

Please take one

R10OFF Incl. VAT
any CLOSE-UP
100 ml toothpaste

TO THE STOCKIST:
This coupon entitles the holder to receive R10.00 (including VAT) off the full retail price of any one 100 ml tube of CLOSE-UP® toothpaste. A coupon obtained against the sale of any one 100 ml tube of CLOSE-UP® toothpaste may be used for a cash refund to Coupon Clearing Bureau, PO Box 32003 Braamfontein, 2017. Purchase of sufficient stock to cover coupons presented for redemption must be proved on request. Misuse of this coupon constitutes fraud. Only original copies will be accepted. This coupon is only redeemable at selected stores that stock CLOSE-UP® toothpaste. Expiry date 28 February 2008. This coupon cannot be used in conjunction with any other coupon or promotion.

Barcode: 9 951430 301001

25iPOP PWA 0754-0-021207

R10OFF Incl. VAT
any CLOSE-UP
100 ml toothpaste

Please take one

R10OFF Incl. VAT
any CLOSE-UP
100 ml toothpaste

Take a coupon and save!

R10OFF Incl. VAT
any CLOSE-UP
100 ml toothpaste

Barcode: 9 951430 301001

TO THE STOCKIST:
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WIN

"A NIGHT IN" from
HANDY ANDY SUPER CREAM
&
Checkers



SEE ENTRY FORM FOR COMPETITION DETAILS

For cleaning power that's out of this world!!!
Try new **HANDY ANDY Super Cream**

To stand a chance to win this amazing prize, buy **HANDY ANDY Super Cream** and stand a chance to win a night in from **Checkers** and **Wendy's**. The winning form must be submitted to the winning form book at the end of the promotion.

Checkers **Wendy's**

WIN A NIGHT IN FROM HANDY ANDY SUPER CREAM!
Be spoilt by the **HANDY ANDY Super Cream** Team and **Checkers** when they come in and prepare your home for an evening of wonder and delight.

IN THE KITCHEN
A qualified chef will prepare and serve up a dinner party for you and 7 friends or family (a total of 8) using the best quality choice wine and ingredients. (Dinner from **Wendy's**.)

IN THE BATHROOM
The **HANDY ANDY Super Cream** Team will take care of the dirt and leave your home sparkling at the end of the evening.

CLEAN SURFACES with New **HANDY ANDY Super Cream**

Handy Andy Super Cream is a powerful, all-in-one cleaning solution that works on all surfaces. It's the perfect solution for all your cleaning needs.

IN THE KITCHEN
A qualified chef will prepare and serve up a dinner party for you and 7 friends or family (a total of 8) using the best quality choice wine and ingredients. (Dinner from **Wendy's**.)

IN THE BATHROOM
The **HANDY ANDY Super Cream** Team will take care of the dirt and leave your home sparkling at the end of the evening.

OUTDOORS
A qualified chef will prepare and serve up a dinner party for you and 7 friends or family (a total of 8) using the best quality choice wine and ingredients. (Dinner from **Wendy's**.)

INDOORS
A qualified chef will prepare and serve up a dinner party for you and 7 friends or family (a total of 8) using the best quality choice wine and ingredients. (Dinner from **Wendy's**.)

WIN A NIGHT IN FROM HANDY ANDY SUPER CREAM!
Be spoilt by the **HANDY ANDY Super Cream** Team and **Checkers** when they come in and prepare your home for an evening of wonder and delight.

Buy **HANDY ANDY Super Cream** and stand a chance to win a Weber Braai

For cleaning power that's out of this world!!!
Try new **HANDY ANDY Super Cream**

WIPE OUT THE TOUGH STUFF!
WITH **HANDY ANDY Super Cream** and **WIN**

TO ENTER
Buy **HANDY ANDY Super Cream** and stand a chance to win a Weber Braai.

IN THE KITCHEN
A qualified chef will prepare and serve up a dinner party for you and 7 friends or family (a total of 8) using the best quality choice wine and ingredients. (Dinner from **Wendy's**.)

IN THE BATHROOM
The **HANDY ANDY Super Cream** Team will take care of the dirt and leave your home sparkling at the end of the evening.

OUTDOORS
A qualified chef will prepare and serve up a dinner party for you and 7 friends or family (a total of 8) using the best quality choice wine and ingredients. (Dinner from **Wendy's**.)

INDOORS
A qualified chef will prepare and serve up a dinner party for you and 7 friends or family (a total of 8) using the best quality choice wine and ingredients. (Dinner from **Wendy's**.)

WIN A NIGHT IN FROM HANDY ANDY SUPER CREAM!
Be spoilt by the **HANDY ANDY Super Cream** Team and **Checkers** when they come in and prepare your home for an evening of wonder and delight.

Looking for a new Squeeze?



Try this

WIN this



2 Citi Rhythms must be won!

WITH **CLOSE-UP**

FLUORIDE GEL TOOTHPASTE

ENTER NOW FOR YOUR CHANCE TO WIN!

Close-Up is a registered trademark of Unilever PLC and used under license from Unilever South Africa Home and Personal Care (Pty) Limited. Marketed by Super Pharmacies, Building 12, Southview Park, Woodhead Drive, Woodhead, Sandton, 2146. www.unilever.co.za Tel: 0800 122 912

*TERMS AND CONDITIONS APPLY. SEE ENTRY FORM FOR DETAILS.

The Close-Up Campus Squeeze!

Guess how many students squeezed into the Close-Up City Golf and you could WIN IT!

ENTER HERE!



2 Citi Rhythms must be won!

WITH **CLOSE-UP**

FLUORIDE GEL TOOTHPASTE

Looking for a new Squeeze?



Try this

WIN this



2 Citi Rhythms must be won!

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*TERMS AND CONDITIONS APPLY. SEE ENTRY FORM FOR DETAILS.



**R2
OFF** VAT INCL.

R2 OFF VAT INCL.



1 kg or 2 kg pack of
OMO MULTIACTIVE

**REMOVES
STAINS**

**REMOVES
STAINS**

10/10



dirt is good.

R2 OFF VAT INCL.



1 kg or 2 kg pack of
OMO MULTIACTIVE

**REMOVES
STAINS**

R2 OFF VAT INCL.

1 kg or 2 kg OMO MULTIACTIVE

To the Dealer: Please allow below R2.00 (including VAT) off the price of any one 1 kg or 2 kg OMO MultiActive washing powder pack. A coupon valued against the rate of any one 1 kg or 2 kg OMO MultiActive washing powder pack may be used for a total refund to Consumer Cleaning Europe, PO Box 22002, Birmingham, B2 2YU. Purchase of sufficient stock to cover requests presented for redemption must be proven on request. Misuse of this coupon constitutes fraud. Only original copies will be accepted.
Expiry date: 31 July 2007



R500 000 cash to be won
in the
OMO 10/10
SOCCER SCHOOLS COMPETITION

Buy OMO and help your school WIN!

Details available at your local primary school.



R500 000 cash to be won
in the
OMO 10/10
SOCCER SCHOOLS COMPETITION

THE PRIZES UP FOR GRABS!

1. The 20 schools that collect the most OMO flags will each win **R25 000 towards educational or sports equipment**.

PLUS, all OMO Soccer Coaching Fun Day participants will receive a **Soccer Skills Kit** which includes some helpful coaching aids to assist with practice.

2. The next 100 collecting schools will each win a **Soccer Skills Kit** which includes some helpful coaching aids to assist with practice.

HOW YOUR SCHOOL CAN WIN

1. The schools that win a prize will be those that collect the most OMO flags from any size original OMO box.

2. The schools that win a prize will be those that collect the most OMO flags from any size original OMO box.

3. How to send your school's OMO flags to the OMO team:

- Fill the box with OMO flags from your school's OMO boxes.
- Include a letter from the school principal or teacher.
- Include the contact name and telephone number of your school.
- Closing date for receipt of boxes: 31st June 2007.
- Contact us on 011 278 2007.

Competition starts: 11th April 2007
This closing date is: 31st June 2007

LEARNING LIFE SKILLS

For the past seven years OMO has undertaken initiatives within schools, all designed to help improve the lives of our children. The purpose of the competition this year is to continue to provide a more active healthy lifestyle for children by teaching them valuable life skills.

LIFE SKILL: LEARN TO FOCUS

SOCCER OMO: dribbling

Dribbling is a basic soccer skill. It is a way for a player to move the ball without passing it to another player. It is a way for a player to move the ball without passing it to another player. It is a way for a player to move the ball without passing it to another player.

OMO REMOVES STAINS

OMO removes stains from your clothes, so you can look your best.

Learners (Grade 6 - 7)

R500 000 cash to be won
in the
OMO 10/10
SOCCER SCHOOLS COMPETITION

The TOP 20 SCHOOLS can each win **R25 000 CASH** PLUS an OMO Soccer Coaching Fun Day with professional coaches and soccer players.

The TOP 100 SCHOOLS can each win a Soccer Skills Kit Pack.

Help YOUR SCHOOL WIN by collecting the flags from any original OMO box and sending the flags to the OMO team.

OMO REMOVES STAINS



Buy OMO at SHOPRITE
and you could meet your favourite soccer celebrity!

Player	At SHOPRITE	Date	Time
Marco van Basten	Shoprite Sandton	10 May 07	Between 11 - 1pm
Marco van Basten	Shoprite Midrand	17 May 07	Between 11 - 1pm
Marco van Basten	Shoprite Pretoria	10 May 07	Between 11 - 1pm

OMO

SHOPRITE

LOWER PRICES YOU CAN TRUST











BACKGROUND
Consumers use the HANDY ANDY Brand as a high quality, effective cleaning product due to its strength to dirt and grease, while still cleaning your surfaces.

OPPORTUNITY
An opportunity exists to:
 • Revitalize the HANDY ANDY Trigger category with a winning formula, consumers will find more and exciting
 • Grow the trigger category with the launch of a premium product.
 • Strengthen the value growth of the category with the launch of a premium product.

THE HOUSEHOLD SURFACE CLEANING MARKET
HANDY ANDY is the largest surface cleaner in the market in South Africa.

Now 750 ml!

NOTHING CLEANS BETTER

CONCEPT
HANDY ANDY Trigger Cream Kitchen Cleaner
Tough cleaning action in a spray that combines the power of HANDY ANDY Cream, Cream Cleanser, and Cream Trigger. It effectively removes sticky mess, tough grease, and even baked-on food, leaving your kitchen sparkling clean.

HANDY ANDY Trigger Cream Multi-Purpose Cleaner with Handi
Tough cleaning action in a spray that combines the extraordinary cleaning efficacy of HANDY ANDY Cream with the power of handi in a convenient spray. It's highly effective and easy to use, leaving your home sparkling clean.

HANDY ANDY Trigger Cream Bathroom Cleaner
Tough cleaning action in a spray that combines the power of HANDY ANDY Cream with the power of handi in a convenient spray. It's highly effective and easy to use, leaving your bathroom sparkling clean.

CONSUMER PROPOSITION
 • All the power of HANDY ANDY cream now in a trigger format - Nothing cleans better.
 • No powerful cream formula, baked-on mess and sticky messes disappear and grime disappears from the surface. So you can wipe away even the toughest dirt easily.
 • Specialized products with powerful cleaning performance.
 • Handi cream, premium bottles with impactful shelf displays.

CUSTOMER PROPOSITION
 • Attractive margins to be offered
 • Up trading consumers into more premium brands which will drive category value
 • Strong 47% and 87% activation which will create interest and excitement at POP
 • Long term investment strategy behind this sector with new innovation and more
 • Increasing basket size

MERCHANDISING
 New HANDY ANDY Trigger to be merchandised in the current HANDY ANDY Triggerfield space
 Trigger specialist cleaners will be merchandised by usage area or surface type e.g. Bathroom
 with bathroom, Kitchen with kitchen and Multi-Purpose with multi-purpose.
 • Displays current 300ml Trigger and multi

OUTSTANDING SUPPORT
 • In-store media and promotion to drive trial and awareness.
 • TV ad as support

An Invitation TO MEET THE CLEANING SPECIALISTS....








ED
ESSENTIAL DESIGN
International

Exclusive design and manufacture of South Africa's
most desirable lighting and décor accessories.

Head Office / Factory: T: +27 021 502 5079 F: +27 021 529 4966 www.essentialdesign.net
Retail Store - Sandton: Fourways Crossing Shop G12, Fourways, Johannesburg T: 011 467 7386 F: 011 467 7387



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most desirable lighting and décor accessories

CHRISINTHA MOODLEY
084 558 5508
avam@iafrica.com

Head Office / Factory: T: +27 021 502 5079 F: +27 021 529 4966
www.essentialdesign.net











"Samsung Supports Breast Cancer" logo, promotional elements, billboards and press advert



Bursting with Safety

SOS Text

SOS Call

Fake Call

Sim Tracker

Choose Samsung Tobii and get safety features like one-touch SOS call or SOS message, Fake Call, Mobile Tracker and more. But Tobii is much more than just a safety phone. It comes loaded with exciting features like a music player, educational games, 1.3 megapixel camera and Bluetooth messenger, so they'll love it too.

samsungmobile.co.uk/tobi

tobi be free

SAMSUNG



Want another chance to win a weekend shopping trip to New York?

Simply complete the online Pixon training and you will be entered into the competition once more and double your chances of winning!

- Please go to www.samsungtraining.com and click on 'Europe'
- Click on 'Register Now' on the left hand side
- Enter your registration code 'Samsung Pixon' (exactly as shown) and click 'Send'
- Please complete your details, so if you win we know where to send your prizes, and click 'Send'
- This will generate an automatic email to the address you have given which will give you your password, this can be changed once on the site to something more memorable within 'My Settings'

Good Luck!



Samsung Pixon
8 megapixel camera phone

SAMSUNG

Introducing the Samsung Pixon 8 megapixel camera phone

On the Samsung Pixon in Camera settings activate GPS then take a picture of your colleague using smile shot.

2 chances to win each of these prizes!

Gold prize:
A Weekend Christmas Shopping in New York

Silver prize:
10 x Pixon Handsets

Bronze prize:
4 x Christmas Hampers

To double your chances of winning, speak to your Samsung Trainer today!





SAMSUNG

Screen images are simulated. ©2008 Samsung Electronics Co., Ltd.



Capture the unexpected

The new Samsung Pixon ultra thin 13.8mm mobile not only packs an 8 megapixel camera but also has Advanced Shake Reduction, Smile Shot, a 3.2" touch screen and a dual powered LED—making it the perfect way to capture important moments, day or night. So wherever life takes you, take a Pixon and capture the unexpected. samsungmobile.co.uk/pixon

Samsung Pixon

8 megapixel camera phone

SAMSUNG

Introducing the new Samsung G-series side-by-side refrigerator

+100 litres



All these features and there's still over 100 litres more space

- 1 Twin Cooling Plus™
- 2 Tin Can Carry
- 3 Auto Moisture Drawer
- 4 Big Boxes
- 5 Dairy Guard
- 6 ClearView Ice-maker
- 7 Galton Guards
- 8 LED Tower Lighting
- 9 Multi Flow
- 10 Foldable Shelf
- 11 Spill-proof Tempered Glass Shelves

For more information visit: www.samsung.com/uk/g-series

Better creativity through innovative technology

Samsung's MX camera series deliver great features and pioneering technology. So it's no surprise that our cameras are number one in the UK market*. It's also no surprise that the Technical Image Press Association voted our NX1000 Best Ultra Compact Digital Camera of 2008.

Now there's even more good news. We're strengthening the MX range with the launch of two new feature-rich products.

NX1000HD

- 14.7 Megapixels
- Next generation 3.0" Smart Touch 2.0 touch screen
- High Definition stills and video
- Wide angle Schneider-Kreuznach lens with Dual Image Stabilisation

NX100

- 10.2 Megapixels
- 7x optical zoom with Dual Image Stabilisation
- Unique nine dashboard
- Multimedia capabilities




Better sales through innovative marketing

Following our highly successful high impact award winning campaign, it's no wonder there's so much buzz about Samsung's camera range. And there's even more planned for peak, including:

- An exciting gift with purchase promotion with Visa Cinema!
- Brand new interactive display stands for the NX1000
- Continued advertising support
- An all-star team of Samsung Account Executives offering staff training, in-store sales support, product demos and much more

To find out how we can make 2008 your best year even talk to your Samsung representative.

To order product, call 01932 458 300

samsungcamera.co.uk

see your world SAMSUNG

Your Samsung camera captures the glory in superb detail



You see why you're a fan

Samsung Cameras are delighted to present two new Limited Edition cameras. The amazingly versatile M4 Titanium boasts 8.2 megapixels and true multimedia functionality, meaning you can not only take great photos, but also listen to music and record and play videos. The L100 also produces stunning 8.2 megapixel shots, and with 3x optical zoom you'll feel like you're at the heart of the action.

Both Limited Edition cameras come with a free case and are available for purchase now from Chelsea FC.

For more information visit samsungcameras.co.uk

see your world SAMSUNG

Official Camera Sponsor





Accessing the menu

There are two ways to access the main menu:

- 1 Press the key on the right hand side of your Samsung Omnia.
- or
- 2 At the Today screen click on the Menu icon.



Locking your Samsung Omnia

There are two ways to lock your Samsung Omnia:

- 1 Push and hold the 'Call End' key for approximately 2 seconds. Follow the on screen instructions to unlock.
- or
- 2 Activate the password protected lock.



Getting the best performance from your Samsung Omnia

If there are lots of applications running at the same time your Samsung Omnia may slow down. This is easily resolved by shutting down any applications that you're not using with the Task Manager.

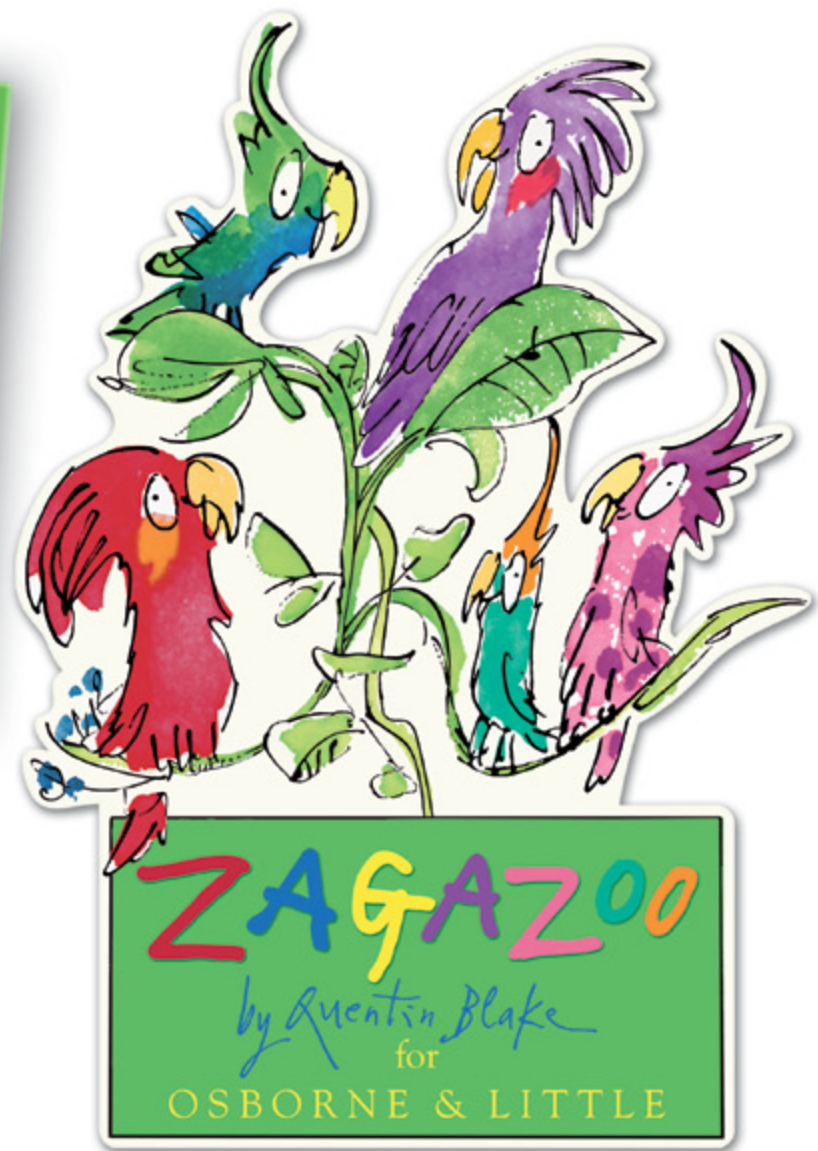


Activating Bluetooth and Wi-Fi

To activate your Bluetooth or Wi-Fi connection, simply access this function through the Wireless Manager. Please ensure that the device you are trying to connect to is also activated. To do this:



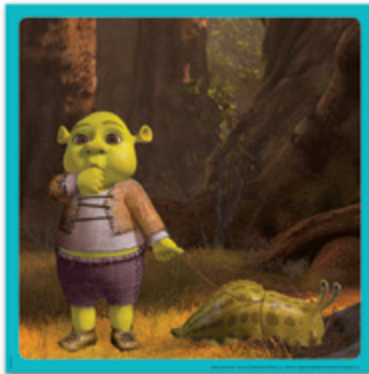


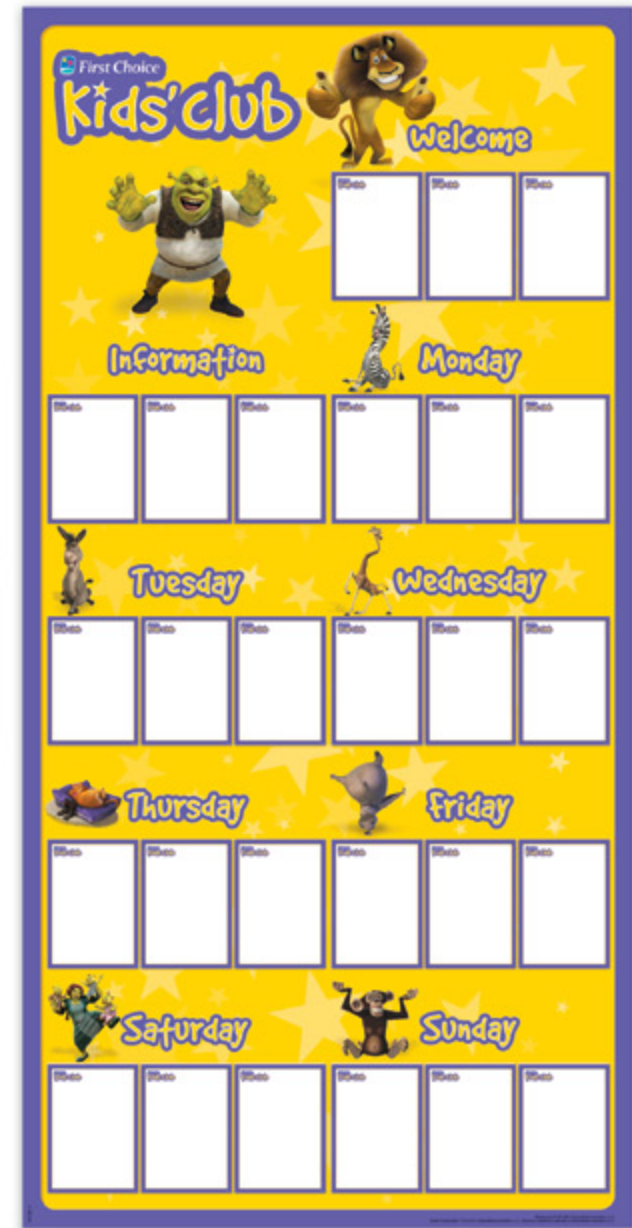


Osborne & Little "Zagazoo" book and showcard









First Choice
Little Stars



This is to certify that _____

at _____

signed _____

dated _____

© 2011 DreamWorks Animation LLC



First Choice
Super Stars



This is to certify that _____

at _____

signed _____

dated _____

© 2011 DreamWorks Animation LLC

First Choice
Mega Stars



FEAR MY ROAR!

This is to certify that _____

at _____

signed _____

dated _____

© 2011 DreamWorks Animation LLC



24/7 SERVICE

Our 24/7 Holidayline team are standing by to take your call. And it's not just someone at the end of a mobile phone. We're a dedicated team in the UK who are at your service 24/7. We've loads of information at our fingertips and if you want us to call you straight back – let us know and we will.

Contact our 24/7 Holidayline team anytime.

- Holiday planning
- Excursion bookings
- Car rental
- Any problems

text: 02345
email: 24-7@thomson.co.uk
call: +44 2476 282 228




WHAT'S ON WELCOME

You've come all this way and now it's time to get your holiday off to a great start. So, allow us to help. We've got lots of inside knowledge to help you make the most of your time away plus we can answer all your questions. We can even arrange things like car hire for you. And if you've been here before, it's still worth coming along – we'll let you know what's changed since last time.

We look forward to meeting you

Where:

When:



OUR PROMISE TO YOU

Our priority is to make sure you have a great holiday. That's why we've got more than 30 years of experience working overseas to make sure every holiday is a great one.

If you're not happy, we'll make it right. That's our promise.

WELCOME

We're the experts when it comes to your holiday experience. We can make sure you get the best of the holiday, the weather, the food and drink, and the most of the holiday. We'll be there to help you every step of the way.

We look forward to meeting you.

Where:

When:



KEEPING IN TOUCH

We're here for you 24/7. Here's how you can get hold of us...

Phone: +44 2476 282 228

Text: 02345

Email: 24-7@thomson.co.uk

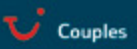
FOR ALL YOUR QUESTIONS
call +44 2476 282 228
text 02345
email 24-7@thomson.co.uk





WE HOPE YOU'VE HAD A GREAT HOLIDAY

If you're already looking for inspiration for the next one, just pop in to your local Thomson shop. We'll give you the lowdown on all your favourite destinations, plus we've got some brand new ones to tell you about.

HOW CLEAN IS YOUR ROOM?

JUST KEEPING YOU INFORMED




OUT & ABOUT

The Big Guide to Overseas



Our vision:

“We are going to make travel experiences special, and we’re going to make them fun by offering unique packages that are differentiated through our leading brands. And in a market, our customers will be exactly what our customers want. What’s more, they can buy them through any of our distribution channels, so they don’t have to fight down the high street or on websites or on the phone.”

“We also want to create better service, increase sales spending and improve customer loyalty. To do this, we need to build our entire service more competitive than other leading companies out there in the travel market.”

“Great people have chosen to go on holidays with us, and we want them to spend more by buying our exclusive products. This will give our customers a unique holiday experience – and, hopefully, they’ll do it again in two, three, four or five years. We can get more of our repeat business with our customers the more we know about them. We can make them more loyal. And, if we know more about them, we need to give them great service. It’s not about the money – it’s about the service.”

Our three drinking goals:

- Achieve a profit of £200m and revenue of £1.6bn
- Achieve customer recommendation of 90% or higher
- Achieve employee engagement score of 80%

This is what we're selling for as a business - and we're going to achieve it. Each and every person in the company should share those three strategic goals, whether they're working in the back line or sales, or sitting on the board of directors. Everyone knows our goals, everyone can own for the results for the same thing.

Our Values (Winning Behaviors)

- Customer Obsession
 - Understanding Customers
 - Delighting Customers
- Playing to Win
 - Domination
 - Position for Results
- Value Drivers
 - Customer Success
 - Leading Change
- Responsible Leadership
 - Communicating with Impact
 - Business Ethics

Our values and winning behaviors are all about making sure we'll get the skills to drive high performance within our business. It's also important our employees are motivated to be great performers. Our culture is defined not just by what we do, but how we do it. So the winning behaviors are in place to help us guide us on how we should behave when we go about our work.

The winning belief starts with a clear understanding of what a high-performing business looks like. They support our commitment to have the best people in the business, driving high performance.

[The Big Guide to Business - Our View](#)



5. Steps to Success

- **Keep the customer informed**
- **When action has been taken, don't assume the customer is happy with the outcome** - contact them to see if they are satisfied
- **Keep in touch with the customer** to make sure they are all well having a good time for the remainder of their holiday - demonstrating that you are post-checking 60 of service is an easy way to improve a customer's experience

DEALING WITH PROBLEMS AND COMPLAINTS

What are patterns up of? You can't design properly, in other words, customers have very different expectations, to put it bluntly.

- How did the impact their building?
- How much of their building was affected?
- How is different restoration achieved?

Answer these questions, and I'll give you a good idea what would be for compensation. There's no trick and while you're at it please remember this when you look at the questions: If you don't find confidence about a medical decision, discuss it with your doctor.

- What caused the problem?
- What would make up for the inconvenience?
- What would make up for the inconvenience?

The all-help if you need to negotiate with a supplier or retailer. Don't forget any compensation needs a category walk on the CM. The all shows the root cause of the problem and where the money can be recovered from. The codes are really important as they make sure the right budget is used in the payment is collected from a hotel or supplier.

Over the next few pages you'll see the Service Recovery Guidelines for summer 2011. They're been designed to help you handle customer problems, so think of it as your Bible when you're trying to find the right solution. But only your customer will be satisfied and won't make a complaint when they get home. Of course, there will be times when, despite your efforts, you can't give customers exactly what they wanted. It's important to not let the issue out, and where appropriate, give compensation. In your job it's not always the customer and service. You don't need to write to us, as we

100

likely to put things right and show how good you – and TCI – really are. Collect the customer is happy with your proposed resolution. Get any sign-off, so this will get the issue completely resolved. Then the customer will of their feelings.

half gestures and any monetary compensation. They've been willing to let education and the flexibility to make sure any donations to the red

... ..

Marketing Channel

Your online board should always list the goal. There are different headers for each board - in Thomson, First Choice, Gilt etc. - but we always use the same board. The information is a mix of pre-published and post-published content, and the board is always as pictured, regardless of the board.

- 4-space notice board
6-space notice board
10-space notice board

You'll probably get a 4-quart coffee board, but if you have 10 guests, load them up with several portions of the other food, you have 10 guests, you'll have to have some extra portions and to fill all your important roles.

And it goes without saying your cotton board needs to be in a standard spot in reception. No, and find a place out of direct sunlight or your banners and posters will fade.



The Power of Humanity



Registered Charity Number: 220949

British Red Cross Week:
7th May 2000 - 13th May 2000
Freephone: 0800 123456



BritishRedCross

Caring for people in crisis

A toddlers cup that does not spill any-
down



Clothing that **never** needs to be **IRONED**



A bicycle seat with shocks to avoid the bumps



A pair of shoes that **NEVER** need to be **polished**



Tailored garments made from **100% pure wool**



www.millennium-products.org.uk

