenses out of their own pocket and either forget to claim them back or didn't know they could claim them in the first place. Start comparing your expenses to your rivals – myaccountantfriend.com undertakes a full review by comparing your business to others operating in the same market. This means you won't attract unnecessary attention from HMRC and stay within the line of tax efficiency.

Top 10 best ways to beat the winter blues

Many of us sink into depression in the winter, so it's important to find ways to beat the blues on a budget.

With Christmas and New Year just behind us, we are right in the middle of winter. The short days, dark nights and cold weather often brings around a bout of winter blues.

There has been a lot of attention on the festive season, but once turns up, many of us sink into mild depression. The urge to curl up and hibernate can be very strong, but it's important to fight back and start living your life to the full, come rain or shine.

My Favourite Voucher Codes has got 10 of the best ways to beat those winter blues.

Stick to New Year's resolutions

Many people start the New Year with the best intentions, but by the second week of January, it all seems a little bit too much like hard work. If you want to feel better about yourself, set realistic resolutions and stick to them.

Enjoy yourself

After weeks and weeks of buying presents, indulging in food and drink, and generally celebrating, January can be quite depressing. However, it doesn't have to be Christmas to

spend on yourself. Keep your costs down by taking advantage of Virgin Experience Days voucher codes and do something special every now and again.

Get out of the office

Your job can often seem like the most important thing in the world, after all, it does pay the bills. But remember, if you're spending too much time at work, are you getting to see your loved ones as often as you should?

Catch 40 winks

With the dark nights and mornings, it's easy to oversleep throughout winter. While we do need our sleep, we need the right amount of sleep. By sleeping too much and for too long, you might end up feeling more tired. Try to get between seven and eight hours a night, even at the weekends. If you start to lag by the afternoon, have a 30 minute nap instead of those long lie-ins.





Start eating healthily

You don't have to aim to lose weight or start some crazy celebrity diet to feel better about yourself, just eating healthy food will give you the vitamins and minerals you need. If you do want to shed a few pounds, see if you could save with WeightWatchers vouchers codes.

Reduce caffeine intake

We drink hundreds, maybe thousands, of cups of tea and coffee over our lifetime, but caffeine can make you feel worse after its temporary lift. If you often find yourself with a mug in hand, switch it for herbal tea. What's more, our Twinings promo codes will help you line your pockets too.

Go on an alcohol detox

Over Christmas and New Year you probably indulged in one too many alcoholic drinks. Did you know that alcohol is actually a depressant? Rather than helping you feel

better, drinking can sink you deeper into depression. Switch wine and beer for a refreshing glass of ice cold water instead.

Jet off on holiday

The sun is a great source of Vitamin D, and without it we can start to feel miserable. So, instead of sulking around at home this winter, why not jet off somewhere exotic for a bit of winter sun? You can get some great deals at this time of year, but can also keep the price down with voucher codes for LowCostHolidays.com.

Exercise

Chances are, you've been meaning to start making the most of that gym membership for quite some time. Well, there's no time like the present. Regular exercise can help relieve stress and release endorphins, helping you feel much happier.

Socialise with friends

The holiday season is often filled with unexpected visits from old friends, catching up with work colleagues and spending days with family members. This social interaction can be sorely missed once the festivities are over. Make a social date at least once a week to boost your mood.



Top Techy Tips

from Paul Pennant

Today's PA (www.todaysPA.co.uk) is the biggest news in Personal Assistant, Executive Assistant and Office Professional training, thanks to the inspirational vision and leadership of the company's founder, Paul Pennant, himself one of those rarities - even today: a male former executive PA. Paul's wide communications experience really helps his students engage in what he teaches whether it be assertiveness, time management, presentation or IT skills.

Here Paul shares with us some of his favourite IT tips. Watch out for more coming next month!

Outlook

Advanced search for any Outlook Items using filtering:

- a) Go to view tab
- b) View settings and filter
- c) Dozens of filters are available
- d) Use clear all to remove filter



Word

Insert current date with Alt + shift + d

PowerPoint

Press ctrl + p in slideshow view to use a pen

Excel

Insert date. Ctrl + ;

Fun One - Google

Type "google sphere" and "I'm feeling lucky"

so, have you tried any of these - or the ones we published previously? what are your favourite IT tips?

Email editor@deskdeemon.com

More coming soon – if you have any tips which we can share with your peers, please send them through to editor@deskdeemon.com – and you might find your tips in print and on DeskDemon!



A-Z Pearls of Wisdom

by Lindsay Taylor

J is for Juggling the demands of more than one boss!

About the Author:

Lindsay Taylor grew up in Hong Kong and has worked as an Executive Assistant in both the UK and the US. She now runs Your Excellency Limited, delivering training and coaching to administrative professionals around the world. Lindsay is renowned for developing and delivering the workshop "Be a PA with PA – Perfect Awareness" which carries the endorsement of The Institute of Administrative Management (IAM).

Many PAs are in roles where they are supporting more than one boss, having to juggle their time efficiently and effectively and remain calm under pressure.

The key to successful management of the demands of more than one boss comes down to great communication - with those you are supporting and with yourself!

Here is a list of useful techniques to help you successfully work with multiple bosses.



► Speak to each of your bosses individually to ensure they are aware of your workload and the fact that you are assisting other people. At the same time, assure them that you appreciate that their demands are important. Share with them the fact that you want to be as effective and efficient as possible - ultimately you are all working towards the same goal of a smooth working relationship.

► Become familiar with the preferred workings of each boss - people work and 'tick' in different ways, and each boss may have different expectations of you. You know which boss is happy with you typing up a report and

circulating it without them even looking over it for final approval. Likewise, you know the boss who will want to tweak that report (for the fifth time!) before it gets circulated.

► Verbally repeat your boss's demands to them to ensure you have understood their request correctly. Never assume anything!

► Always ensure you know when the deadline for a task, project or request is so you can prioritise tasks and demands accordingly. In theory, it's great to have a prioritised work list for the day (or week) ahead. However, in

practice, we know that this list will constantly change - just as you've just put together a prioritised list one of your bosses will appear with a mini-emergency that needs your assistance! You need to be able to re-jig the list and be flexible in your approach.

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► If you are lucky enough to have others who can help you in the office, delegate some of your workload.

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► When you have completed a project or demand, ask your boss for feedback. What would they have done differently? More of? Less of? Remember that good feedback is given to help your personal development and you have a choice what to do with this feedback!

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► If a project or task didn't quite live up to your expectations, hold the belief that 'there is no failure, only feedback'. Ask yourself: 'what would I have done differently knowing what I know now?' And 'how can I learn from this experience for the future?'

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► Remember: you are one person with two hands - there is a limit to the tasks that you can fit into a working day. Be realistic with your own expectations for working your way through that prioritised list. Be prepared to say 'no' if you can't meet a demand or request - saying 'no' and providing alternative suggestions is a skill in its own right.

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► Take inspiration from Mary Poppins! While watching this all-time classic film with my

six-year-old daughter I took inspiration from Mary Poppins, before she burst into song:

*'In every job that must be done,
There is an element of fun.
You find the fun, and snap!
The job's a game.
And every task you undertake
Becomes a piece of cake
A lark, a spree it's very clear to see
That a spoonful of sugar helps the
medicine go down'*

Hold the thought that, if you approach a task or demand in the right frame of mind, with a 'spoonful of sugar' then it can become 'a piece of cake'!

*There is a great saying by
Henry Ford that 'if you
believe you can or believe
you cannot do something,
either way you are likely to
be right'. Approach all tasks
in a 'can do' mind-set and
you are well on the way to
achieving great things and
being able to juggle those
demands.*

The Meaning of (Office) Life

Review :

***History of Office Life* by Lucy Kellaway**

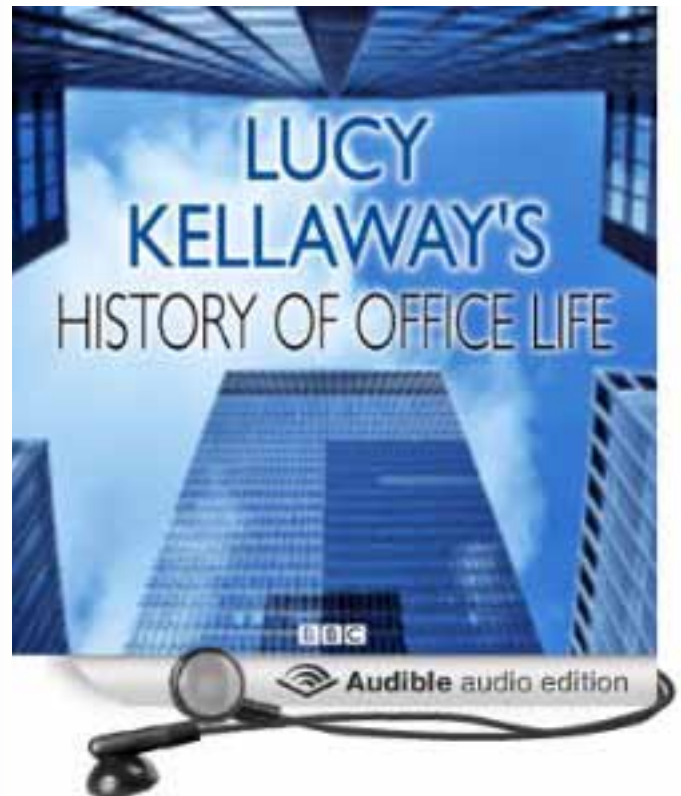
by Christine Todd

Have you ever looked at your work colleagues and wondered “what are we doing here?” or even “how did we get here?”

If so, you are not alone. Lucy Kellaway is the management correspondent for the Financial Times and she has been writing about office life for over 20 years. It's probably fair to say that she's obsessed by it: the meaning of it, the depiction of it in the media, and the history of it all. For two weeks during the summer, her Radio 4 series – now an audiobook – ***The History of Office Life*** looked at every aspect of the office, from the “inky fingers and dusty coats” of Dickens' clerks to the increasingly blurred boundaries between home and work.

What she discovered was astounding. And worrying. And deeply depressing. Nothing – absolutely nothing – about today's office life is new. Not in any way. The stress, the new technology, the annual appraisal, complaining about the boss, the skiving, the boredom, the layers and layers of management – it's all been done before.

And nothing is quite what it seems, either. Promotion started out a way to exert control



over employees, job titles began as a way to infer status on “the company man”, and open plan offices were – and possibly some still are – all about power and (that word again) control. As for Dress Down Fridays ...

Ms Kellaway starts her first programme under the dome of St Paul's Cathedral, looking out across the City at all the office blocks stretching away into the distance in all directions and wondering how it all started, where it's headed now and even if we really do need to all work together in these places we call 'offices'.

Read the full article on Deskdemon.com [click here](#)

Wahaca Restaurant Review

By Kate Simmons, Personal
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Director of Group Operations,
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Date of visit: 4 November 2013

Time of visit: 7pm



Wahaca
One New Change
St Paul's
London, EC4M 9AF
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www.wahaca.co.uk

Wahaca St Paul's is located on the first floor of One New Change. It is a five minute walk whether you are arriving from Bank tube station or from St Pauls. One New Change is located at Cheapside and is well signed as one of London's newest shopping centres complete with cafés, restaurants and various high street brand shops.

Wahaca is situated amongst the likes of Burrito Mama and Zizzi in One New Change and is the same sort of standard. My first impressions were the same you'd feel walking into Chiquitos or Nando's; good, quick and modern service. The restaurant staff were friendly and efficient, relaxed and confident.

I was greeted immediately and shown to a table within 30 seconds. The table was already set up for the two of us on the second tier of the restaurant overlooking the open kitchen. Menu's were already placed on the

table. There was a decent amount of noise coming from other diners, enough to create an atmosphere but not too much that you couldn't hear yourself think. It was 70% full on a Monday evening and the clientele was mixed but quite a few people were in business suits and a couple of large tables of what seemed like friends or colleagues. I would say it is family friendly during the day too.

The restaurant itself is of modern, arty décor. It offers warm relaxing tones and the lighting is ok considering there is no natural light. There is an open kitchen which adds to the lively but casual and friendly feel and set over three floors so it feels spacious with high ceilings. The use of space is good, although the toilets are located on the third tier which is slightly annoying at the end of the meal when you decide it's time to go just before you leave. I tend to judge a restaurant by





its toilets and these were modern, light and clean.

There is space on the third floor to accommodate a party up to around 25/30 and if you wanted feel like you have your own area for private parties (with your own en suite), special occasions. There are also spaces on the ground floor with larger tables to accommodate parties up to 8/12. There is also a relaxed low sofa seating area with a football table too for those who'd like to unwind after a meal with a footie competition.

The menu was explained detailing the different sections of the menu; Drinks & nibbles, Street food, Sides, Platos Fuertes. We were asked if we had eaten at wahaca before, then drinks were offered. Both the Passion Fruit & Hibiscus mocktail (£5.95) and the Wahaca Mule cocktail (£6.25) were tasty and a very reasonable price. The menu had a great variety of Mexican Tacos, Tastadas, Taquitos, Quesadillas, Fritos the grills, Salads, Burritos and Classics.

The food was presented well, and the portions were what you'd expect when you order several small dishes. The Guacamole nibbles were perfect whilst waiting for the main dishes, fresh and plentiful. The Corn & Bean Salad was fresh and tasty, the British Steak,

(the Mexican way) was slightly on the chewy side but with a good flavour. The Tender, marinated chicken was exactly that and had a lovely melt in your mouth texture. From the specials we selected the Cheese Quesadilla which was melt in your mouth watering, and definitely my favourite. The MSC fish a la Pimienta wasn't so tasty, the texture wasn't right and it was bland. However we were offered something else off the menu. Overall the menu is well proportioned, to suit most palates, decent portions and very well priced. We ordered six dishes between the two of us and that was enough.

I would recommend this restaurant for a boss if he/she wanted a relaxed, quick, nice but not fancy lunch with a colleague or a client if that client wished for the same dining experience. I would book this restaurant for a value for money lunch or dinner and would recommend it for an informal, grab something tasty to eat after a day of working or shopping meal.

The opening hours are Monday to Saturday 12-11pm and Sunday 12-10:30pm. Myself and a friend enjoyed the variety of food we tried, were very happy with the overall standard of food and best of all the value for money. I would definitely go back there for a Mexican.



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