

# PA ENTERPRISE

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

June 2017

**How to earn  
more respect  
at work**

**Optimise your  
job search**

**Are you a 'Social-media'lite' Mum?  
Making office life really work for you  
Kick the sugar habit with new cookbook**

PA Enterprise is published by

**Desk***demon.com*





HEALTHY**NIBBLES**

79% of employees would purchase healthy options if they were available

We provide an exciting range of snack boxes packed full of delicious healthy snacks, with free delivery throughout the UK.

Healthy Nibbles helps your workforce achieve:

- INCREASED ENERGY
- IMPROVED CONCENTRATION
- HIGHER JOB PERFORMANCE
- LOWER ABSENTEEISM
- STRESS REDUCTION
- SUPPORT HEALTH TARGETS

Buy now and get 10% off first order (code paex10) - [healthynibbles.co.uk](http://healthynibbles.co.uk)  
valid until 30/9/17 on office snack boxes only - terms and conditions apply

Contact our team today to find out more  
[hello@healthynibbles.co.uk](mailto:hello@healthynibbles.co.uk) — 0333 123 8575 — [www.healthynibbles.co.uk](http://www.healthynibbles.co.uk)





4



6



10

**4 UK productivity suffers due to poor sleep habits and technology overload**

**6 How to optimise your search for a job**

**9 New cookbook to help kick the sugar habit**

**10 How to earn more respect in the office**

**12 Are you a 'Social-media-lite Mum?'**

**14 How to make office life work for you**

**16 Fitness trackers accurately measure heart rate but not calories burned**

**18 Brits jet off on holiday with little knowledge of a country's language**

**21 The Tea Terrace becomes first restaurant in the world to have a Cinderella Carriage as a table**



14



16



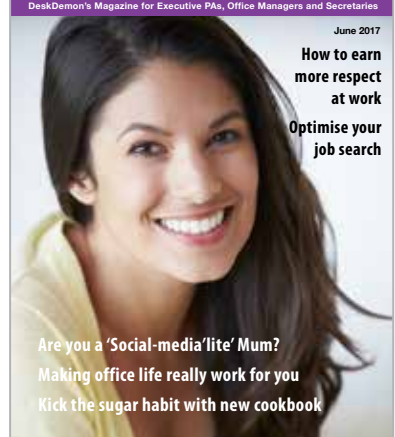
18

## PA ENTERPRISE

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

June 2017

How to earn more respect at work  
Optimise your job search



Are you a 'Social-media-lite' Mum?  
Making office life really work for you  
Kick the sugar habit with new cookbook

PA Enterprise is published by  
**DeskDemon.com**

## PA ENTERPRISE MAGAZINE

[www.deskdemon.com](http://www.deskdemon.com)

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

### Editorial

[editoruk@deskdemon.com](mailto:editoruk@deskdemon.com)

### Advertising

Tel: 0870 410 4038  
[mek@deskdemon.com](mailto:mek@deskdemon.com)

### Design & Production

Jane Bigos  
Graphic Design  
[janebigos@deskdemon.com](mailto:janebigos@deskdemon.com)

Kulasekaram Vimalarasa (Raj)  
Web Developer  
[raj@deskdemon.com](mailto:raj@deskdemon.com)

### Managing Director

Mek Rahmani  
Founder, CEO  
[mek@deskdemon.com](mailto:mek@deskdemon.com)

All rights reserved. No part of this Publication (whether in hardcopy or electronic form) may be copied, transmitted, or reproduced in any form or by any means, electronic, mechanical, recording, photocopying, or otherwise, without the prior written consent of DeskDemon.com. Whilst every care is taken in the compilation and publication of this publication, DeskDemon.com can not be held responsible for any consequences, mistakes or omissions. DeskDemon.com can not accept any responsibility for any inaccuracies or changes, or for consequential loss arising from such changes or inaccuracies, or for any other loss. Inclusion of any advertisements does not imply recommendations or endorsement by DeskDemon.com.

Copyright 2017 DeskDemon.com

# UK productivity suffers due to poor sleep habits and technology overload

*New research commissioned by the makers of leading sleep aid brand Nytol, has revealed that over a quarter of people (26%) believe they operate at half their capacity or less, after a bad night's sleep. 46% get stressed more easily and one in four (25%) people in full time employment feel less in control at work after a poor night's sleep.*

---

Furthermore, 40% of people claim they "often feel tired". This also comes at a time when we are seeing the UK's productivity lag way behind other economies, suggesting that our nation's sleep habits are not just affecting us individually, but may be having a serious knock on impact on the UK economy.

Half of those questioned are getting a maximum of six hours sleep a night. This falls short of recommendations put forward by the Royal Society for Public Health (RSPH), who have devised a "Slumber Number", stating 18-64 year olds need an average of 7-9 hours a night. The RSPH is urging the UK government to deliver a national strategy to urgently address the nation's under-sleeping habits. Regular poor sleep is known to increase the risk of serious medical conditions, including obesity, heart disease and diabetes, as well as shortening your life expectancy.

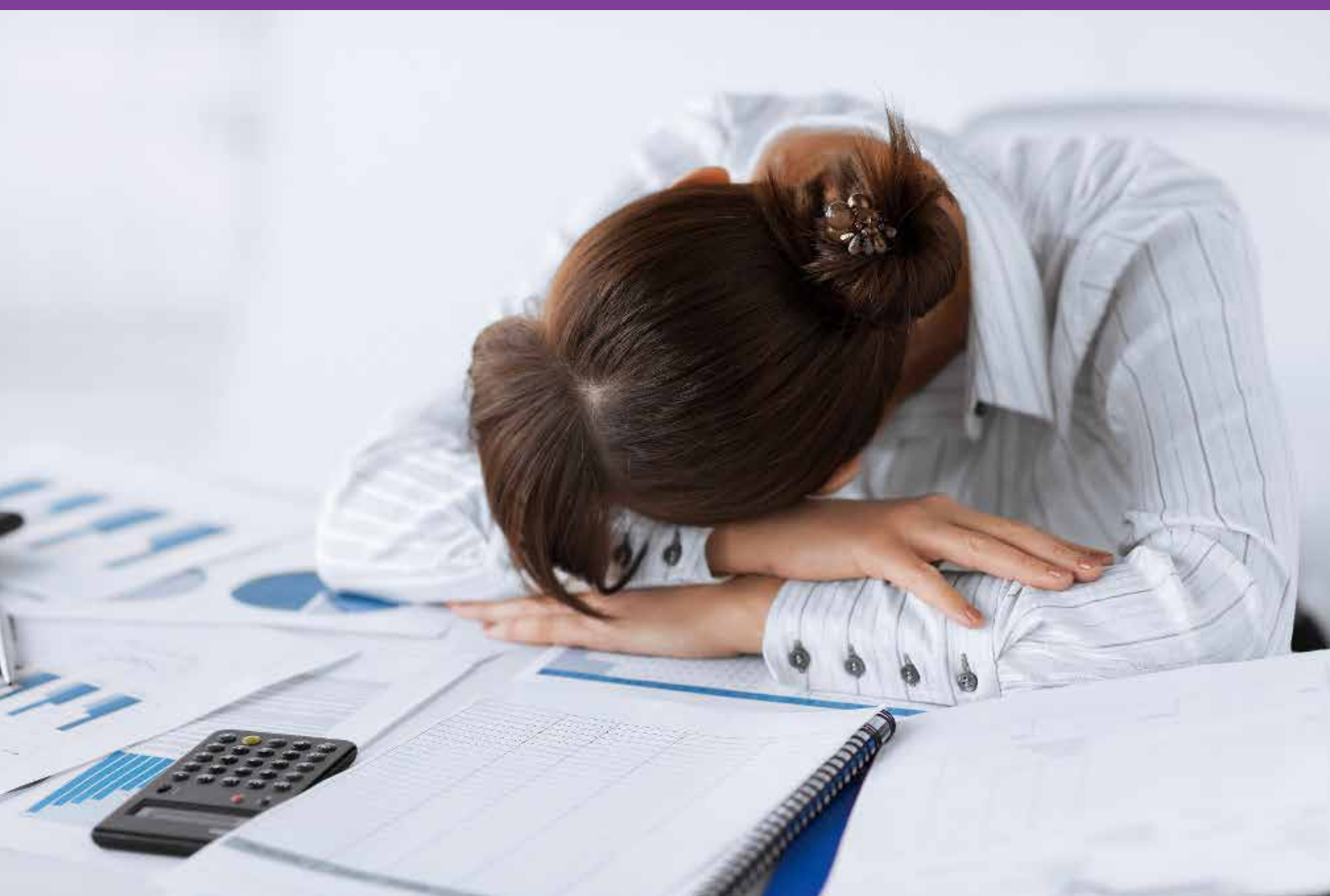
Further findings from the new research by Nytol looking at the cause of poor sleep, have shown that a third of people in full time work (32%) are losing sleep because they feel they have too many demands on their time, while 30% are kept awake by unfinished to do lists and 11% by

having too many emails in their inbox.

A quarter of young adults (aged 16-24) claim they are often going to bed later than planned because they are working late and a third (33%) stay up browsing the internet.

Sleep expert, Dr Neil Stanley comments, "Many people are stuck in a vicious cycle. Poor sleep habits make people less productive in the workplace and when suffering with sleepiness, they often find it harder to make critical decisions. We then see people taking work home with them, sometimes working late into the night. This in turn can disrupt sleep for the following night."

In our "always available" culture, the impact of technology on sleep is becoming increasingly problematic. Some experts believe that blue light emitted from screens affects the production of the sleep-inducing hormone melatonin, which is causing an increase in sleep disturbances. It is therefore not surprising that sleep disturbances are becoming increasingly common when research has shown that one in five (20%) people living in London check their email at least five times an hour.



Almost a quarter (24%) of 16-24 year olds and a fifth (21%) of people aged 25-34 are browsing the internet and checking emails between 11pm-1am. Furthermore, 23% of young people go on social media and 26% browse the internet when they are having trouble sleeping.

Dr Stanley continues, "People now commonly turn to devices as a means of distraction when they are struggling to drop off to sleep. However, this is likely to be making the situation worse. There are three vital steps to help ensure you have a restful night's sleep - an environment conducive to sleep, a relaxed body and a quiet mind. Going to bed and waking up at a regular time can also help to avoid sleep disturbances. When you are out of a normal sleep pattern, sleep aids can be helpful for some people to re-establish a normal rhythm by teaching your body when it is time to sleep."

Additional findings from the research showed that despite the impact of sleep deprivation, 27% of people would do nothing about it. The same proportion of people would be likely to try a natural/herbal remedy. However, a huge proportion were unable to identify any natural active ingredients that can help to induce sleep: 89% were unaware that valerian helps to induce sleep, 96% were unaware of hops and 98% of passion flower.

For occasional nights when you need help to drop off, new Nytol Herbal Simply Sleep One-A-Night is a traditional herbal medicinal product containing natural active ingredients that is used to provide temporary relief from sleep disturbances. The product contains 385mg of valerian root extract which has been used for decades to induce sleep and promote calmness.

**For more information: [www.nytol.co.uk](http://www.nytol.co.uk)**

# How to optimise your search for a job

*So, how on earth do you look for a job? Well there's honestly no strict method in going about your hunt, but there are plenty of ways to look for a new job and you can use as many as you like! Whether you're looking for your first job, thinking of changing careers, or simply need a fresh start, here are a few ways to look for a new job and optimise your job search.*

By Laura Slingo, cv-library.co.uk

JOB

Search

## Job boards

Around 34.5% of job hunters are using trusted job boards, like CV-Library, to start their job search. Just to clarify, job boards host job adverts on behalf of recruitment agencies and other organisations, and you can quite easily search through all these vacancies to see if any suit you. Once you've uploaded your CV to the job board, you can then apply for the vacancies that have caught your eye – simple!

Job boards also offer a few extra things to give your job hunt the edge. Once you've uploaded your CV, potential employers using the job board's services will be able to view your CV, and they will contact you if they think you're well suited to a job they have – they're

practically doing the job search for you! FYI – you can of course hide your CV at any time once you've found a job, or if you don't want to be contacted by recruiters anymore.

In addition, job boards also offer Job Alerts, which are incredibly useful. These alerts filter your profile





information, for example, which industry you're looking for work in, and send you email updates of brand new jobs you might be interested in. This means your job searching time is practically halved, leaving you free to respond to new vacancies as quickly as possible, and giving you an advantage over other potential applicants.

### **Contact recruitment agencies**

You don't just have to use job boards though; did you know 17.6% of job hunters will contact recruiters first before doing their own search. Before you contact recruitment agencies you need to remember that recruiters work on behalf of employers in order to find candidates for their vacancies. Therefore, while recruiters are available to help you with your job search, you must refocus your expectations of recruiters as they can't always guarantee interviews and job offers for you.

So, how can agencies help you? Well, you might choose to sign up with a recruitment agency directly. If that's the case, we advise you to register to no more than three or four agencies that specialise in your area of interest. You could sign up to some generalist agencies, but if you register with a specialist agency, there's a higher chance they'll have a selection of job roles more suited to your career path. Once you've registered with a recruitment agency, they may invite you in for an interview with a consultant to get to know your marketability, qualifications and career aspirations, in order to help you find that number-one job. Neat!

### **Business networking sites**

15.9% of job hunters first look to business networking sites, such as LinkedIn, when browsing for that perfect role. First thing's first, if you don't have a LinkedIn profile you should

seriously consider creating one. Secondly, if you created one a while ago but haven't kept it updated, you should use these tips to help optimise it, and quickly – 93% of hiring managers search LinkedIn for new recruits! Once your LinkedIn profile is looking pretty savvy, you can rest assured recruiters will be able to find you.

You can also browse jobs posted on LinkedIn. LinkedIn will suggest jobs based on your profile information, but that's not all you're limited to. You can either search for other jobs with keywords, or, if you have a fairly good idea of the company you'd like to work at, you can visit their Company Page on LinkedIn to see if they have vacancies advertised. If you find a job you like the look of, you have two options; you can either apply through inApply (i.e. LinkedIn), or through the company website.

### Industry press and newspapers

Another way to find a job is through industry press or newspapers – 8.8% of job hunters already do this. If your career path lies in a particular industry, or you want it to, checking out industry-related publications is the perfect way to find a new job within it. More often than not, industry-specific press and publications advertise jobs within their field – this could be in printed format, but is more likely to be online. If you've never considered job searching this way and you're not sure of the publications related to the industry you want a job in, simply Google the industry and 'magazine' or 'paper' or 'journal' etc. – something is bound to pop up!

Most national newspapers these days also share job vacancies, such as The Guardian and The Telegraph, so be sure to make use of this avenue for your job search, too.



### Ask friends and business contacts

Did you know that 6.9% of people looking for a job will ask friends and business contacts before searching? There's plenty of truth behind 'it's not what you know, but who you know'. There's no harm in asking some of your nearest and dearest if there are any job openings at the company they

work at. If there are vacancies, your contact's referral can be absolute gold dust and will almost certainly give your application the edge as it'll prove you're trusted.

### Contact companies directly

Around 5.5% of job hunters contact companies directly to enquire about vacancies and you shouldn't be afraid to either! Yes, job boards, agencies and business sites are kaleidoscopic hubs for job vacancies, but if you've got your eyes set on working at a particular company, there's no reason why you can't reach out and enquire about openings. You'll find that plenty of companies and organisations advertise their own vacancies, usually on their website or through dedicated social media channels. If you find that the employer you want to work for isn't advertising for the role you want, you can still let them know you're interested by sending them a cold-contact cover letter and your CV.

### What now?

You may choose to tailor your job search through just one of these methods, a couple, or even all of them. It's of course advantageous to utilise as many resources as possible, but also to utilise what's relevant to you and your career. For example, if you're a chef, LinkedIn is unlikely to offer the job opportunities you're looking for. Approaching business contacts and contacting companies directly, however, just might. Therefore, focus your job search on your industry and desired career path and you're sure to find a job that's the right fit for you.



# New cookbook to help kick the sugar habit

*Sarah Flower, nutritionist, author and mum of two, is very down to earth in her approach to health and cookery. This new book features her favourite family recipes, including cakes, biscuits and confectionary, all sugar free. This low carb, low fructose and sugar free book is a must for anyone who wants to improve their health, lose weight and balance blood sugars.*

**The Sugar Free Family Cookbook** is bursting with fantastic recipes to suit all the family. With informative opening chapters on why we should reduce or eliminate sugar, including how to keep your children healthy, dealing with celebrations, such as birthday parties and Christmas. The book then leads on to some wonderful recipes and practical advice.

## Low Carb

All the recipes show the full nutritional analysis as well as suggestions to make the meals very low carb to suit those who follow a grain-free low carb diet or Low Carb High Fat (LCHF), which Sarah follows.

The Foreword is by Jonno Proudfoot, author of *The Real Meal Revolution*.

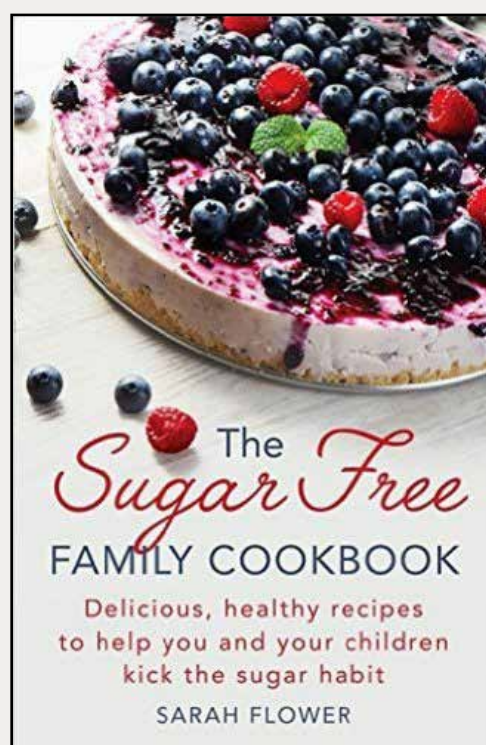
'Sarah Flower is one of the many inspiring nutritionists I've encountered on my journey of nutrition and health discovery in recent years, a bright-smiling dietary soldier in the battle for better health. Sarah's book is filled to the brim with everything you need to remove sugar and refined carbs from your diet. Critically, her recipes will make this life-style change feel less restrictive and more indulgent – exactly what you need to make it sustainable.

What we eat has a profound effect on our health and our lifestyles. Food is indeed our medicine

and eating real food that is free from processed junk is the way to improve your health and your life. Sugar-free, real, home-cooked food is the future of healthcare and, if you ask me, Sarah's treatment – in the form of Southern Fried Chicken, Rhubarb Crumble and Chocolate Pecan Meringue Cake – is just what the doctor ordered.'

## **The Sugar Free Family Cookbook**

Published by Robinson (21 April 2017)





# How to earn more respect in the office

*Having respect not only helps us get ahead in our careers (people think of you when opportunities pop up), but also helps us be more productive every day. When no one respects you, it's hard to convince people to back your idea, or pitch in on a project, or even listen to you in meetings. So, how do you command respect in the office? It's actually easy to do if you practice these five key habits.*

---

## 1. Validate Others' Opinions

In the same way you want someone to back you up when you're proud of an idea, people will respect you if you stand up for them when they share their own thoughts – especially when no one else speaks up.

It's as simple as saying "I actually like Jerry's idea, and it's pretty feasible—all we'd have to do is XYZ."

## 2. Help Out When You Can

OK, a little obvious, but being a team player is an instant hit with most people.

So, if you see someone struggling, offer to help them out. If you notice an assignment lagging behind its deadline (even if it's on a different team), ask if there's anything you can do. If others are staying late while you're heading out right at 5pm, stick around for a bit and ask

if anyone needs assistance. Even if you get turned down, you'll still be remembered as someone your colleagues can count on.

## 3. Speak With Confidence, Not Cockiness

People who command respect stand by their beliefs—not because they're always right, but because they believe in doing the best for the company. They don't dismiss other people's opinions (in fact, they welcome opposing views), but when they know the best solution for everyone,





A woman with short blonde hair and glasses, wearing a dark blazer over a light blue striped shirt, is pointing her right index finger upwards. A glowing, translucent sign with the word "RESPECT" in green capital letters is positioned above her finger. The background is a soft, out-of-focus grey.

# RESPECT

they're not afraid to state it—and state it with confidence.

But that doesn't mean they brag when everything goes well. Rather than boast about their success and shine the spotlight back on themselves, they use what they learned to further improve their team's efforts.

#### 4. Avoid Complaining

Nobody likes a whiner, especially in a professional setting. Don't protest when things don't go your way, or your boss is demanding a lot from you, or you're assigned an especially difficult project. Persevering shows that you're up for challenges and won't give up when things get hard.

That's not to say you can't voice feedback or offer up honesty when the situation merits it, but

rather that you should understand when you're bringing up a valid concern or just venting.

#### 5. Do Your Job (Well)

Finally, the easiest trick in the book—do your job, and do it well. Work hard, meet deadlines, be an open communicator, go beyond your job description every once in a while, and there's no reason people won't admire you and what you do for the company.

If you're already doing all of these and still can't get people to respect you. Well, you just may be guilty of these seven common mistakes.

But assuming that's not the case, you can start putting these into practice right away and changing everyone's image of you for the better.

by Alyse Kalish [themuse.com](http://themuse.com)



# Are you a 'Social-media-lite Mum?'

*New research reveals that almost a quarter of UK mums spend more than 12 hours every day on gadgets such as mobile phones, laptops and tablets. One in ten of mums also admitted to spending 9-12 hours a day on devices, which means over a third of UK mums spend at least 9 hours a day on their gadgets.*

---

Half of these mums admitted most of the time on their gadgets was spent on social media platforms, and a third said they were taking photos and videos of their children to share on Facebook, Instagram and Twitter.

The poll of 2,000 UK mums, with children aged between 0-16, was commissioned by Row.co.uk, a mobile phone and tech insurance company. The results show that mums in England are in fact the worst culprits for spending time on gadgets and social media sharing. 24% percent confirmed they spend over 12 hours a day on their phones – 55% said they're browsing social media sites, and 34% said they're capturing their kids' moments to share online.

Despite the stats clearly showing that many mums are spending more time behind the lens taking pictures of their children instead of playing with them, a whopping 62% of mums were very quick to say "no" when asked if they spent more time on gadgets than they do with their children – however almost a third (29%) said they were unsure, suggesting mums are not ready to own up to their socia-media-lite mummy habits.

A quarter of mums confirmed to feeling guilty when on their phones and not playing with the kids, but they also said they felt they deserved some 'me' time. Six percent of mums said they felt "in company" when on gadgets as being at home

with children can be lonely.

So, where do these busy mums find time to take and share pictures of their family online?

- **30% said they use their mobile phone when they wake up in the night**
- **20% said they use their gadgets as soon as they wake up in the morning**
- **7% are on gadgets during breakfast and lunch time**
- **5% even admitted to using gadgets during family bath times**

And what are the kids doing while mum is on her phone or tablet? Well, it seems a socia-media-lite mummy may be teaching her children bad habits as 21% of mothers said their children would be playing games on their own gadgets. It also confirms the rise in crazy soft play dates where many parents kick back and let their kids run wild, as 16% said children would be playing in the soft play centre while they were indulging in their social media pastime. Other mums said their children would be:

- **Watching TV (19%)**
- **Playing outside (19%)**
- **Eating a meal (8%)**

Sophie Tait, part-time trainee nurse, and mother





---

*The fact that a fifth of parents recognise their children love playing with them means we do know deep down that we need to spend more time with them. Mums spend more time taking photographs and videos of their children to share on social media, than they do parenting them.*

---

of two to Ella-Boo 11 and Logan 2, comments on the results: "As a mum I understand the social pressures to show friends online that you're getting on great with your mummy adventures with fun days out and holidays.

Even though behind closed doors most of us are probably having a tough day dealing with tantrums and household chores while juggling work at the same time.

We certainly do need to get our priorities right and perhaps even start taking parenting advice from our own parents when mobiles phones and tablets weren't around to distract!"

When the 2,000 polled mums were asked to choose one thing their child loves spending time doing, the top five answers were:

1. Playing outside (39%)
2. Playing with their parents (19%)
3. Watching a film, TV or using a gadget (18%)
4. Arts and crafts (17%)
5. Playing with toys inside the house (8%)

"The fact that a fifth of parents recognise their children love playing with them means we do know deep down that we need to spend more time with them."

"It is hard being a mum juggling all of the jobs and commitments we have, but perhaps we all need to make a pact to stop posting so many pictures of our children with glorified filters. If we see less of them, maybe we'll be less likely to feel pressurised to add our own".



# How to make office life work for you

*Research suggests that the tiniest tweaks to your work environment can make a big difference*

## The project

Few things make work more annoying than a physical environment you can't control, whether that's flickering fluorescent lights or loud-talking colleagues. But there's hope. Research suggests the tiniest tweaks can make a big difference. Psychologists call it 'embodied cognition' – how your surroundings and posture affect the way you think and feel.

## The aim

Study your workspace and be alert for subtle details. Keep in mind that if something involves even minimal extra effort, we'll avoid it. So, to stay hydrated, keep water at your desk; you won't bother walking to the water-cooler. Likewise, to keep track of tasks or ideas, keep Post-Its within arm's reach, not in a drawer. And personalise your space with photos; research shows this increases our sense of autonomy and therefore happiness.





## The theory

Humans evolved to thrive on the African savannah, not in airless offices. So you'll work better, and be more happy, if you stay connected to nature. A source of daylight helps, or a pot plant. In one study\*, workers took fewer sick days if they worked on the side of an office building facing trees and grass.

Don't underestimate small interventions: a five-minute walk in the park can make a measurable improvement to mental health, and according to another study, even green wallpaper on your computer screen is helpful. High ceilings have been shown to aid creativity, so if you can, do important thinking in an atrium or outside.

The simplest rule: make sure your work day involves a few things that existed 250,000 years ago – trees, sunlight, water, face-to-face socialising – instead of just screens.

## Now try it out

- **Pipe nature directly into your ears.** Smartphone apps, such as Noisli, let you pick from a selection of effects (rushing water, rain, twigs cracking underfoot in the forest) to create the ideal outdoor soundscape – never mind that you're really in a cramped cubicle.
- **Create a minimalist work zone.** Even if you generally thrive on clutter, keep the area in front of you clear: extra visual information uses up 'cognitive bandwidth', leaving us with less attention free to focus on what really matters.
- **Don't be a filing freak.** We're taught from childhood to put things back where they belong. But it makes sense to keep your most-used files and papers on your desk, within easy reach. Filing away the things you need for your work creates a motivational barrier, because it's then more effort to retrieve them.



Oliver Burkeman is the author of *The Antidote: Happiness For People Who Can't Stand Positive Thinking* (Canongate, £8.99).



# Fitness trackers accurately measure heart rate but not calories burned

*Millions of people wear some kind of wristband activity tracker and use the device to monitor their own exercise and health, often sharing the data with their physician. But is the data accurate?*

---

People can take heart in knowing that if the device measures heart rate, it's probably doing a good job, a team of researchers at the Stanford University School of Medicine reports. But if it measures energy expenditure, it's probably off by a significant amount.

An evaluation of seven devices in a diverse group of volunteers showed that six of the devices measured heart rate with an error rate of less than 5%. The team evaluated the Apple Watch, Basis Peak, Fitbit Surge, Microsoft Band, Mio Alpha 2, PulseOn and the Samsung Gear S2. Some devices were more accurate than others, and factors such as skin color and body mass index affected the measurements.

In contrast, none of the seven devices measured energy expenditure accurately. Even the most accurate device was off by an average of 27%. And the least accurate was off by 93%.

"People are basing life decisions on the data provided by these devices," said Euan Ashley, DPhil, FRCP, professor of cardiovascular medicine, of genetics and of biomedical data science at Stanford. But consumer devices aren't held to the same standards as medical-grade devices, and it's hard for doctors to know what to make of heart-rate data and other data from a patient's wearable device, he said.

## Hard for consumers to know device accuracy

Manufacturers may test the accuracy of activity devices extensively, said Ashley, but it's hard for consumers to know how accurate such information is or the process that the manufacturers used in testing the devices. So Ashley and his colleagues set out to independently evaluate activity trackers that met criteria such as measuring both heart rate and energy expenditure and being commercially available.

The team tested seven wrist-worn wearable devices – the Apple Watch, Basis Peak, Fitbit Surge, Microsoft Band, Mio Alpha 2, PulseOn, and Samsung Gear S2 – with 31 women and 29 men each wearing multiple devices at a time while using treadmills to walk or run, cycling on exercise bikes or simply sitting.

"There were diversity of ages, male and female, and then also we looked at diversity of skin tone, and then size and weight to try and represent the population generally," said Ashley.

"The heart rate measurements performed far better than we expected," said Ashley, "but the energy expenditure measures were way off the mark. The magnitude of just how bad they were surprised me."





### Heart-rate data reliable

The take-home message, he said, is that a user can pretty much rely on a fitness tracker's heart rate measurements. But basing the number of doughnuts you eat on how many calories your device says you burned is a really bad idea, he said.

The team say the findings have ramifications for those relying on their fitness trackers as a measure of their health.

"When you consider that people are using these estimates to essentially make lifestyle decisions like what they are going to eat for lunch then I think that is something that is worth knowing and people should know to take these estimates with more than a pinch of salt," said Ashley.

Neither Ashley nor Shcherbina could be sure why energy-expenditure measures were so far off. Each device uses its own proprietary algorithm for calculating energy expenditure, they said. It's likely the algorithms are making assumptions that don't fit individuals very well, said Shcherbina. "All we can do is see how the devices perform against the gold-standard clinical measures," she said. "My take on this is that it's very hard to train an algorithm that would be accurate across a wide variety of people because energy expenditure is variable based on someone's fitness level, height and weight, etc." Heart rate, she said, is measured directly, whereas energy expenditure must be measured indirectly through proxy calculations.



# Brits jet off on holiday with little knowledge of a country's language

*The average Briton will jet off on their holiday this year, knowing only EIGHT words of the country's language, according to a new study.*

---

Researchers took a look into how “au fait” we are with other languages and revealed the majority of us will head off this year on our summer holidays, being able to say a handful of things in the native dialect, including “yes”, “no”, “please may I have a beer” and “I have an upset stomach”.

The survey by Holiday Autos revealed nearly two thirds of Britons claim to be embarrassed that we make such little effort to learn foreign languages.

However a further 27% admit to making no effort to learn a language ahead of their holiday – with the fact ‘everyone speaks English’ emerging as the main excuse.

The study found French to be the language Brits are most familiar with, with the average UK adult being able to rattle off up to 15 words – but despite millions of Brits travelling to Spain this summer, the average holidaymaker knows just eight words in Spanish.

‘Hello’, ‘yes’ and ‘goodbye’ are the most common words Brits known how to say in a foreign language, followed by ‘thanks’, ‘no’ and ‘good morning’ – while three in ten of Brits on holiday know how to ask where the bathroom is and over a third can competently ask for a beer.

Of the 1,500 respondents surveyed, 23% said they holiday in English speaking resorts so there was no need to make an effort and speak the local language.

A spokesperson for Holiday Autos, said: “This research highlights that Brits don’t make huge amounts of effort when it comes to learning languages when planning a holiday in country abroad.

“Saying that, if, of those eight words that the average adult knows is ‘please’, ‘thank you’ and ‘good morning’, you can’t go far wrong.”

“For those that want to know just enough words to get by when they head off to sunnier climes this summer, we’ve produced handy language guides (<https://www.holidayautos.com/blog/holiday-like-a-boss-in-spa...>) that are available online and include top foreign phrases that you can learn while traveling or before you pick up your holiday hire car.”

Being so limited with the local language has landed one in ten adults in hot water - with problems occurring when ordering food and drinks, following directions and settling a bill.





One in ten have lost luggage on holiday and struggled to communicate with the necessary people.

35% of Brits claim to start speaking slower in English when trying to make themselves understood and a quarter opt for gesticulating wildly with their hands.

More than one in twenty have even resorted to drawing pictures and one in ten have to rely on their smartphone to make themselves understood.

Over a quarter of Brits have a funny story to tell about a friend or family member trying to make themselves understood on holiday – with 17% claiming they still laugh about it.

In fact, the average holidaymaker has experienced three 'lost in translation' moments when on holiday.

### According to the poll....

- A gentleman got a surprise in France when he asked for jam to go with his croissant and got a condom.
- A holidaymaker thought he was asking a waiter where the toilet was, but was actually repeatedly asking where the man's wife was.
- Another asked for egg on his pancake and got a raw egg.
- One respondent asked for a lemonade and ended up buying a newspaper.
- Another respondent regularly got the French words for rabbit and bread around the wrong way.
- One respondent ended up with a slap around the face. To this day he doesn't know what he said!





Of those that completed the poll, 35% would like to know enough words to just get by when they head off on holiday.

The spokesman for Holiday Autos added: "The survey has uncovered some really interesting insights into how Brits seem to have the confidence to communicate while traveling without necessarily learning any of the native language.

"It shows that having confidence leads to happier holidays — something which Holiday Autos believes in wholeheartedly, as we provide book and go car hire and we are committed to find the best car at the best price for everyone's holidays."

#### What we often CAN say on holiday:

Hello	Car
Yes/No	Dinner
Goodbye	Left/Right
Thanks	Pizza
Good morning	Taxi
Please	Where is the bathroom?
My name is	Where is the hotel?
Good evening	Still water
Excuse me	Where is the hospital?
Tomorrow	Sparkling water
The bill please	I have an upset stomach
Breakfast	Moped
Can I have a beer	



# The Tea Terrace becomes first restaurant in the world to have a Cinderella Carriage as a table

*A UK chain of tea rooms has introduced a Cinderella Carriage as a dining table in its two London branches at House of Fraser Oxford Street and House of Fraser Victoria Street.*

The Tea Terrace restaurants and tea rooms announced that it has installed the unique carriages at its two London branches and says that demand has been overwhelming as customers rush to book it for afternoon tea or lunch.

Ehab Shouly, Managing Director of The Tea Terrace, said the company is proud to be the first in the world to introduce this kind of unique dining experience at its restaurants.

He explained that he came up with the idea after hearing many of his customers refer to the interior design of their tea rooms as a fairytale or Alice in Wonderland themed.

"We are always looking at innovative ways to attract new customers. We want to reinvent the concept of eating out and dining. It's no longer about just the food, it's now more about the experience and the photo opportunity that the restaurant presents to its customers so they can share the photos on social media," he said.

After a brain-storming session with his and



business partner Rowena Shouly, they decided that they would recreate a Cinderella carriage and build it with a table that can be folded down for people to sit in it.

"We looked and looked for a furniture company that can build it for us and

everybody thought we were crazy. We finally found a company abroad that builds carriages. We submitted a sketch which I hand-drew myself and told them this is what we want. So they built a working carriage for us with the table and seating for 6. It looks amazing," the Tea Terrace executive said.

"People are booking it for special occasions like birthdays, anniversaries, or for a romantic date."

The Tea Terrace is now taking bookings for the carriages. There is a usage charge of £15 per person (£7.50 for children under 12) and a minimum spend of £19.25 for either an afternoon tea for one or a lunch comprising of a main course, dessert and a drink.

**TheTeaTerrace.com**