

PA ENTERPRISE

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

September 2015

**Why it's
madness not
to meditate**

**Employees work
device secrets
revealed**

**UK workers in
need of excitement**

**Top apps to
improve efficiency**

**Get involved
in the World's
Biggest Coffee
Morning**

**How PAs can
encourage digital
transformation**

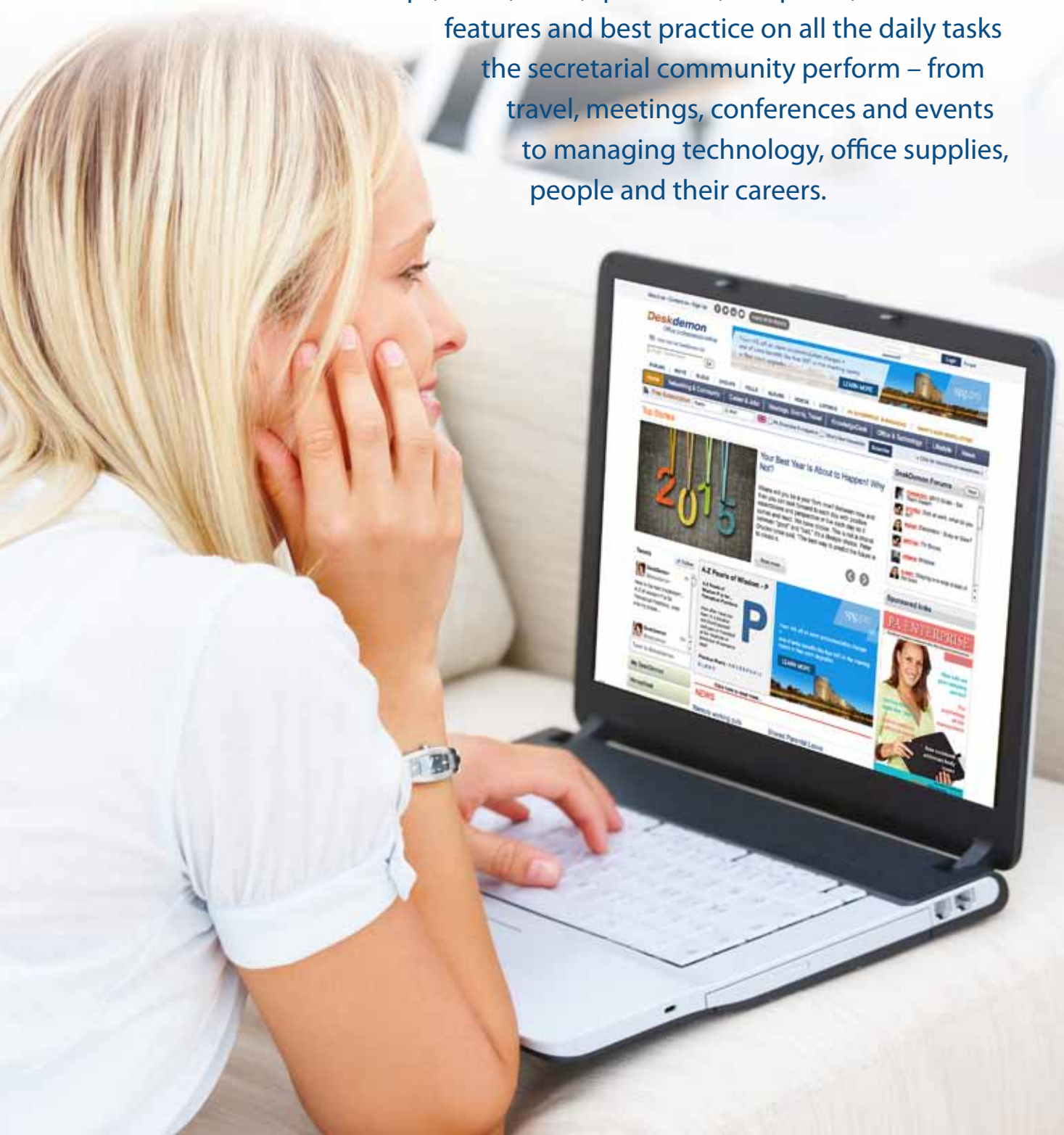
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Deskdemon.com

The World's Largest Website for Executive PAs, Secretaries, Administrators & Office Managers

As an office worker, where do you go for information, advice, tutorials, vital tools, training and relaxation?

DeskDemon is the world's largest resource, information and community site for Administrative Professionals, Executive PAs, secretaries, Administrators and Office Managers. Providing essential information, resources, tips, tricks, tools, quick links, templates, editorial features and best practice on all the daily tasks the secretarial community perform – from travel, meetings, conferences and events to managing technology, office supplies, people and their careers.





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www.deskdemon.com

Terminal House, Station Approach, Shepperton, Middlesex TW17 8AS

Editorial

PR contact: Paul Ormond
Tel: 0870 410 4030
editoruk@deskdemon.com

Features Editor

Alison Pedrick

Advertising

Paul Ormond
Tel: 0870 410 4038
paul@deskdemon.com

Design & Production

Jane Bigos
Graphic Design
janebigos@deskdemon.com

Kulasekaram Vimalarasa (Raj)
Web Developer
raj@deskdemon.com

Publisher

Paul Ormond
Tel: 08704104038
paul@deskdemon.com

Managing Director

Mek Rahmani
Founder, CEO
mek@deskdemon.com



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PAs can encourage digital transformation in the workplace



A smart, agile office can dramatically improve the productivity of a PA, the CEO, and the wider workforce

With research suggesting that 70% of a CEO's time could be used better, a personal assistant can help transform a business by using their role as a trusted ally of senior management and urging them to embrace technology which will streamline procedures in the company.

A CEO's time is incredibly valuable and an executive assistant is key to their boss' productivity – attending to all the administrative details which will allow them to focus on building the business. However, these business leaders are not always using their time productively. The average tech CEO works about 14 hours a day, 300 days a year, which is the equivalent of 4,200 hours annually. Nearly 30% of that time is spent on email and another third gets spent in meetings.

Paul Statham, Founder and CEO of Condeco Software, comments: "Behind any great executive is a brilliant personal assistant, whose ability to know what is needed to help the business run smoothly can help transform a company. These key members of staff have the ear of the CEO more than anybody else and if they suggest new ways of working it can really make a difference.

"Technology can empower collaboration in the workplace and also make the days of rooms sitting unused or constantly being double-booked a thing of the past.

"It's time for businesses to reimagine the way its employees work. To increase productivity, enterprises must create a digital ecosystem in the office, one that is intrinsically linked to the way employees work with the aim of boosting greater collaboration. This must also be

integrated into their core business processes.”

“Technology can help create a more output-driven office but it can also make workplace processes, such as booking a meeting room, more streamlined and easy. These sorts of processes are essential in the running of a business because if they are done correctly they can help bring an end to wasting time unnecessarily. It can also create a good impression to visiting business leaders – if a PA can quickly check a computer, point the businessman to a correct meeting room, which is digitally signposted and equipped for the meeting, then the company will look incredibly efficient.

Condeco Software’s range of solutions includes its innovative Desk Booking Software. It enables users to easily find available desks and book places in advance to collaborate with colleagues using an interactive floor plan. A user-friendly interface and full mobile integration allows users to book and locate their desks at any time, creating a flexible and connected office environment.

When more specialised or private space is needed, Condeco takes the stress and effort out of the process with its Meeting Room Booking Software, tying every aspect of room booking into a single easy-to-use platform. The software dashboard synchronises with calendar tools and Condeco’s high quality, attractive digital signage, ensuring that desk and room space bookings are always displayed in real time at all locations.

For more information on Condeco Software and to see its solutions in action, visit www.condecosoftware.com

Keep tabs on your favourite things!

Just the thing for the fastidious note maker, corner turner, page scribbler and all-round stationery addict!

Book Notes from IF - Just the thing for the fastidious note maker, corner turner, page scribbler and all-round stationery addict! A neat and tidy book full of pre-cut sticky tabs all ready for you to place neatly amongst the wonderful things you find.

Bound like a real book with 400 cream stock paper tabs inside, there are 6 interest themed designs available to choose from.

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61% of workers admit to stealing from the office



A survey carried out by Cartridge People has found that 61% of workers have stolen items from their office

The survey had over 2,000 responses with many admitting they had sneaked something out of their workplace.

Pens were the most likely item to be taken home by workers with 80% of those who responded admitting to pen-pinching at work. This was followed by post-it notes (40%), notepads (32%) and highlighters (25%). One in ten owned up to lifting some loo roll from the staff toilets!

"If you've ever wondered why there are never any pens in the office or no toilet roll in the toilets, you now have an explanation!" Andrew Davies, a spokesperson for Cartridge People, commented.

The 61% of workers admitting to some small scale office theft is a huge increase from the 28% of workers who made the same admission in a survey published by the Post Office last September.

This jump in the number of people admitting to taking something they shouldn't could cause potential problems for businesses that are left counting the cost of replacing stolen items.

"People often instinctively put pens in their bags and can take notepads and highlighter pens home to their kids to help with their homework. However, the number of people who admitted taking tea bags and light bulbs suggests there could be a deeper problem that bosses should be aware of," added Mr Davies.

Item stolen	Percentage of those who admitted taking the item from work
Pens	80%
Post-it notes	40%
Notepads	32%
Highlighters	26%
Blu-Tack	16%
Toilet rolls	10%
Tea bags	6%
USB sticks	6%
Light bulbs	3%
Ink cartridges	3%
Mugs	2%

The allergies that are hardest to live with

Of the estimated 14 million of Brits with allergies and intolerances a quarter (26%) have declared that leading a gluten-free life is the hardest allergy or intolerance to live with. The research by Udi's Gluten Free cited that most problems occur with restaurants and friends still giving them foods they can no longer eat!

Whilst not a reflection of the severity of the different allergies and their effects, the research revealed that dairy-free (23%) and suffering a nut allergy (18%) were close contenders in the most hard to live with allergies and intolerances, whilst being vegetarian (5%) and having an allergy to shellfish (3%), in comparison, were by far easier to deal with.

Holly Wales, product development director, at Udi's Gluten Free comments; "Despite supermarkets shelves piled high with gluten-free options, there still remains an underlying problem with restaurants and friends who don't understand or know how to cater for those leading a gluten-free life.

Just 14% of young adults recognise the symptoms of gluten intolerance; with 9% thinking 'coeliac' is a famous Italian restaurant! However, as a nation, 91% claim to know what coeliac disease is, but of those, a muddled 66% don't know what the symptoms are!

Confusion continues with more than 3 in 10 Brits believing that gluten is a type of

Top five allergies and intolerances

1. Gluten Free 26%
2. Dairy Free 23%
3. Nut Allergy 18%
4. Egg Free 12%
5. Lactose Free 9%

Top five struggles of being gluten free

1. Eating out in a restaurant (32%)
2. Going on holiday/ abroad (25%)
3. Eating out at a friends house (19%)
4. Being fed gluten accidentally (15%)
5. Hosting guests & cooking at home (3%)

carbohydrate found in potatoes, breads and pasta. Meanwhile, 1 in 10 do not realise pasta is not suitable for those with coeliac disease and the same have no idea beer can contain gluten.



UK workers are in need of excitement

More than one in three (35%) office workers in the UK have admitted to finding their work away days boring, with over a third (37%) confessing they actually dread them, according to new statistics released by the British Heart Foundation.



Worryingly, more than one in nine office workers (12%) have even said that they find their away days stressful because it's a day out of the office.

The poll of 2,000 UK office workers found more than two-fifths (42%) of employees said they thought doing something more unusual would make a good company away day,

and over 40% added they would like to do something exciting.

The BHF offers many fundraising opportunities suitable for work away days, but perhaps none so memorable and exciting as become a Heart Flyer and taking on a tandem skydive. The training and skydive is completed on the same day and is available at 20 drop locations throughout England, Scotland and Wales – and if you and your colleagues raise over £400 each in fundraising, you can all jump for free.

You jump harnessed to a professional British Parachute Association Instructor and leave the plane at over 10,000ft and free fall at around 120mph for 45-50 seconds. To find out more and to sign up visit www.bhf.org.uk/heartflyers

Events Project Manager at the BHF, Beck Bayram, said: "Skydiving is a fantastic way to do something unforgettable to raise essential funds to help BHF continue its vital research, which could create a better life for so many. Not only will it be the thrill of a lifetime, but you will be helping to save lives too.

"Last year Heart Flyers raised over £150,000 towards research and this year we are challenging the Nation to beat this target."

Over a third (36%) of all UK office workers said they would actually consider skydiving as an alternative to a traditional office away day.

Cardiovascular disease (CVD) causes more than a quarter of all deaths in the UK, or around 160,000 deaths each year - an average of 440 people each day or one every

three minutes. There are an estimated 7 million people living with CVD in the UK.

So why not support a fellow co-worker and sign up as a group or individual Heart Flyer to bring back some excitement to your away days, and at the same time raise money for life saving research in the fight for every heartbeat.

To find out more visit www.bhf.org.uk/heartflyers

About the BHF

Coronary heart disease is the UK's single biggest killer. For over 50 years the BHF has pioneered research that's transformed the lives of people living with heart and circulatory conditions.

Their work has been central to the discoveries of vital treatments that are changing the fight against heart disease. But so many people still need help. From babies born with life-threatening heart problems to the many mums, dads and grandparents who survive a heart attack and endure the daily battles of heart failure.

Join the fight for every heartbeat in the UK. Every pound raised, minute of your time and donation to the BHF's shops will help make a difference to people's lives.

For more information visit bhf.org.uk.



Top seven apps to improve efficiency

Business professionals today face increasing pressure to complete work and project-related tasks in a timelier manner. This can be compounded by endless meetings, protracted ways of storing and retrieving key documents and an inability to access real-time data.



1Password



Doodle



Evernote

Simon Fowler, Managing Director of Advanced Exchequer (Advanced), reveals his top seven apps which can assist decision makers to increase efficiency.

1. 1Password

The helpful app creates unique passwords and helpfully stores them all in one place. By entering a 'master' password, users can quickly access all passwords to ensure they never forget the log-in details for an application or credit card information again. All data stored within 1Password is protected using secure AES-256 encryption technology.

2. Doodle

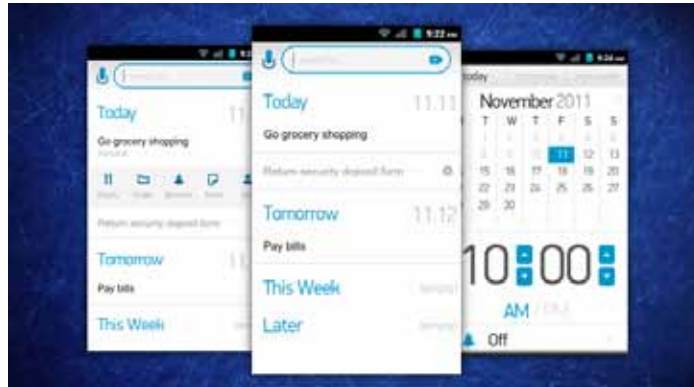
The online scheduler coordinates the most suitable meeting availability for multiple attendees. The organiser can use Doodle to send a poll with a suggested meeting date and time to a group of recipients who can quickly confirm whether they are free or busy, eliminating unnecessary back-and-forth emails and telephone calls.

3. Evernote

Users can make and share notes, take pictures and capture any form of data which they can access at any time. From storing receipts and invoices to capturing presentation slides and



Any.Do



Docs to Go



Dropbox

web-based articles, Evernote backs up all files between a user's smartphone, computer or tablet device to ensure data is never lost.

4. Any.Do

The simple task planner streamlines the organisation and management of 'to do lists' and seamlessly synchronises them across multiple devices. Any.Do's powerful auto-suggest feature and voice recognition technology enables users to quickly share tasks with their contacts to increase project collaboration.

5. Docs to Go

By providing the ability to edit and create Microsoft Office files and view PDF documents on Android smartphones and tablets, Docs to Go assists busy professionals to work from anywhere. The app also provides a simple way to manage and save important documents which are stored in the cloud.

6. Dropbox

The cloud-based solution securely stores documents, photos and videos which can be distributed from multiple devices to



TurboScan

increase productivity. Users can create shared folders to work on projects where files can be uploaded and synchronised with ease. Dropbox can also send large files without using email attachments, reducing the strain on IT infrastructures.

7. TurboScan

Smartphones are transformed into multipage scanners for documents, receipts, notes and other text using TurboScan. Documents are stored as multipage PDF or JPEG files, eliminating time-consuming manual processes such as submitting expense claims. The app can also send files to a predefined email address or upload them to online storage sites like Evernote.

Employees work device secrets revealed

Proven Legal Technologies – the corporate forensic investigation and e-disclosure firm, today unveils the top five things employees have stored on their smartphones, revealing the dark side of Bring Your Own Device.

Proven Legal Technologies' exercise involved the purchase of four random smartphones from eBay – each from different sellers around the United Kingdom. The content was forensically analysed, revealing a surprising amount of information about previous use, including detectable company data that has previously been 'wiped' by their owners.

Using personal devices for corporate activity can increase flexibility and efficiency, but Proven Legal Technologies' research found that employees are storing confidential company information on their smartphones, which poses a serious security threat to businesses.

The top five items detected on 'wiped' devices include:

1. Documents and files

Between the four smartphones analysed, 1,531 deleted files and documents were recovered, many of which were confidential business records and valuable intellectual property.

2. Messages and calls

With 1391 calls, 442 SMS, and 438 emails tracked and stored, any fraudster that uncovered the discarded devices would have access to corporate communications and details. With most businesses unaware of what employees send and store on their phones, they will not know what has been passed on with discarded devices.

3. Contact details

54 deleted contact details were located on the smartphones, with a further 10 that had not even been wiped. With some criminals using phone numbers and email addresses



to target victims, careless employees could be putting their colleagues and company at risk.

4. Private information

The previous owners of the four analysed phones unknowingly made their web searches and location data accessible, with 351 search histories stored, and 525 instances of deleted location recovered.

5. Images

33,535 images were found on the second-hand devices. Individuals could put themselves in danger by storing personal images on their mobiles, and pose serious threats to their company's reputation by releasing indecent shots into unknown hands – 66% of the pictures recovered had not even been deleted.

Phil Beckett, partner at Proven Legal Technologies, comments:

"Companies – and individuals – must be aware that pressing delete is simply not enough. Businesses of all sizes are vulnerable to confidential data loss, and given the vast amount of information housed on corporate devices these days, this could result in some very serious problems.

"Our research shows that even smartphones that have previously been 'wiped' are still at risk from detection. This should act as a call to action for businesses to take precautions around BYOD schemes, and keep a close eye on where confidential is being stored and sent – educating themselves, and employees, of the dangers."

It's madness not to meditate

Many people are resistant to the idea of meditation, and so was Guildfordian author Tom Evans when he first gave it a go. Now he is spreading the word that, because of the many benefits that meditation brings, it's madness not to try it. By spending nine minutes meditating every day, the benefit of the time saved can be tenfold.

An ex-BBC television engineer, Tom discovered meditation in his mid-forties and quickly wrote a book. He soon started coaching others to write and taught them simple meditative techniques to improve their creativity and allow them to tap into 'lightbulb moments' on demand.

He soon discovered that when he wrote in a light meditative state, time took on a different quality and slowed down. This exploration of 'getting into the zone' led to Tom starting his internationally popular podcast The Zone Show, which has evolved to be a stage for Tom and his guests to discuss all manner of topics.

A prolific author, Tom has recently published his 11th book, *New Magic for a New Era*. It explores how Tom's life has been charmed and how readers can ensure that they too live charmed lives. He also wrote and published it

in less than 3 months using the techniques he teaches on how to bend and stretch time.

In *New Magic for a New Era*, Tom shares the secret to bending and stretching time, and argues that it's not obligatory to struggle in life.

Speaking about why it's madness not to meditate, Tom said, "By spending nine minutes meditating every day, the benefit of the time saved can be tenfold. Every minute spent meditating adds another to your life.

"Ironically, it is often the people who could gain the most from meditation who make the most excuses not to try it.

"I encounter a lot of people who are resistant to the idea of meditation, and their reasons always seem to be the same.

"Here I'll debunk twelve of the most common myths around meditation." > **Turn the page**



1. You don't have the time

Meditation reduces stress, and makes us less prone to illness, so any time spent comes back many times over by reducing time spent off.

2. You can't make your mind go quiet

Meditation is not so much about having no thoughts as it is about forming a different relationship with them. When we are kinder to our thoughts, they are kinder to us.

3. You have to be in a quiet room

We can meditate when out walking, commuting or painting the shed. It is easy to integrate meditative practices into what we think of as our busy lives.

4. You have to have your eyes closed

If you ever drive home on 'autopilot' on a familiar route, you have entered a light meditative state. We are all natural meditators.

5. It will take years of study

Learning to meditate is easy. It only takes ten minutes a day for a week to get the hang of it.

6. You have to study with a master

Put 'free meditation' into Google and get your 'master' to come to you.

7. It conflicts with your religious beliefs

Meditation is agnostic. Reciting of prayers, or responses to a celebrant, induces a light state of meditation.

8. It's dangerous and you might lose your mind

The person who is meditating remains in control at all times. In the same way nobody else can breathe for you, nobody else can meditate for you.

9. There are no practical benefits

Lightbulb moments come to us when we enter the meditative state. Your next bright idea is just one meditation away.

10. People will think that you have joined a cult

When people notice how radiant and vibrant you are, they might ask if they can 'join' too.

11. You have to make time every day

Just meditating once or twice a week is enough to bring untold benefits. When we see it as a treat of some Me Time, it becomes a pleasure not a chore.

12. You don't know how to start

The Be Calm meditation is absolutely free, and, in less than ten minutes, introduces the three most common ways to enter the meditative state. It can be found here:

www.tomevans.co/visualizations/be-calm



Tip? What Tip?

When it comes to tipping on holiday, we can be cautious with our cash. Just 12% of UK travellers would use some of their unspent currency to tip hotel staff at the end of their holiday according to a survey by travel money provider ICE – International Currency Exchange. ICE offers tips on tipping etiquette worldwide.



"Tipping etiquette varies from country to country" says Koko Sarkari, COO of ICE. "It really pays to do your research so that you can budget accordingly and tip appropriately. For example, in some parts of the USA and Canada tips can be in the region of 20%. That's £200 out of a budget of £1,000, making it a serious expense. This might include a \$2-

\$5 tip per day for the housekeeper or room maid.

"In contrast, whilst tipping is considered rude in Japan and China, in Hong Kong a 10% tip is more common. In Europe tipping is pretty relaxed, usually in the region of 5%-10%, but use cash to ensure it actually goes to your waiter or waitress. These little differences

can cause confusion, so it's best to check before you leave and ensure you have low denomination notes in the local currency for when you first arrive. This can be requested from ICE when ordering Euros or US Dollars."

Europe

In restaurants, a 5% to 10% tip, in cash is best, when there is no service included. Give porters €1 to €2 per bag and the same per day for housekeeping staff. You don't need to tip in taxis, but you can round up the fare.

Canada and USA

There is no service charge in North America, so a 15% to 20% tip is expected. In hotels, porters expect \$1 to \$2 per bag and housekeepers get \$2 to \$5, depending on the standard of the hotel. Add a 10% to 15% tip to your taxi bills.

South America

The standard tip, in South America, is 10% in restaurants, if service isn't already included. Taxi drivers don't generally get a tip, but hotel porters expect around \$1 per bag, whilst housekeepers get \$2 per day.

Southeast Asia

In Japan and China tipping is a no-no, so there is never any need to do it. In Hong Kong service is already added at top end hotels at 10% to 20%, but if not you can tip porters 10 yuan. Apart from Japan and China, the rest of Asia is happy for you to round up taxi fares.

Australia and New Zealand

They may be on the same side of the world, but their tipping culture is quite different. Tipping is not expected in restaurants in

New Zealand, but in Australia a 10% tip is expected in good restaurants. Whilst you don't need to tip a taxi driver in Australia, in New Zealand people generally add 10% to their bill. In hotels, porters get \$1 to \$2 per bag and housekeepers get \$1 to \$5 per day.

Middle East

In restaurants, expect a service charge to be added, but if not, then just the standard 10% is acceptable. When it comes to hotel porters, £1 to £2 per bag is about right and £1 to £2 per day for housekeepers. However, tipping is not expected in taxis.

Africa

If there is no service charge added, a 5% to 10% tip is a good amount or 5% in South Africa. In hotels, it's a good idea to tip the concierge on arrival to get added services, such as arranging excursions. Porters only require £1 per bag and taxi drivers should get 10% on top of the final bill.

Koko Sarkari concludes: "A bit of homework on tipping etiquette and planning both in terms of ordering travel money and methods of payment overseas can help make budgeting easier."

Travellers can buy travel money securely online, by simply logging on to **www.iceplc.com**, selecting a currency, the amount needed and have it delivered directly to their office or home, which is free for orders over £700.

Alternatively, they can choose a point of pick-up from a list of rail stations, airports and high street locations.



WEAR JEANS CHANGE LIVES



10 reasons to take part in Jeans for Genes Day

1. It's fun and simple to organise. All you have to do is ask people to come to work in their jeans and make a donation of £2
2. It's a great way to bring a team, a floor or the whole company together
3. It can help to raise the profile of your organisation – highlight your fundraising in your annual report, on your website and in your local paper or trade magazine
4. Staff will think it's great – the boss will look good for letting you all wear your jeans
5. Although, individually, genetic disorders are rare, together they are the biggest killer of children 14 and under
6. Create a bit of role reversal and give the boss a 'day off' – sponsor him or her to make the tea or do the photocopying
7. £350 will pay for a child with a genetic disorder to spend a weekend away with other children like them, supported by trained medical staff
8. Wearing jeans and having some fun in the office starts the weekend that bit earlier
9. Raising money on Jeans for Genes Day helps your company to meet its corporate social responsibility targets
10. The fun and fundraising don't have to stop at 5.30pm. Make a night of it, serve a 'gene and tonic' drinks trolley and hold a pub quiz or karaoke night at the local pub!

Get involved in the World's Biggest Coffee Morning

The World's Biggest Coffee Morning is Macmillan's biggest fundraising event for people facing cancer. People all over the UK will be hosting their own Coffee Mornings and donations on the day are made to Macmillan. Last year alone £25 million was raised. The event takes place on 25th September 2015

WE ARE
MACMILLAN.
CANCER SUPPORT



How did it all begin?

The first ever Coffee Morning happened way back in 1990. It was a rather small affair with a simple idea: guests would gather over coffee and donate the cost of their cuppa to Macmillan in the process. It was so effective, it was repeated the next year – only this time nationally. Since then, Coffee Morning has raised over £138 million for Macmillan.

How to get involved?

Hosting your own Coffee Morning is easy. All you have to do is sign up and you will be sent a free Coffee Morning Kit, packed with all the things you need to host a wonderful event. It makes everything from inviting your friends to raising money a piece of cake.

**GET YOUR
COFFEE
MORNING KIT**



Visit coffee.macmillan.org.uk for full details and lots of tips to get the best out of your coffee morning, as well as a host of delicious recipe ideas



Salted Caramel and Peanut Brittle Showstopper



Lorraine Pascale's Strawberry Open Tart

Body Rescue Detox Recipe book

The Body Rescue Detox Recipe book by award winning celebrity trainer and nutritionist, Christianne Wolff, is now available



After the success of Christianne's first book, *The Body Rescue Plan*, she has now released its sequel, which is a detox recipe book with over 80 detox recipes.

The Body Rescue Detox recipe book has four different eating plans to choose from, whether you are vegetarian, need quick meals, or want something for winter or summer, it is all laid out for you in a healthy weekly eating plan for the two week detox period.

Author Christianne Wolff is an award winning trainer, gym owner, yoga instructor and healer. She says "Since writing *The Body Rescue Plan*, I receive emails every day from people asking for more recipes for the detox period, so this book was written due to sheer demand - it has taken me a year to develop the recipes and I am absolutely thrilled with the result."

There are chapters on mindset and how to control your eating



whilst on a detox, and 6 meditation downloads to help with limiting beliefs, self sabotage and trigger points.

There is particular attention to breakfasts and snacks as this is where people tend to not have much imagination as far as a detox goes. But also categories of Smoothies and Juices, lunches and Suppers.

The recipes are delicious, quick to make and really easy to follow with the recipe plans and shopping lists for each plan.

The Two week detox plan is to help lose 5-10 pounds, clears skin, freshens eyes, improves energy levels and rids addictions to sugar and caffeine.

The Body Rescue Detox Recipe book is in full colour and has beautiful photography throughout the plan and is 270 pages long. It is on sale at £19.99

www.thebodyrescueplan.com/recipe-book



Norwegian launch the UK's cheapest flight to Boston



Low-cost airline Norwegian has put on sale the UK's cheapest flights to Boston with fares from £179 one way. The brand new flights offer the only direct link between London Gatwick and Boston Logan – launching on 13 May 2016.

Norwegian is the only airline to offer UK passengers low-cost long haul flights to America and already serves New York, LA, Orlando and Fort Lauderdale. Boston will become the fifth US destination as Norwegian's ground-breaking transatlantic flights continue to prove popular with UK passengers.

The flights use state of the art 787 Dreamliner aircraft and will depart on Mondays, Wednesday, Fridays and Sundays. Norwegian will also be launching direct services to Boston from both Copenhagen and Oslo.