

May bank holiday saw Arcedia's chosen managers, administrators, assistant managers and crew managers accept invitations from Rachel & Richard Jellard to join them at the 5★ Tivoli hotel in Vilamoura, Portugal for 'four fabulous days of Rest and Relaxation'.



R&R

Weekend 2005

Situated right in the heart of Vilamoura on the Southern coast of Portugal, the hotel was surrounded by the marina on one side and with its own direct access to a golden sandy beach on the back of the hotel the location could not have been better.



The local Vilamoura Marina

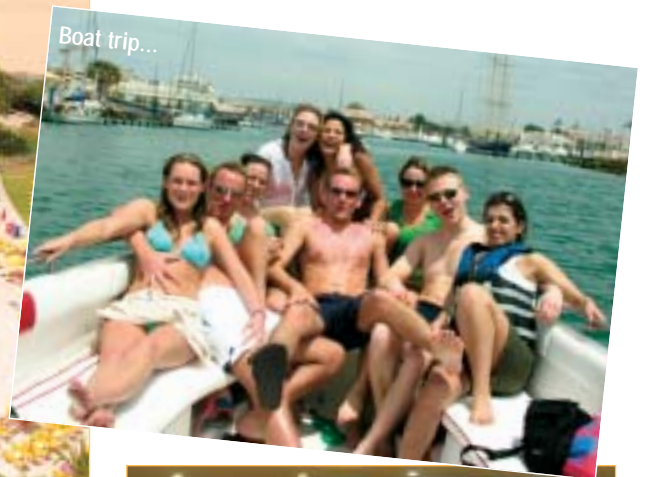
'Thanks Rich & Rach from all of us for an amazing weekend'.

Portugal may have been and gone but summer is on its way so for those of you that didn't make it this year now's the time to start planning for your name on an invitation to next years

Rest and Relaxation weekend.



Beach view from the 5★ Tivoli hotel



Boat trip...

The weekend kicked off with a BBQ Buffet by the pool and a chance for everyone to explore the local amenities and sights. Sunday saw everyone gather for one of the most educational meetings of the year headed by **Richard Jellard** (chairman) and **Simon Morley** (Head of Sales Operations) giving all a real insight into how to get ahead in management, followed by a buffet lunch on the poolside terrace.

With such a great location it seemed rude not to sample a few of the water activities available and while the more

adventurous members of Arcedia headed off for a morning of Parascending, jet skiing and speed boat driving those looking for a more restful experience took to the waters in search of dolphins and a tour of the surrounding caves.

The amazing weekend was topped off with a four course gala dinner at the hotel before heading to the local casino to lose the last of our euros!!

Whether it was lazy days by the pool, sophisticated evening meals or late nights with too much sangria, a fantastic time was had by all.



Gala Dinner

spotlight office

Birmingham

*In the Birmingham office they always believe that **if you're going to do something then do it well** and the same rules that they apply each day have been applied to the recent makeover that the office has undergone to ensure that the impression of each and every new business partner, associate, friend or colleague entering the office is a long lasting, professional one.*



The changes to furniture are not the only ones since we last saw "Birmingham office in pulse December 2003. After **continuing to high roll the Scottish Power division** Birmingham Scottish Power has seen its manager **Simon Morley** take his place amongst the Arcedia elite as '**Head of Sales Operations**'. Working closely with **Richard Jellard** (chairman) to ensure the continual growth and expansion of Arcedia Nationwide. We have also seen **Pete King** last seen as a crew manager earn his place as manager of the **telecoms division** in Birmingham

With great recruitment and a team of over 50 trainee managers and merchandisers Birmingham looks set to continue to dominate Arcedia expansion over the busy summer months. Training and developing the next generation of Arcedia managers.

her life. If they are offered a position and apply themselves six months down the line they could be a **manager** in the company on a **six-figure income** with an amazing journey ahead of them and that's a very exciting process to be part of.'

So much of the success of the office is down to the strength and professionalism of the administration team in Birmingham, People like **Tatiana Leverova** who last year picked up the Arcedia Administrator of the year



Asked about the business **Simon Morley** would say that the **secret to his and Birmingham's success** is being in love with what we do. 'I don't see what we do as just a job. I love the way that we can change people's lives. For someone sitting in my reception waiting for an interview this could be the most important day of his or

award, **Nicola De Beer** and **Kate Filippi** all of whom have helped train many of Arcedia new administrators to the same high standards.

With such a great team in Birmingham it seems no surprise that there is soon to be a new manager 'Dave Smith' making his mark on the Arcedia world.

My working life started as an engineer, but after completing my apprenticeship & working for a year I decided this was in no way the job for me. After spending a couple of years doing dead-end jobs I spotted an article in the paper. Looking for a new challenge I applied and I was instantly caught up in the enthusiasm & ambition of the company; I couldn't believe people actually had fun at work!

My start in the business was excellent, not because of any special abilities, it was because I didn't just listen to what I was being taught I learnt & applied it. I didn't always do the things I was supposed to but soon felt the consequences of wasting time in the field as this lead to a personal lack of development.

I can attribute my progression through the company to following what I have been told, just copy the people in the positions you want to be in, it really is that simple!

The plan from now on is to regularly hit no.1 spot within my division, to start promoting managers through my office & provide people with the same opportunity that was provided to me.

My ultimate goal is to take the company to Spain within the next 3 years, then go on to South America.

To sum it up some advice to all those progressing through Arcedia: Merchandisers: you may not know it yet but you've just joined the best game in town, so be a sponge & soak up all the information you can.

Trainee managers: your opportunity has just started so don't stop or slow down be aggressive about hitting goals & make things happen for yourself.

Finally crew managers: it'll seem like a rollercoaster ride at times, just maintain your attitude & do what you need to do & you'll get there. Everyone have fun & I'll see you at the rally!



Dave Smith

Admin Meeting



Saturday, June 11th saw Administrators from all over the country gather at the Birmingham office for the 'pre-summer administration meeting hosted by **Rachel Jellard** (Head of Business Operations) and **Nikki Westwood** (Head Administrator).

With such a mix of new and experienced administrators the day gave everyone the chance to pick up some top tips and loads of helpful advice from each other with the aim of educating everyone in the skills required to make this summer Arcedia's busiest yet.

Rachel and Nikki kicked off the meeting with the Role of an administrator, Discussing the differences between 'Good

administration and bad administration getting everyone thinking about their own strengths and weaknesses and how to make the most out of the day.

Nicola De Beer spoke about the importance of Image within our offices, the changes implemented in Birmingham and how to create a the same professional image throughout all of Arcedia, **Tatiana Levterova** then talked

about **Organisation**, its importance and how using the system could help to ensure that our offices run efficiently and profitably.

Rachel Jellard introduced the new changes taking place in head office with **Sophie Parry** and **Charlotte Dyer** taking on new roles as **divisional Account Managers** and giving them the opportunity to discuss their new roles and the expectations they have of their administration teams. **Debbie Strout** covered all of the practicalities of the changes from a financial point of view and gave us an insight in to the business from an operational angle.

Kate Filippi, **Alison Wilson** and **Nikki Westwood** finished off the days events with ideas on "how to promote quality within our offices and key tips on being Compliant to our clients needs and expectations.'

As a special thank you

"**Alyson Coates** (*Liverpool*), **Cheryl Goodsell** (*Cardiff*), **Helen Murray** (*Newcastle*), **Sophie Parry** and **Casey Malin** (*Bristol*) and **Emily Brewer** (*Manchester*) received prizes for achieving the lowest cancellation and complaint levels over the 3 months that lead up to the meeting.

With everyone coming away from the meeting with new levels of understanding and the desire to pick up one of the Administration awards available at this summers rally I have no doubt that we have an extraordinary few months ahead.

Arcedia Most Valued Person of the Quarter M V P



Arcedia head office in Bristol is the nerve centre for Arcedia's administrative base. Lots of hard work goes on behind the scenes to ensure that as a business we run efficiently and profitably, achieving the highest standards in customer service and ensuring good relationships with all of our clients by processing and dealing efficiently with the thousands of sales generated across the country each week.

One of the head office key players and this quarters MVP is Charlotte Dyer. We last saw Charlotte in our Spring 2004 edition when she was fairly new to the company. Since then her hard work, commitment and enthusiasm has earned her a managerial position within Head Office.

This week sees Charlotte taking on a challenging new role as Telecoms account manager we would like to take this opportunity to thank Charlotte for all of her achievements within Arcedia including many late nights and early mornings and showing a level of professionalism and dedication that should be admired by all!

Well done Charlotte, the hard work is not over yet but you're doing amazingly.

Top Sales Earner



Congratulations to **Dalvinder Gidda** from Birmingham heading the Top Sales Earners for this quarter with a staggering weekly earning of **£933.00**.

After high rolling the Energy division in last quarters edition Dalvinder has gone on to show that with hard work, great work ethics and loads of enthusiasm the skies the limit.

Divisional High Rolling Managers Quarter 2 Top Earners

ENERGY

Simon Morley Birmingham

TELECOMS

Jonathan Cowling-Bryant Swansea

High Rolling Administrator



One of the key aspects of Our Office Administrators job roles is their ability to attract people into our business. This is monitored by their retention – 100% = Amazing, 0% = Very Bad Day.

The administrators control and affect their individual retentions by the amount of effort and work ethics they apply to the recruitment area of their work. Throughout this quarter we have averaged all of our administrators weekly retention figures and have a clear champion: **Miss Angela Furness 80%**.

Forthcoming Events 2005

Arcedia
Direct

Summer Rally

August 20th 2005

*There are rumours that Simon's got extra tickets for the **BRITISH GRAND PRIX** so make sure you're in a position to score if that happens.*