Special Focus:
Magical Meetings at Disney
Why it’s madness not to meditate
The fibs we tell to appear more cultured than we really are!
The lunchtime staple - our love of sandwiches explained
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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PA Enterprise is sent to DeskDemon UK e–newsletter, audited by ABCe (5th/6th July 2007) with a net distribution of 70,581 email addresses.
Two-thirds of solicitor’s letters result in payment within seven days for small businesses chasing late invoices

Small businesses chasing payment for overdue invoices achieve significantly better results by sending solicitor’s letters, known as a Letter Before Action (LBA), according to new research from fintech firm Ormsby Street.

Two-thirds of LBAs sent will result in a small business being paid within seven days, while two-thirds of overdue invoices will remain unpaid after one month if no LBA is sent, according to the research conducted across Ormsby Street’s 30,000-strong customer base.

With the average time for an invoice to be paid to a small business standing at 72 days, and the average amount of an overdue invoice more than £6,000, late payment is a major issue for many small businesses in the UK.

“Going to court over late payment is really a last resort, but a solicitor’s letter is a highly effective method of retrieving payment on overdue invoices,” said Martin Campbell, MD, Ormsby Street. “Many small businesses have been put off using LBAs, believing them to be costly and time consuming. That’s why we are making it much easier to send a LBA via CreditHQ.”

The findings suggest that the sending of a solicitor’s letter typically results in money being paid around 21 days sooner than taking no action. However, the cost of sending such a letter can be up to £50 if a small business simply engages their solicitor, a prohibitive cost for most SMEs.

Ormsby Street is introducing a new feature to its award-winning credit-checking tool CreditHQ, that allows customers to send solicitor’s letters via email, working in partnership with national law firm Shoosmiths.

CreditHQ users simply have to raise the letter request within the CreditHQ tool with a few clicks, and the letter will be delivered by email the next working day, all covered within the monthly subscription fee. Currently, just one-third of small businesses include sending LBAs as a core part of their debt collection process, a figure that should be much higher, according to Ormsby Street’s Martin Campbell:

“Late payment can be hugely stressful for any small business owner and they need to do all they can to protect themselves against this. Knowing who is likely to pay late and establishing different payment terms is the best option to prevent it, but for any small business already suffering from late payment, sending an LBA is a great way to indicate to customers that you’re on top of your business and that you expect to be paid on time.”
Once an employee engages in unwanted behaviour in the workplace, such as taking longer breaks than allowed, leaving early without permission, or even stealing, it might be hard to step away from it. And that is a costly affair: such behaviour is estimated to cause companies up to $200 billion per year in the USA alone.

“Unwanted behaviour in the workplace often stems from selfish impulses that are not kept in check by self-control,” says researcher Laura M. Giurge. This negative effect of impaired sleep quality is especially strong among people with a so-called ‘low moral identity,’ she discovered.

Giurge went on to say: “Going home early without telling the boss is an urge most people will feel occasionally, but do not give into every time. And when people do, they often feel remorse afterwards and try to do better next time. It is known that this ability to regulate our impulses can be undermined by having had a bad night – not necessarily just by the amount of sleep, but also by impaired sleep quality.”

For this study, a group of working professionals were also invited to rate the extent to which they engaged in unwanted behaviour. For example, had they taken a longer lunch break than allowed that day, or had they been rude towards a co-worker?

Analyses showed that, in general, the quality of sleep the night before can indeed influence the next day’s behaviour. Those who had engaged in unwanted behaviour one day were more likely to engage in unwanted behaviour again the next day, particularly if they slept badly during the night connecting the two days.

“This study shows that the display of unwanted behaviour is not a fixed character trait,” says Giurge. “It can vary from day to day, even within the same person. Whatever the reason for starting it, a night of poor sleep can make it harder for someone to stop doing it, especially among people with a low moral identity.”

She added: “Tiredness apparently can make it harder for people to overcome the feeling that they have failed at being a good and moral person and, as a result, do not try again the next day. This can lead into a possibly destructive cycle that could help explain why unethical behaviour is so persistent in some organisations.”
The keyboard strikes back: new 4G/wi-fi device Gemini

Planet Computers has launched Gemini, a mobile device with a full QWERTY keyboard that fits into your pocket.

Connected to the internet via 4G/Wi-Fi and equipped with a traditional keyboard with physical keys, Gemini means no more mis-spelled messages, email and social media posts. Users will be able to type emails, letters and articles on a physical keyboard, save content to cloud-based services such as Dropbox or Microsoft OneDrive and edit Word documents or Excel spreadsheets wherever they are, without having to open a laptop.

Gemini is a fully functioning mobile phone: make calls, send texts, surf the web, browse and download apps from the Google Play store, all whilst typing on a physical QWERTY keyboard.

Gemini resembles the popular PDA devices of the 1990s and 2000s, such as Psion Organiser and Sharp Netwalker. The double-sized battery in the Gemini provides more than enough power to enable users to surf, chat, socialise and do business wherever they are.

“The mini keyboards on PDAs in the 1990 were incredibly easy to use and had a loyal fan base of millions. We are now combining this form factor with the fast processors and 4G/Wi-Fi networks of today to deliver a new level of productivity,” comments Dr Janko Mrsic-Flogel, CEO of Planet Computers.

The Gemini is driven by a powerful10-core processor with a dedicated graphics processor and boasts 64GB of storage.

Features:
- Twice the battery size of a smartphone
- The smallest keyboard suitable for touch typing
- 5.7” colour hi-res ultra-wide touch screen
- Dual side mounted speakers
- Dual USB-C connectors
- Integrated Voice Assist button
- SD card slot

“There has not been a new mobile device form factor since the tablet launched in 2010. Gemini provides the combination of modern connectivity, day long power, touch typing and the full range of apps in a device that you can hold in your palm and weighs less than half a kilo. The keyboard is back!” continues Mrsic-Flogel.
A study by ComRes found that up to a million workers may have faced harassment, discrimination or bullying because of their religion or belief.

The report’s authors suggested that this tended to be in the form of “lower level exclusion” which people did not bother to report because they did not feel it was serious enough.

Respondents said they had been made to feel uncomfortable by colleagues making jokes about religious beliefs.

Katie Harrison, director of ComRes Faith Research Centre, said: “Some people told us they felt uncomfortable about mentioning that they pray.

“Or we heard of people feeling upset that religion was the butt of jokes in a workplace where people have become much more aware about making disparaging comments about gender or disability.”

One survey respondent said: “In our office, everyone is very respectful of minorities and would never be disparaging about women or people with disabilities, but when it comes to religion it’s fair game.

“People can be very insulting, especially when they express it through humour.”

Ms Harrison said many religious people felt unable to tell colleagues that they had been to a mosque or church at the weekend and could not talk freely about the religious parts of their lives.

Employees also said that they did not think their managers knew how to deal with faith-related issues, such as prayer rooms or taking days off for festivals.

“Many HR managers say they make provision for employees to pray at work and observe holy days and religious festivals, but workers say that’s not happening,” said Ms Harrison.

One in three workers also said that people in their workplace never talk about religious beliefs or traditions.

Another respondent said that they had felt singled out and uncomfortable when colleagues laid out a separate halal platter for them and created a separate prayer room.

He or she said: “I don’t actually eat halal or use prayer rooms and felt uncomfortable that they’d gone to so much unnecessary effort.

“Their well-intentioned efforts to try to include me in fact made me feel excluded and very different to everyone else.”
Researchers carried out a study into cultural experiences and revealed the hilarious exaggerations Britons tell to appear more interesting, better-travelled and worldly wise.

According to the survey, four in ten Brits claimed to have watched a film they’ve never seen, while around one in five have overplayed their interest in politics in a bid to impress their peers. Meanwhile, 21% have fibbed about where they have been in the world - with New Zealand, New York, Australia and Rome emerging as popular places we’ve never been to.

The study of almost 2,000 people by MSC Cruises UK, also looked into the films the British public are most likely to have claimed to have watched with Donnie Darko, Lost in Translation and Citizen Kane emerging.

William Shakespeare’s Romeo and Juliet, Macbeth and Hamlet were the top three plays Brits said they have seen when they actually hadn’t.

When it comes to books Brits claim to have enjoyed, Leo Tolstoy’s War and Peace was popular, as was Ulysses by James Joyce and Yann Martel’s Life of Pi.

Another 29 percent make out that they are ‘foodies’ to their friends, family and colleagues –
suggesting they regularly dine on oysters, quinoa and sushi - when in fact, this couldn’t be further from the truth. Other popular pretends include joining in discussions about famous pieces of literature we’ve never actually read.

A further 35% claim they would consider a cruise to a destination such as the Mediterranean or Caribbean in a bid to appear more cultured.

Despite the penchant for a bit of ‘spin’ from time to time to boost our social status the study found most Brits do get their fair share of culture.

According to the data the average Brit typically reads 16 books a year, will enjoy a fine dining experience on nine occasions and will watch 27 documentaries.

On top of that they visit the theatre four times a year, watch seven independent films and visit four countries or cities.
The normal human mind can only experience one thought at a time. So if we mull over the past or fret about the future, we lose focus on what we should be working on and our efficiency drops accordingly. The practice of mindfulness meditation does not teach us how to have no thoughts at all, but instead to form a new relationship with our thoughts.

So while many people turn to meditation to help reduce stress or anxiety, there is a more practical incentive to start meditating each day. The time we invest comes back to us many times over as we become more creative, more productive, more vital and generally luckier and happier in life and in business.

What’s more, these days there is no need to find a guru or travel to an ashram for a silent retreat for two weeks. There are many free or inexpensive meditations and meditation apps available. So if you have a smartphone, you already have access to a ‘guru’ in your pocket.

Starting something new
If you are starting a new practice, it’s a win-win if you can stop something else you don’t like doing at the same time. So, first thing in the morning, instead of checking emails or social media, still use your phone or tablet but instead listen to a guided meditation or some ambient music. If you happen to be awake in the middle of the night, you can use a meditation to get you back to sleep too.

The inspirational breath
Many meditations use the breath as a point of focus. This is because when we think of something other than what we are thinking about, the original thought tends to fade away. As we all have to breathe anyway, this is a good thing. Our breath does more than keep us alive though. The neurons in our brain need oxygen to function and deep breathing puts more oxygen in our blood. Without it, neurons degenerate and die. Our breath quite literally is our source of inspiration.

Being creative while you sleep
What better way to get more things done than to use our sleeping time to be creative? Without a good night’s sleep, our efficiency will drop the next day. You will find a great way to ensure you slumber well is to meditate before going to sleep. If there is something troubling you in business, just write down a question on a scrap of paper and put it under your pillow before retiring. You will find you either dream up the answer or awaken with it the next day.

Getting in the zone
Once you have meditated every morning for one or two weeks, you will find it easier to maintain the meditative state with your eyes open. When you do this, you will find two things happen. Firstly, time takes on an ethereal quality and you will discover your tasks get done within the time you have available. Secondly, you become...
better able to maintain your focus as you reduce interruptions from what is known as your ‘monkey mind’, which has a tendency to wander of its own accord.

**Just in Time**

So after only a few weeks of regular meditation, you will find you get more done with less time. At the same time, as your mind is less busy, you become better noticing signs, serendipities and coincidences around you. Such opportunities are always there but can bypass a self-absorbed mind. In essence, you become luckier and find that you only have to think of something you could do with one day and it seems to turn up, like magic, the next day. What’s so good about this is your investment is only ten minutes a day.

Tom Evans is a mindfulness trainer, a meditation guide on Insight Timer and the author of *The Authority Guide to Practical Mindfulness*. Find his books and meditations and at www.tomevans.co and www.insighttimer.com/tomevans.
Brits will devour a mouth-watering 18,304 sandwiches in their lifetime

A study into the nation’s lunchtime habits has confirmed the humble sandwich is still the UK’s favourite lunch, with the average Brit shelling out a whopping £48,339 on sandwiches over the course of their entire lives. In fact, a staggering 56% of Brits eat at least one sandwich per day – with over a third having exactly the same filling every day.

The poll by Heinz [ Seriously] Good Mayo found a BLT was the nation’s most loved sandwich, with chicken mayo coming in as runner-up.

Third in the list was bacon, accompanied with ketchup or brown sauce - followed by ham and cheese - and then cheese and pickle.

The sandwich is said to have been invented back in the 18th century by John Montagu, 4th Earl of Sandwich, who famously ordered his valet to bring him “meat tuck ed between two pieces of bread”.

A spokesperson for Heinz [Seriously] Good Mayo said: “These findings show Brits are very particular when it comes to their sandwiches – without a doubt it’s still our go-to option for lunch.

“The fact that it’s so quick to make, cheap and you can pretty much have any filling you fancy
Workplace

makes it an obvious choice for school children, workers, busy mums and anyone on the go.

The study found the perfect sandwich will consist of white bread with the crusts left on – only a high maintenance 14% of us insisted on their crusts being cut off.

It will also be cut diagonally in half, with as much salad as possible stuffed in.

The typical, hungry Brit will devour their sandwich in just eight mouthfuls, taking just over six minutes to polish one off.

But according to the data, many Brits have a penchant for more unusual combinations – leftover roast dinner, marmite and banana and onion ring and ketchup among some of the more bizarre sandwich concoctions.

Not for the faint hearted – mashed potato and sweetcorn and salad cream topped with salt and vinegar crisps were also sandwich fillings creative Brits have tried.

Leeds emerged as the sandwich capital of the UK, with those from the Northern city consuming the most sandwiches every month – 20 to be exact.
Disney Magical Meetings

Millions of families worldwide have treasured memories of going to one of the Disney resorts for a vacation or a special occasion. But, Disney isn't just for the family vacation! Thousands of companies hold meetings at a Disney resort every year. Companies have such a good experience, many come back year after year. Disney is known for quality, and that is what you get. Disney Meetings host, create and produce magical and inspiring events; Meetings that will be unforgettable to you and your attendees. “Why Disney Meetings? There answer is simple, because it is Disney itself!”

By Susan Silva
When planning meetings, the Disney experience provides you with the whole package. Disney’s event staff will take the time and work hard to give you the perfect meeting within budget and at the same time help you meet your objectives while having fun. It doesn’t matter, if your event is small or large, the event staff help you with creative ideas to get the job done right, while staying within your budget. After getting to know the needs and objective of your meeting, they can help book a stay at the perfect hotel. You can start with where you want your attendees to stay. Each Disney hotel has an ambiance of its own, casual, fun, some with a bit more luxury. Disney can help you pick the best hotel based on the goals of your meeting. You can also include a few resort days before or after your event for a special rate and purchase specially priced Disney Meeting and Convention theme park tickets.

Some of the fun features that come with planning at a Disney Resort are the opportunities of meeting rooms or event space that can be themed. You can have a “Swashbuckling Soiree” or maybe an “Alice in Wonderland” themed-party for everyone. With world class service Disney provides lots of options to give your meetings the maximum impact it deserves. Start the day in a conference room with a catered breakfast, book breakout rooms for brainstorming or smaller group sessions, have a fun themed catered lunch in an outside location, come back to a team building event in the park and end the day at one of the fine restaurants nearby or a sit-down dinner with beautiful décor and entertainment. The meeting is yours to make magical! Disney can help you surpass the “WoW” factor!

Your meeting may be a manager’s meeting, a convention, a conference, an incentive trip, a corporate planning meeting, or possibly a team building experience. If you are planning to include a professional development element to your agenda, your Disney Business Solutions representative may suggest including a Disney Institute program. Disney Institute provides fun and information training, based on the time-tested success and insights from Disney parks and

Continued ➤
resorts worldwide. Disney Institute can provide your meeting with a Keynote Presentation, one-day to multi-day programs which provide you with Disney insights in stimulating format and team building experiences.

Disney is known for their imagination; they can help bring this magic to your meeting, keeping your attendees engaged. Disney makes you look good! Some meetings look for ROI, Disney gets you ROE; Return on Emotion. Planning a meeting at Disney will bring out the best in your meeting and your attendees. They will leave with a positive event and great memories. A positive Return on Emotion!

Planning a meeting at a Disney Resort has its advantages. Disney wants your experience to be excellent and will make all your meeting members feel like a VIP. Disney meeting services are available worldwide at the Disneyland Paris, Walt Disney World Resort in Orlando, Florida, the Disneyland Resort in Southern California, Aulani (A Disney Resort & Spa, on the island of O’ahu in Hawaii), Hong Kong Disneyland Resort, Shanghai Disney Resort and the Disney Cruise Line.

Disneyland Paris is “the” place to plan that next meeting. When planning a meeting at Disneyland Paris, you will work with Disney Business Solutions. Disneyland Paris is Europe’s number one tourist destination. Disneyland Paris has two major conference centers, an events arena and 9 partner hotels. It is the fifth-largest convention facility in France! Disney Business Solutions will give your meeting an experience only Disneyland Paris can give! You search for your ROE (Return on Emotion) at many of the resorts around Disneyland Paris.

Disney’s Hotel New York takes you to New York in the 1930’s. Experience an Art Deco feel of New York and Wall Street. It gives you that high energy feel. The Disney’s Hotel New York has over 568 guest rooms with 5000 square meters of meeting and event space.

Disney’s Newport Bay Club ambiance and décor is based on a New England experience, light house included! Laid back with relaxation this colonial style hotel, allows you to get away from it all, Disney style. With over 1093 guest rooms and 5500 square meters of meeting and event space. The conference center is for the businesses having meetings at the center. It is not accessible by the casual Disney visitor.
The Disneyland Hotel at Disneyland Paris is a grand hotel full of luxury. The hotels theme was inspired by Victorian Palaces. The Disneyland Hotel has over 496 guest rooms and a customizable business suite that lets your meeting be held in a unique environment. Many of the rooms offer beautiful views of the Disneyland Park. The Disneyland Hotel has two meetings rooms of 2800 square meters for small meetings with lovely views of the Disneyland Park.

Orlando, Florida is the number one conference destination in the US. My bet is the Disney Resorts play a major part in being number one. Walt Disney World Resort has six convention resorts with more than 700,000 square feet of flexible event space for your meetings, including ballroom, meeting rooms and outside locations. Each hotel has its own ambiance and unique fits.

Disney’s BoardWalk Inn is on the water and has a 1940’s feel of Atlantic City. With over 370 luxurious guest rooms and over 20,000 square feet of flexible meeting and event space, Disney’s BoardWalk Inn is a great choice for conferences with an exciting atmosphere.

Disney’s Contemporary Resort has the iconic A-frame tower and has a beautiful view of the lake with a Magic Kingdom park just across the lake. Disney’s Monorail runs through the resort. This hotel has a modern look and feel, over 650 guest rooms and a convention center with 115,000 square feet of meeting and event space.

Disney’s Coronado Spring Resort is a popular spot for meetings; it has a southwest feel with palm- shaded courtyards and haciendas. It also has a white sand beach and scenic trails. The Disney’s Coronado Spring Resort is popular for larger conferences and has many amenities for the larger events, with over 1,910 guest rooms. They have business class guest rooms as well. The resort has over 220,000 square feet of meeting and event space, including the Veracruz exhibit hall that is 85,765 square feet of meeting and event space and the Coronado ballroom with 60,214 square feet of space.

Disney’s Grand Floridian Resort & Spa is the Victorian style hotel. It takes you back with its décor and style. The Disney’s Grand Floridian Resort & Spa has antique style with stained glass ceiling domes and a feel that you are on at a beach resort, way back in the early 19th century.

Disney’s Yacht & Beach Club Resort Club is more upscale and has a more relaxing atmosphere with a nautical, New England vibe. It is next to a beautiful Crescent Lake where you can rent water crafts and take time to enjoy the beauty of the area. With over 1,190 guest rooms and over 70,000 square feet of meeting and event space, the Disney’s Yacht & Beach Club Resort is a great option for your meeting. Within its meeting
Southern Californian is home to Disneyland Resort, the first and original Disney Park. Located in Anaheim with airports nearby the Disneyland Resort is easy to get to. There are three Disney operated hotels, all just outside both parks and each has its unique theme. Downtown Disney is just steps away from all three hotels and has plenty of places for dining, shopping and having the Disney magical experience.

Grand Californian Hotel & Spa is a beautiful hotel that makes you feel as if you are at a wilderness lodge. The hotel lobby was inspired by Yellowstone’s Old Faithful Inn. It has elegant wood accents and a roaring fireplace to warm up, talk with co-workers or just relax. It is the “Grandest” of the three hotels. This hotel has over 940 guest rooms and 20,000 square feet of meeting and event space. The Sequoia ballroom can accommodate events up to 1,200 guests. The Grand California has three scenic outdoor areas that can accommodate events up to 200 guests.

Disneyland Hotel is the original Disney Hotel! A little fact; the Disneyland Hotel opened in 1955, but none of the original hotel remains. It has had several renovations and is now a cool hotel with stunning views. Many of the rooms can enjoy the nightly firework show or the World of Color show at the Disney California Adventure Park, from the hotel’s balconies. The Disneyland Hotel has over 970 guest rooms and 136,000 of flexible meeting and event space that includes the Disneyland exhibit hall which itself can accommodate up to 3,000 guests.

Paradise Pier Hotel has a beach culture theme. It is right across from the Disney California Adventure Park and many of the rooms view the park. The Pacific Pier Hotel has fun theme rooms which highlight the sea-side beach theme. Disney’s Paradise Pier Hotel has very cool rooftop pools and the California Streamin’ waterslide! Many of the Disney hotels have won awards, but the Disney’s Paradise Pier hotel won the AAA Three Diamond Award, Southern California specifically for business travellers. The Disney Paradise Pier Hotel has over 480 guest rooms with 24,000 square feet of meeting and event space.

Aulani, A Disney Resort & Spa is Disney’s magical Hawaiian paradise! Located on the island of O’ahu, this destination showcases all the wow factors that is Disney. This beautiful waterfront destination gives you an exotic, luxurious backdrop for your meeting. Your meeting will be truly Hawaii with infusions of Disney!

Hong Kong Disney Resort - over the years Disney has been magical in the meeting meetings and events realm. Disneyland Hong Kong has the benefit of this combined
knowledge and can bring that extra sparkle and magic to your Hong Kong meeting.

**Hong Kong Disneyland Hotel** is located on the shores of the South China Sea. It captures the Victorian theme and brings a bit of luxury and class to the ambiance. It has 400 guest rooms and 1,500 square meters of meeting and event space. It has a dedicated Conference Centre area for meeting guests and includes 2 beautiful ballrooms, Cinderella Ballroom and the Snow White Ballroom.

**Disney's Hollywood Hotel** sets you into the Golden Age of Hollywood. The Art Deco design of the hotel has a more playful feel to the hotel. Disney’s Hollywood Hotel does not have meeting room space. When planning a meeting, the Disney’s Hollywood Hotel partnered with the Hong Kong Disneyland Hotel and hosts the meetings at their property.

**A Disney Cruise Line** offers a unique meeting experience as well as all the wonders that a Disney Cruise can bring. Disney has 4 ships; each ship has dedicated meeting space where you can get together for your meeting. Have your meeting attendees try a group port adventure. The Disney Cruise Line meeting, with their unparalleled service will be one that your meeting and event attendees will take home memories to last forever.

In the future months, DeskDemon will delve into each Disney destination area in more depth and bring you some of the unique features and fun that each resort area can bring. But in the end, it starts with what was quoted in the beginning: Why Disney Meetings? There answer is simple, because it is Disney itself! That really says it all.