

BEST NEWS

October 2011

'Can Do' Attitude Reaps Rewards

I finished last time talking about the numbers. I decided this time to start with the numbers. Traditionally, we are entering our busy time when the level of requirements increases and everyone prepares for the Christmas rush. As a consequence of this pattern, budgets increase at this time of year. I am pleased to say we enter this time well ahead of budget on a cumulative basis but the monthly variance against budget has been reducing and as I write this last week's margin just about reached the budget. However, I feel this is more to do with the profile of our business where the peaks and troughs we have been used to are flattening a little and clearly we need to be aware of this change in our planning.

All that said, we have had a very successful year and many exciting things are 'in the pipeline'. Although all other commentators seem hell-bent on spreading doom and gloom - if it isn't Greece going bust (bring back the Drachma I hear you say!) - it's the death of the Celtic Tiger! If they aren't digging up wrong-doings by politicians or celebrities (whatever they are?), they are finding fault with our rugby team, football team or our athletes and are predicting a calamitous Olympics in 2012. I find that if we look for the positive things which are around us and focus on those, positive outcomes will follow. We have always had a 'can do' attitude and it seems that we've shown that whatever is thrown at us 'we can do it' and do it well.

You will probably have seen that TBC is going Google. I'm led to believe this is a good thing and will open up all sorts of communications opportunities. I'm sure this is so, but I think we'll wait for another issue to go into more detail. However, do watch for the changes and the information bulletins from Dave.

In this issue, we have a variety of articles - hopefully - most will be of interest to you. As I mentioned in the last issue, and a few before that, please send any information you wish to share via Best News to Jan Blann, her details are to be found somewhere on this page. I understand that a number of CPC courses have already taken place. Once again I believe we have approached the CPC issue from a balanced point of view. We have not rushed into providing the training as a matter of course. It is the drivers' responsibility to ensure they are correctly qualified. We need to help and advise them and now facilitate their training. To this end, we have sourced high quality industry experts to do this and provide facilities for the training to be delivered.

As you will see, our help desk is 65 years old. Well, not the help desk but certainly the brains behind it! Dave celebrated his birthday whilst grappling with the final touches to our AWR compliance processes. What a star! Happy birthday Dave - we all hope the 'thermals worked' - it's a gliding term!



Andrew Sweeney

Reference is also made to more competition winners. Sadly, not everyone won £2.4m on the lottery but until your numbers come up the next best thing is generating new leads and actually creating a secure financial future.

And finally, Newcastle has moved to new and better premises (the original office being somewhat run down!), and two further developments to our training programme have been launched with a new, improved Client Visit Course and a further 60 or so NVQ's being awarded to Administrators across the branch network. Well done to you all (too many to name here, they are there later on).

The next issue will be January, but I think it's far too early to wish you a Happy Christmas just yet, so I simply wish you all luck in the next few weeks prior to that event.

Andrew Sweeney - Chief Executive



NEXT ISSUE...

Could you please contact Jan Blann if you have any topics for inclusion in the next issue of Best News or with subjects for future Press Releases.

tel: 01926 843693

mob: 07976 284248

email: jan@marketnotions.com

New Procedures for Driver CPC Course Enrolment

What is Driver CPC?

Driver CPC (Certificate of Professional Competence) is a mandatory qualification stipulated for all LGV and PCV professional drivers in the UK. It has been introduced as a requirement under the EU Directive 2003/59, to improve driver knowledge and skills prior to driving, to develop lifetime knowledge and skills and to improve road safety through higher standards. Drivers must meet the cost of the training and will be given the option to spread the cost over a number of weeks.

The qualification comprises an initial Driver CPC course for new LGV and PCV drivers split into four parts; theory, case studies, practical test and vehicle safety. Successful completion across all modules is required. To maintain the qualifications, all drivers must also attend 35 hours periodic training every five years. Current professional drivers with vocational qualifications are deemed to have 'acquired rights' for five years and are therefore exempt from the initial CPC training but they do, however, need to complete the 35 hours of periodic training. This applies to drivers who are:

- Bus or coach driver with vocational licence (D, D1, D+E and D1+E) before 10 September 2008

- Lorry driver with vocational licence (C, C1, C+E and C1+E) before 10 September 2009

Every professional driver operating a vehicle 3.5 tonne and above must complete 35 hours of CPC training which is broken down into five, seven hour modules that cover a range of subjects including:

- Digital & Analogue Tachograph including Working Time Directive Driver Hours
- Safety & Security of Self, Vehicle and Load, Safe Loading & unloading of vehicles
- General Fuel Efficient Driving - SAFED (safe and fuel efficient driving)
- Customer Services
- Driver's Vehicle Checks
- Health and Safety - Driver Wellbeing - Health Diet & Fatigue Management & Route Planning

CPC Card

Following successful completion of the initial training, every driver is issued with a Driver Qualification Card (DQC). It is unlawful to drive professionally without having a DQC and is a legal requirement for drivers operating in all EU member countries.

TBC Arrangements

In order to offer a professional and consistent training service to both temporary drivers and clients, TBC has selected three partner companies to deliver the Driver CPC training. Arrangements and costs have been agreed with IPJ Training Services Ltd (Stockport), John Poulton Transport Services Ltd (Tipton) and Horizon (Portsmouth). All companies have many years experience in the transport industry and driver training. TBC drivers also have the ability to repay the costs of training through a wage deduction process. This will enable them to spread the cost over more than one week.

Course Booking Procedure

A CPC Pack has been produced to guide you through the process and includes a flow chart with supporting notes, charge rates, an overview of training providers and deduction from wages form. Ask your regional manager for details.

South East Competitions

The winners of the third SE competition are Michelle Pedley and Amy Baird of the Southampton branch. The competition was to generate as many new prospects as possible.



Chris Gordon awarding trophy to Michelle Pedley and Amy Baird.

New Office for Newcastle Branch

TBC's Newcastle branch has relocated to larger premises near to Newcastle City Centre. The branch, which was previously based in serviced offices earmarked for regeneration near to the football ground, has moved to premises in a busy and popular area above the entrance to Grainger Market in Nun Street, Grainger Town. The move provides a more central location as well as scope for expanding the branch.

Phil Simmonds, regional manager, said: "The new offices have given everyone a new lease of life. Most importantly, however, they are future-proof and can quite comfortably accommodate six or seven plans - hopefully the team will rise to the challenge!"

The team at Newcastle is run by Eric Robinson, divisional manager. On the Industrial plans, Paula Cherry and Colin McDade are senior consultants and Richard Brown is Industrial 1 consultant, with Eric acting as the 4th member of the Industrial team. On Driving, Adam Trinder is senior consultant and Tony Dowson is consultant (level 3). Alison Johnson is the branch administrator.

The branch services a huge cross section of clients in several sectors including food manufacturing, retail, distribution and general production.



From back left to right: Alison Johnson, Adam Trinder, Richie Brown, Eric Robinson, Paula Cherry, Tony Dowson, Colin McDade

Advanced Client Visits Training Course Launched

TBC has launched a new training course – **Advanced Client Visits: 3 Day Workshop** – in recognition of a need to respond to the changing market pressures and consultants' training needs regarding client visits.

The objective of the new course, which is aimed at Divisional Managers and above, is to equip delegates with the skills required to successfully undertake sales visits with larger volume users and in more complex sales situations. The course incorporates all possible negotiation options and positions, with the final afternoon of the three-day course dedicated to role play with either Martin Recci or Mike Cooper, who act

as a client. So far, three courses have been run with plans to hold more in the New Year.

The Learning Outcomes of the Advanced Client Visits workshop are as follows. After completing the pre-course work and the workshop delegates will have:

- Applied the specific 'appointment getting' technique to secure visits with reluctant prospects (pre-course)
- A checklist for preparing for visits with volume users covering: their team, your team, variations to the meeting, essential information

- Further developed their client visit techniques, specifically:

Solution selling with larger users

Dealing with more difficult prospects/visits

Using body language to build rapport

- Identified their individual approach to negotiating and highlighted its benefits and drawbacks
- Negotiating techniques suitable for larger volume and more complex sales
- Practised their skills in a videoed role-play with a Director
- Individual feedback on how their visit technique can be improved and how their body language assists and/or detracts from the visit

NVQ Business Administration, Level 2

Following The Best Connection's commitment to training, 64 branch administrators will have completed their National Vocational Qualification (NVQ) in Business Administration, Level 2, by the end of October 2011.

An NVQ offers an alternative to traditional, academic qualifications and is based on what people actually do in their jobs. It is measured against nationally agreed standards and demonstrates that individuals holding the certificate are competent at their job. The NVQ scheme comprises five levels

reflecting the complexity, responsibility and autonomy in the job. Level one is the most basic and level five is the most complex stage.

TBC worked with external training company, Matrix, to deliver the NVQs, however, Kanez Khan gained the A1 Qualification in order to assess and qualify TBC's administrators.

NVQ s in Business Administration, Level 2, have been awarded to:



Kanez Khan

Birmingham

Beata Ciok
Cheryl Gardiner
Debbie Martin
Fay Harrison
Liliana Marshall
Lydia Lombardi
Sam Truman
Tina Burgees

Bolton

Samantha Wood

Bristol

Gayl Jackway
Helen Little

Burton

Jessica Ball

Cannock

Rosemary Ibbs

Cardiff

Jamie Pugh

Carlisle

Ian Baker

Coventry

Karley Rose
Laura McGennity

Crawley

Charlotte Tester
Mariann Powell

Croydon

Jayne Copper
Derby
Hannah Leggatt
Inese Lide

Gloucester

Ashleigh Withers
Amy Hewer
Hanger Lane
Claire Leach
Lesley Lacy

Hertford

Jenna Griffin

Lancaster

Zabdiel Gates

Leeds

Joan Riley
Leicester
Hayley McLaren
Jayne Pegg
Leoni Nelson

Luton

Vicki Ellis

Maidstone

Louise Wright

Manchester

Chris Pine

Newcastle

Alison Johnston
Elenore Davies

Northampton

Laura Adkins

Nottingham

Joanne Wingate

Nuneaton

Kirsty Wright

Oldham

Faye Callaghan

Peterborough

Ania Wiccanowska
Izabella Dryline
Poole
Ozlam Ozuner

Portsmouth

Cheryl Andrews

Redditch

Amy Whitehead
Annette Thompson

Sheffield

Samantha Baudains

Southampton

Cheryl Osbourne

Staines

Emma Walters

Stockport

Gemma Murray

Stoke

Alex Ingram
Joel Hurst

Sunderland

Linda Ridley

Swindon

Maria Carvajal

Tamworth

Dawn Waspe

Taunton

Genna Richards

Telford

Emma Mortimer

Walsall

Gayle Grantham
Sue Price

West Bromwich

Bev Harris
Toni Smith

Worcester

Rebecca Gibson

Worthing

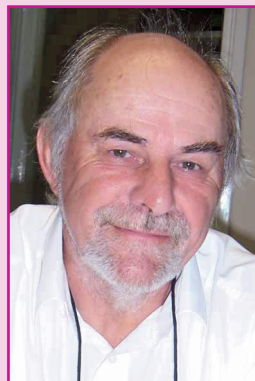
Hayley Allen

Dave Payne Celebrates 65th Birthday

Congratulations to Dave Payne, who celebrated his 65th Birthday on 13th October. Dave, who works as Quality Manager, is based at Halesowen. He has been involved with TBC since 1995.

To celebrate the milestone, Dave's colleagues and friends presented him with an array of culinary-themed presents including vouchers for dinner at the Waterside Inn at Bray (run by the Roux family), a voucher for a cookery course at Eckington Manor Cookery School, hot cooking sauce collection and a selection of cookery books. Dave also received a camera mug, Top Gear 'Alternative Highway Code' Book and a model train filled with toffees.

We all hope Dave had a fantastic birthday.



Dave Payne

Lottery winner

A former TBC HGV temporary worker has scooped a £2.4million jackpot on the National Lottery. Ged Blairs worked as a driver for the Hanley branch in Stoke on Trent. Not surprisingly, Ged has informed the branch that he will no longer be available for work! We wish Ged all the best for the future.

Things you didn't know about ... Dave Schilling



Dave Schilling

How did you get into recruitment? Martin Recci and I were good friends, he started in recruitment first and it sounded like an exciting business to get into that could be quite lucrative long term, so it was really on Martins recommendation, I'd never have even considered a career in recruitment otherwise.

Do you have pre-work duties?
No

How do mornings differ from afternoons? One comes before the other

What is your favourite lunch venue/meal? A coffee with the manager at whichever branch I'm at

What part does travel play in your role? How much do you enjoy your car and driving? Travelling is a big part of the job and with mobile phones, work continues whilst driving. I always enjoy getting my new car (this October), it's good to appreciate being part of a success story

What would you do without your mobile phone? Talk less and get to hear what's on the radio! (Seriously, business has become so reliant upon them now, I couldn't imagine being without it. I started in recruitment when mobiles didn't exist, unimaginable to think how businesses operated then don't you think?)

What makes you laugh a lot at work? Laughter is in the moment, I find humour in all things. When people say they've been too busy always makes me chuckle, why would they think we'd employ them for being anything but?

What's your biggest bugbear? When people ring in sick, no matter what their illness, it always seems to affect their vocal chords! And then one excuse isn't enough; it's always 'sickness' & 'diarrhoea' not just one in most cases.

Has your day job evolved naturally since you joined TBC? Yes, thanks to modern technology. I still prefer speaking with people and ideally face-to-face. This is how TBC grew and is the best form of communication. After all, communication is only as good as the response you get. Sadly emails create many different perceptions and interpretations, whereas speaking openly, allows those thoughts to dissolve.

What's your favourite customer and why? One I guess, thanks to Darren Ainge passing it onto me, is Lincac Services (Logtek). The client values what we do and despite price attacks from the competition, they appreciate that quality comes at a price. I have recently renewed a 2-year 'preferred supplier agreement' with them.

What do your friends and family think about the work you do? You'd have to ask them that question, as I'm sure what they say to me, differs from what they probably discuss amongst themselves. It's a bit like meditation and yoga, the people most opinionated

about it, are those that have never done it.

What is the most challenging part of your day to day job? Having to accept 'competent incompetence'. And people's honesty: The naked truth is always better than the best-dressed lies

Do you have any obsessions? Chocolate, fizzy drinks tidiness! Chocoholic but of the dark kind. Belgium Cote d'Or is the best!

What's the most common request from your colleagues? "Dave, I know you're busy but . . ."

How do you balance work and play? Meditation, yoga, tennis and cooking curry

What do you enjoy most about your job?

There are two parts to this answer:

1) Winning new business, as this reminds the competition why we are The Best!

2) Consultants grasping the opportunity they've been given and building a successful career

How do you deal with tasks you would prefer not to do? Preferring not to do, or not needing to do are two different questions. It makes life easier to get those things done quickly, otherwise they become like a stone in your shoe and it's more comfortable to deal with them sooner than later, because it's always going to have to get done at some point.

Name your favourite:

- Book - Shantaram
- Film - Shawshank Redemption & The Green Mile
- Place - Southwest England
- Song - Carrying A Torch, Van Morrison
- Hero Anybody that is in service for humanity is a hero, many of whom go unnoticed. It saddens me that people think of footballers/pop stars as heroes, when a brain surgeon who saves peoples lives is unheard of. Ask yourself: who are life's real heroes?
- Music - I love all music that has feeling or a message, it's an art for the right place and time.
- Crisps Poppadoms - they are just large crisps, aren't they?!
- Poem - One of my own I'd like to share:

When the mind runs free
Like a ball of string unwinding its own freedom
The silence inside becomes a loud scream
But no sound is heard
Only the noise of eternity crashes like a storm against a sleeping harbour.
Tension builds like a coiled spring
And fear lubricates each turn
Until, like the sound of the wind being silent
Confusion has but a moment to identify itself
And eternity pauses its next breath.
Understanding becomes its own judge and jury
And stands before it's mighty fall or rise
The inner belief becomes external
With hungered mouths devouring it's truth
It's innocence suspended like quenched lips over water
No reflection can illuminate the souls timelessness
But time alone, still in its own moment
Reflects the soul of eternity

The Best Connection

EMPLOYMENT GROUP



Location	Tel Number	Fax Number
Birmingham	0121 628 8000	0121 628 8001
Bolton	01204 394400	01204 394455
Bristol	0117 957 6999	0117 970 8559
Burton	01283 545333	01283 545075
Cannock	01543 468260	01543 579248
Cardiff	02920 494700	02920 483188
Carlisle	01228 590690	01228 590790
Chesterfield	01246 209222	01246 209333
Coventry	02476 228040	02476 228042
Crawley	01293 515333	01293 516333
Crewe	01270 251100	01270 251117
Croydon	0208 256 0120	0208 256 0129
Derby	01332 291444	01332 291222
Doncaster	01302 341114	0114 275 8188
Dudley	01384 230003	01384 239691
Earls Court	0207 373 1129	0207 373 1770
Eastbourne	01323 887111	01323 430459
Gloucester	01452 383303	01452 521351
Hanger Lane	0208 998 9910	0208 998 6227
Hertford	01920 468770	01920 460272
Hull	01482 610160	01482 610686
Kidderminster	01562 665655	01562 825695
Lancaster	01524 383438	01524 383638
Leeds	0113 243 1033	0113 243 0951
Leicester	0116 251 2363	0116 251 2364
Liverpool	0151 236 0111	0151 236 0999
Luton	01582 405444	01582 488280
Maidstone	01622 664999	01622 664218
Manchester	0161 237 9333	0161 237 9444
Milton Keynes	01908 699466	01908 699477
Newcastle	0191 230 2007	0191 230 2008
Newport	01633 842164	01633 842135
Northampton	01604 629888	01604 627444
Nottingham	0115 958 5880	0115 958 5884
Nuneaton	02476 382211	02476 382233
Oldham	0161 626 4222	0161 626 4777
Oxford	01235 550077	01235 554024
Peterborough	01733 555672	01733 341073
Plymouth	01752 256360	01752 252680
Poole	01202 682282	01202 682482
Portsmouth	0239 286 4411	0239 286 4422
Preston	01772 201777	01772 201888
Redditch	01527 591141	01527 591142
Scunthorpe	01724 876111	01724 876222
Sheffield	0114 275 8181	0114 275 8188
Southampton	023 8033 3188	023 8033 3199
Staines	01784 450555	01784 450122
Stockport	0161 968 1964	0161 968 1965
Stoke	01782 209666	01782 209777
Sunderland	0191 567 1100	0191 567 1133
Swindon	01793 542211	01793 514213
Tamworth	01827 533333	01827 53090
Taunton	01823 330621	01823 256240
Tees Valley	01642 672655	01642 672654
Telford	01952 898242	01952 246065
Walsall	01922 639000	01922 636500
Warrington	01925 629666	01925 629777
West Bromwich	0121 553 7755	0121 553 7766
Wolverhampton	01902 773000	01902 773001
Worcester	01905 731777	01905 731888
Worthing	01903 234500	01903 234555

The e-mail address for each branch is the branch@thebestconnection.co.uk
e.g. burton@thebestconnection.co.uk

