



APPOINTMENTS

MAKING OPPORTUNITIES KNOCK ON YOUR DOOR

Staying cool and confident under pressure

"So, Susan, your report indicates you support forging ahead with the expansion but have you considered the impact this will have on our customers? Surely you remember the fiasco in Dallas last year when they tried the same type of project?"

"Yikes! If you're Susan, you're likely feeling under pressure! You have to answer the question and allay the CEO's concerns about the disruption to customers. What do you do? What do you say? How do you say it? What if you can't think of anything to say?"

This is not an uncommon situation. Whether you are put on the spot while attending a meeting, presenting a proposal, selling an idea, or answering questions after a presentation, articulating your thoughts in unanticipated situations is a skill. Thinking on your feet is highly coveted skill and when you master it, your clever and astute responses will instill immediate confidence in what you are saying.

When you can translate your thoughts and ideas into coherent speech quickly, you ensure your ideas are heard. You also come across as being confident, persuasive, and trustworthy.

Confidence is key when learning to think on your feet. When you present information, give an opinion or provide suggestions, make

sure you know what you are talking about and that you are well informed. This doesn't mean you have to know everything about everything, but if you are reasonably confident in your knowledge of the subject, that confidence will help you to remain calm and collected even if you are put unexpectedly in the hot seat.

The secret of thinking on your feet is to be prepared: learn some skills and tactics, and do some preparation for situations that might put you under pressure. Then when you do find yourself faced with unexpected questions and debate, you'll be ready to draw on these tactics and preparation, and so stay poised while you compose your thoughts and prepare your response. Here are some tips and tactics:

1. Relax

This is often the opposite of how you are feeling when you're under pressure, but in order for your voice to remain calm and for your brain to "think", you have to be as relaxed as possible.

Take deep breaths.

Take a second and give yourself a positive and affirming message. Clench invisible muscles (thighs, biceps, feet) for a few seconds and release.

2. Listen



It comes as no surprise that listening is critical to thinking on your feet. Why do you need to listen? To make sure you fully understand the question or request before you reply. If you answer too soon, you risk going into a line of thinking that is unnecessary or inappropriate. To help you with your listening remember to:

Look directly at the questioner. Observe body language as well as what is being spoken. Try to interpret what is being suggested by the question or request. Is this an attack, a legitimate request for more information, or a test? Why is this person asking this and what is the intention?

Tip: Remember that the person is asking a question because he

or she is interested. Some interest is positive - they simply want to know more - and some is negative - they want to see you squirm. Either way they are interested in what you have to say. It's your privilege and pleasure not to disappoint them!

3. Have the Question Repeated
If you're feeling particularly under pressure, ask for the question to be repeated. This gives you a bit more time to think about your response.

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At KPMG, our purpose is to turn knowledge into value for the benefit of our clients, our people, and the capital markets. In Sri Lanka, as the most historical and one of the largest audit, tax and advisory firms, KPMG boasts a reputed and diversified client base.

Currently we are seeking proactive, committed, competent and dynamic persons to strengthen the Tax Services Division. KPMG's Tax Function is committed to the provision of value adding, proactive tax services and innovative tax advice to over 600 client organizations, including some of the largest multinationals, diversified conglomerates and listed companies.

Tax Product Line Leader (E503/10274-1)

The successful candidate should possess the following attributes and qualifications:

- Professional qualification in Accountancy. A Law Degree and/or Economics Degree or such other similar qualification, may be a useful attribute;
- Reasonable work experience in the financial service sector and/or industry, domestic and international taxation, analysis of financial accounts and researching capabilities, would be of advantage;
- Results driven and proactive management style with an ability to lead and motivate staff and work under pressure with good business focus;
- Good communication skills and strategic planning ability.

Tax - Senior Managers (E503/10274-2)

The successful candidates should possess the following attributes and qualifications:

- Be members or passed finalists of a recognized professional body of Accountants and/or Attorneys-at-Law or possess a Bachelor's Degree in Law, Accountancy or a related discipline;
- Experience in tax advisory services and knowledge of local/international tax legislation;
- Results driven, innovative and a strong "hands on management" style with an ability to lead and motivate staff;
- Be an excellent communicator and be able to express his/her point of view in a balanced, clear and objective manner;
- Be able to manage all business functions with the ability to make good business judgements and commercial decisions, on a daily basis.

Applications, together with detailed Curricula Vitae and telephone/email contact details of two non-related referees, quoting the Reference No. on both cover letter and envelope, or subject of the email, should be forwarded to reach the address below within ten working days of this advertisement:

HR Manager
KPMG Ford, Rhodes, Thornton & Co.
32A, Sir Mohamed Macan Markar Mawatha, Colombo 3
E-mail: frt@kpmg.com

Internet: www.lk.kpmg.com



All applications will be treated with the strictest confidentiality. We will correspond only with applicants short-listed for interviews.

Chauffeur Guides for Diethelm Travel Sri Lanka

Hemas Holdings PLC is a leading public quoted conglomerate in Sri Lanka with interests in FMCG, Healthcare, Leisure, Transportation & Power Sectors, where we have strong businesses and capabilities.

As Sri Lanka enjoys the dawning of peace, the tourism industry has also seen tremendous growth potential with increasing numbers in tourist arrivals. Sri Lanka has always been an attractive destination for tourists and the travel & tourism industry has become a major contributor to the national economy by emerging as the 4th highest foreign exchange earner in Sri Lanka.

Join one of Sri Lanka's leading and prestigious Destination Management Companies (DMC) and be a part of the fastest growing industry.

Diethelm Travel Sri Lanka (formerly known as Hemtours), is a subsidiary company of the Hemas Group, and a member of the Diethelm Travel Group which is a leading Travel Group in the Region.

We are currently looking for experienced freelance Chauffeur Guides who own Cars (standard & luxury) & Micro Vans. Previous work experience in the industry would be an added advantage. A fluent communication skill in English is compulsory and knowledge of a foreign language (e.g. German, French, Italian, Greek, Dutch, Russian & Japanese) would be a definite advantage.

All vehicles should be of a very good condition as they will be used for tourist movements and travel counter operations. Rates would be based on experience and the quality and type of vehicles.

All Chauffeur Guides will report to the Transport Division

Interested parties should contact the following numbers for vehicle inspections:



Senior Manager Transport
Diethelm Travel Lanka (Pvt) Ltd
Level 6, Hemas House
No: 75, Braybrooke Place, Colombo 2.
Email: primal@lk.diethelmtravel.com
Tel: 4704608 / 2313131
On line applications preferred on: www.topjobs.lk/hemas

AN EXCEPTIONAL INDIVIDUAL FOR AN EXCEPTIONAL HOTEL

EXECUTIVE HOUSEKEEPER

The Executive Housekeeper will be responsible for:

People Management:

- Achieve the highest level of customer happiness by maintaining a superior level of quality standards in the department at all times
- Manage people in a consultative way, balancing control with encouragement
- Able to co-ordinate career development and succession planning
- Ensure that all in the department understand and follow Brand Standards
- Develop high employee morale and excellent teamwork

Operations:

- Plan ahead, setting realistic targets and adjusting as situations change
- Prioritise and manage own time efficiently, using effective trace management systems
- Working alongside the team, unafraid to be hands-on
- Play a key role in hotel refurbishment programmes by ensuring that agreed work standards are met

Financial:

- Responsible for setting and meeting budgets in relationship to room supply costs
- Challenge expenses by analysing data and making recommendations
- Display awareness of environmental issues e.g. waste management and recycling

Person Profile:

The ideal candidate should possess a sound educational background, preferably with professional qualifications in the field, should be below 45 years of age and have considerable experience in a similar capacity at a reputed star class hotel. This position carries "Department Head" status and comes with an attractive salary package and benefits commensurate with experience.

If you think this role is for you, please forward your curriculum vitae with the name of two non-related referees to:

STM-398
P.O. Box 644
Colombo
on or before 17th March, 2010.