

Cooking up a storm

Top chef Ainslie Harriott, star of 'Ready Steady Cook', was at Adsa Gateshead promoting a new food brand.

When he was introduced to our attendant Michael Adesanya. They hit it off right away and Michael told him, "If you hadn't turned up I would have shaved my head and stood in for you."

Sorry Michael, but too many cooks spoil the broth! Anyway, we need you in the car park.

Zero tolerance

A warning from the local constabulary was the payback for an abusive customer at our Iceland car park in Falmouth.

The offending driver had received a Civil Penalty Notice, and had hurled abuse and threats at our attendant, Alan Hillman, before driving off. Alan called the police to report the incident but was simply told, "If you are a Car Park Attendant you can't expect any better."

Following a complaint to police HQ from our Operations Manager, Gavin Mullen, Alan received a call from a police sergeant to take a statement. He expected to hear nothing more, but it seems the police sergeant spotted the abusive driver, pulled him over and gave him a caution.

Perhaps he and others will now think twice before they threaten one of our attendants!

If you are the victim of verbal or physical abuse from a customer, stay calm and don't argue, swear or shout. Simply report the incident to the police and to Head Office in Perth. We have an incident form which you should complete and we will ensure appropriate action is taken.

Remember, when you have issued a Civil Penalty Notice you cannot cancel it, and you should politely explain this. To appeal the customer should contact Head Office in Perth.



Easter parade

Are you or your children making Easter bonnets? If so, send us a photo and if we have enough entrants the best will be shown in our next issue and a small prize will be awarded for the most creative bonnet. Send entries to Glad at the usual address before April 30th. We look forward to seeing some beauties!

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Bernie's space

This month sees the annual 'Parkex' trade exhibition. Taking place over two days at London's Earls Court, it's a chance for the parking industry to show off its wares and services. For many years the exhibition was held in Telford, but like the industry generally, it has grown considerably in recent years, with many international exhibitors and visitors now attending. Running alongside the exhibition is a conference at which a variety of topics will be discussed, including the concept of paying for parking by mobile telephone. I'll report on any new or interesting developments from the show in the next issue.



Like all industries today, the parking industry must be innovative, professional, competitive and customer focused. It doesn't seem long ago that the image of car parking was 'a dodgy character in a hut fleecing motorists'. Now this has changed, and further much needed change is happening. The key words are 'service, professionalism and value'. These should be our watchwords.

All the best, *Bernie*

TCP Howler

Red face, no knickers!

Our payment line at Head Office received a call from a lady wanting to pay for a Civil Penalty she had received in a Matalan Car Park. She went on to explain the circumstances...

"I was in such a rush this morning that I just hurried out of the house without thinking. I later realised I had forgotten my knickers. In a panic I drove directly to Matalan to buy an emergency pair. I forgot to get a ticket from the machine and when I came out of Matalan I had received a ticket. It was the most expensive pair of knickers I have ever bought."

What a really 'pants' thing to happen!

Visa credit card scam

The scam works like this...

Someone phones you pretending to be from the Visa Fraud Dept. They ask you about buying goods costing £249.99 on your Visa card. You're also asked to confirm the last 3 security numbers on the back of your card.

If you get any such call, hang up right away! Then ring Visa and tell them what's happened. They may cancel your card and issue a new one.

Let your friends and family know of this scam. We will tell you about other scams we hear about.

Ted lends a helping hand



We received a big thank you for Ted Manthorpe our attendant at Asda Sutton-in-Ashfield from a grateful disabled driver who locked himself out of his car. Ted arranged for the RAC to come to his assistance, while the driver was directed to the café to keep warm until they arrived. Ted received a 'Thank You' certificate from Asda and £25 M&S vouchers from TCP. Thank you Ted we are proud of you for going that extra mile.

Wordsearch competition

The letters left over at the end spell a seasonal greeting from TCP to all colleagues. Send in the word to: gireland@townandcityparking.co.uk – or by snail-mail to Head Office. The correct entries will be put into a draw and the winner will receive £50 M&S Vouchers. The closing date is 30th April.

E N U B S S O R C T O H
 A A U B M A L A H Y A A
 S P S R I P Y C A K E P
 T E P T L Y A D N U S P
 E T R E E S I M N E L Y
 R A I Y Y R G A M E S S
 D L M A F A B G G E E P
 A O R D A F F O D I L S
 Y C O I C U S A N A T S
 E O S L E N R N Y N N R
 G H E O S A U W I U E S
 H C S H P B R A B B I T

BUNS	FUN	PLAY
BUNNIES	GAMES	PRIMROSES
CAKE	GOOD FRIDAY	RUN
CHOCOLATE	HAPPY	RABBIT
DAFFODILS	HOLIDAY	SIMNEL
EASTER BONNET	HOT CROSS BUN	SMILEY FACES
EASTER DAY	LAMB	SUNDAY
EGG	PARADES	

Uniforms – a plea from Glad

As your contact at head office for uniforms, both ordering new uniforms and replacements, I am asking for your assistance.

- When a uniform has been ordered, please allow only five working days for delivery. If it has not arrived please let either your Supervisor or Area Manager know immediately. If we do not know that it has not arrived, we cannot follow up to see where it has got to.
- For each order we place with our suppliers, we are charged an £8 delivery charge, whether it is a full uniform or only a shirt. If you require only part uniforms or replacement articles, please check all your uniform and order all requirements together.
- When ordering uniform can you please be sure of your sizes. While we know that different suppliers cut their garments differently, it would help us to cut some of the costs, both to the company and to the planet in resources, if we got it right first time. It takes longer to get your replacement uniforms if they have to be re-ordered in a larger or smaller size.
- When an order is incorrect or the sizes are wrong, please let me know ASAP and I will arrange for those items either to be collected by carrier, or advise you to take it to a post office. ALL goods for return to IOMA should have a returns note number and a form to include in the parcel for return. I can do that for you – just give me a ring on 01738 492614. If we do not have this information in the parcel we may not be credited with returned goods.

We need to cut uniform costs and these simple ways can help. Please help me to help you. *Many thanks, Glad.*

85 years young!

You're never too old. That's the message from Tom Gale, who is still working at Iceland Barnstaple despite having recently celebrated his 85th birthday!

Readers may remember Tom from our October issue when he and his wife Olive celebrated their 53rd wedding anniversary. He joined us in December 2000 at the youthful age of 79!

So, what's his secret? 'Smoking and drinking but none of the other vices', he replies with a smile.

Many congratulations Tom, and we look forward to celebrating with you again next year.



Notice Board

Father-to-be at 59

Readers may remember Bob Sutton who suggested a gift of Viagra for retiree Ron Wheelhouse. Well, we think Bob may have kept some back for himself, as it appears that, at 59 years old, he is going to be a dad. The baby will be Bob and Penni's first child and they are both as pleased as punch, as are Penni's children Jamie (16), Louise (15), and Marc (10). We wish you both the very best of wishes and look forward to the notice of the birth in our October issue.

Coming soon to a DVD player near you...

The TCP training film featuring Garry Harris-Deans, our Area Supervisor for South East England, and John Baverstock, our man with a tank (see December issue), is due for release shortly. Also featured are Philip Hodgson (Asda Ashton), Eric Edwards (Asda Stockport), Stephen Hawthorn (Trafford Park) and Darren Biggs. Rated 'Cassio IT500', (not suitable for children under 18), the DVD won't get a London premiere due to the selective material featured. (Sorry girls, no chance to wear those posh frocks). Those who do get the chance to see this epic will find it very informative. Enjoy!

Introduce a friend and earn £75!

Would you like to earn a bonus of £75? We have vacancies for parking attendants throughout the UK. If you can introduce a friend to assist our recruitment campaign, we will award you £75 (£25 on commencement of employment and a further £50 after three month probationary period). If you have anyone that you would like to introduce, just contact your Area Supervisor or Elaine at HR in Perth on 01738 440933/07795 061558.

Send us your news!

Do you have any hints or tips, amusing experiences or special celebrations? Just let us know and we'll include in our notice board. Or maybe you are aware of interesting events or happenings in your area, which might be good for the newsletter?

Just contact the Editor.

Meet the team

In this issue we 'meet' Gladys Ireland, Editor of this illustrious publication, amongst other things!

'Glad' has been with TCP since December 2004 as Alan McNaughton's trusty Business support Officer (see the February Issue). She is also responsible for ordering uniforms, issuing permits on our many sites, and organising the office flowers!

A lady of mature years, Glad has a work experience to match. As well as working in lots of offices and being an Office Manager, Glad has worked in a factory, behind a bar, in a cinema, has been in the Army and had a very brief spell as a police officer. (As she is, apparently, a 'big, old softy', that didn't last long!)

Glad admits to being grateful for being made redundant seven times in her working life, as it has enabled her to add to her CV, not to mention going back to college as a mature student.

Glad had no experience of being an editor, but when Bernie suggested that she take it on she thought 'Why not?' She enjoys it immensely, especially when she gets to interview fellow staff members.

Remember, Glad is always on the look out for special interest stories or news about awards, special birthdays, anniversaries etc. Call her on 01738 492614 or e-mail gireland@townandcityparking.co.uk.



Thank you from ASDA Ashford

Our attendants Dalbadhur Rai and Maureen Head recently received awards from ASDA Management at Ashford for exemplary Customer Service. They received their awards at a special lunch given by ASDA which was a real treat. We add our own thanks to you both for providing a service with a smile. Well done.

Crossword competition winner

The Winner of the Crossword Competition, featured in the February issue is Helen Harvey, one of our attendants at Matalan, Burton-on-Trent. Congratulations Helen, I hope that you enjoy your £50 M&S vouchers. It goes to prove that Head Office do not win ALL of the time.

Computer tips from the PC Doctor

In the first of a regular series of articles with advice and tips on using your PC, we advise you how to be safe on the Internet.

We've all heard of viruses, but that's only one of the many 'enemies' trying to invade our PCs - known as MalWare (**MALicious softWARE**).

However, you can fight back with two basic tools: an anti-virus program and a Firewall. You also need to keep your anti-virus program up-to-date to guard against the latest MalWare threats. There are up to 1,000 new ones every month! If you haven't got anti-virus software or a firewall installed, you can get them for free at the following links.

Anti-virus: www.free-av.com click on 'Download' & on next page below the red/black AntiVir logo, click the download suitable for your version of Windows

Firewall: www.zonelabs.com click on 'Download & Buy' and on the next page click Trial Version. On next page click 'Free Download' at far right. When downloading, if you are asked, 'Open the file' or 'Save to disk', choose the latter. When downloaded, click the file to install the program. **IMPORTANT!** You MUST NOT have more than one AntiVirus or Firewall program on your PC at a time! So check your PC before you install either of these tools.

Next time: avoid unwanted 'junk emails'!
If you have any PC related questions, e-mail the PC Doctor c/o The Editor.

How to park in a tight space!

