100se...

Contd.from Page 1

companies, and very few had even the patience for me to finish my sentence before transferring me to a destination they guessed - so I often end up being bo unced back and forth between officers!

Does this mean the officers in these big companies do not know about the value of a customer? No! Of course they are well aware of it and I believe they have attended many customer-service training workshops. The simple reason why the preached information is not practiced everyday is because these individuals are vet to realize the direct connection between the messages in the numerous trainings they have received and their work practices! Also, they are not taking responsibility nor directly contributing to the overall company goals.

They are staying in a 'comfort zone' where blame is minimal and work is mediocre!

Most people find it challenging to link information to requirements. And even more people find it impossible to USE information for behavior change and modification! This is the paradigm shift that needs to take place in order for the numerous training opportunities you receive to actually bear results for you. Every book you read, every training you attend, every lecture you listen to is an opportunity for you to develop as an employee and an individual! If you would like your circumstances to improve - you need to improve yourself!!

To expect different results while doing exactly the same - is the definition of delusion!

Go on, take the challenge of reinventing yourself - better, sharper and stronger!

Writer is a Personal The **Development Trainer**

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Fashion

Contd.from Page 2

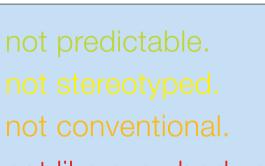
"When you think about it, it's really not that much," says Little. "With an average designer piece running \$300, women today are either not buying much, or they're shopping smart. And my guess is the latter.

What's hot this season? And what are the rules for summer dressing at the work-

Kirston place? Hollywood Mann, stylist to the stars writer and of Fashion Cents(TM), new

WomensWallStreet column that covers all things fashionminded, gives five

tips: Sandals are 1. hot. But flip-flops are a definite workplace no-no. "Could you take someone seriously if their shoes make "flipping" nois-







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• Experience in a Theatre / ICU will be distinct advantage.					
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Applicants below 45 years will be eligible for the Govt. Pension Scheme. Applicants below 65 years will be considered for Contract appointments.

COMP<u>UTER TEACHER</u> 2.

- Should have passed the G.C.E (Advanced Level) Examination •
- A Diploma in Information Technology from a recognized institution
- Experience in teaching ICT to G.C.E (O/L) Classes in State/Private Schools.

3. LIBRARIAN (Non pensionable)

- A Graduate in Library Science from a Recognized University Or a Graduate with the Associate Membership from the Sri Lanka Library Association or an equivalent qualification
- Experience as a Librarian preferably in a leading School.

4. ADMINISTRATIVE ASSISTANT (Non pensionable)

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The Principal, St. John's Girls' School, Cyril Jansz Mawatha, Panadura. Closing date 31st October 2010. Selected candidates are expected to assume duties from 15th November 2010.

PRINCIPAL - ST. JOHN'S GIRLS' SCHOOL, PANADURA

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EXPERIENCE: 5 years experience as a manager of a fleet of heavy vehicles.

3

es around the office? I don't think so," says Mann.

2. This sum-2. mer's must-have is a print skirt or top. "Try bright, lively colors that make a splash," says Mann. "Don't be afraid to add some yellows, reds and bright pinks to your look. And this year's freshest look for skirts is full. As in 'broomstick' and hippie-style."

Think 3. 3. beyond eBay. Says Mann, "There are tons of great sites where you can score designer pieces at discount. Trv www.laredoute.com, www.youx.com or ItalvsOutlet at www.efashionhouse.com. You'll get some fabulous markdowns.'

4. T-shirts 4. are a go for summer dress them up with necklaces like American Native turquoise or trade beads. "Add a summer skirt and sandals and you have a fun, classy work-place look," says Mann.

5. Summer's 5. hottest trend? Metallic shoes and handbags. Golds, silvers and coppers are everywhere this season, from Manolo Blahnik to Old Navy. Says Mann, "But remember, it's a trend - it won't last. If you want to add metallic to your avoid look. the pricey stuff and look for a deal.'

special?

\star

The way the world does business has changed forever. To survive and flourish in this era, every business must differentiate itself from the competition. Every company must innovate and become special. We have always delivered technology innovation to our customers. Now we partner with them in their business to help them become a special company, and to stay special. To make our customers special, we need people who are above the ordinary. Who have the confidence, the enthusiasm and the insights to partner with customers and deliver solutions that have a significant positive impact on their business. And who build strong, lasting relationships with them.

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Should possess at least 7-10 years experience in sales with a passion for the business and profession. An IT background and knowledge of IBM service offerings will be an added advantage. Knowledge in pricing and making proposals, responding to RFP, good customer relationship skills and competitive awareness, a winning habit and strong market/technology trends awareness.

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The candidates can apply direct to: The Country General Manager, IBM Trade Corporation, 48, Navam Mawatha, Colombo 2 or email vacancy@lk.ibm.com

Please send in your application within 7 days of this advertisement. Candidate to clearly indicate the post applied for in the application.

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Talent for Innovation

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Preference will be given to applicants with vehicle workshop supervisory and/or overseas experience in a similar capacity.

The ideal candidate would be aged between 35 - 40 years.

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