

Quarterly Newsletter issued by Action Real Estate Company k.s.c.c.



Issue No. 30 4th Quarter of 2016

**Inside...**London Mayor visit



Mercure, Oman



Meeting with Delegates of Accor



Delegates of Australian Embassy visited AGH



Delegates of JW Holdings visited AGH



And More ....

Cultural Landmark — "The Sheikh Jaber al Ahmed Cultural Centre" has been officially opened which looks like jewels within a larger public park, showcases performing arts in a world class theatre, quarter in a spacious parkland which forms Kuwait's new national cultural district, aims to match the late Emir's spirit of democracy, respect and dedication towards social and cultural development.



#### G.M.'s Message

Welcome to the 30th issue of AREC's quarterly newsletter, the first for the Year 2017.

A new year has come with new expectations, new opportunities, new challenges, and may it bring about greater clarity, determination & success in both your personal & professional lives. We thank you for making 2016 a successful year and look forward to continue success in 2017.

We would like to welcome our new staff members on board and thank all for your efforts and commitment



Hope you enjoy this edition, and as always, we welcome your feedback, suggestions to improve the design and content or queries on any aspect of the newsletter

Best Regards Rawaf I. Bourisli Mayor of London Lord Andrew Charles Parmley, accompanied with Lord Jonathan Peter Marland, United Kingdom's Ambassador to Kuwait, Mr. Mathew Lodge and its delegation visited the White Palace where they met H.H. Dr. Souad Al Sabah, H.H. Sheikh Mohammed Abdullah Mubarak Al Sabah, H.H. Sheikh Mubarak Abdullah Mubarak Al Sabah, and other members.



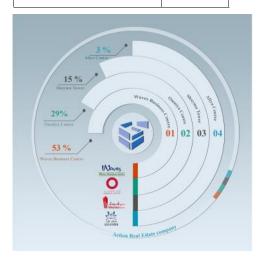
# Operational News 4th Quarter of 2016 (October — December 2016)

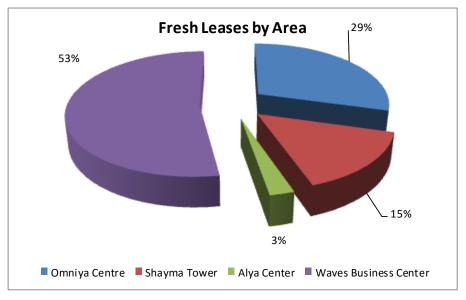


# By: Joe Weberhofer, Operations & Marketing Manager

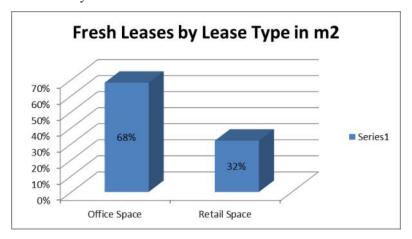
<b>-J</b>								
Property	%							
Waves Business Centre	53 %							
Omniya Centre	29 %							
Shayma Tower	15 %							
Alya Centre	03%							

The last Quarter of 2016 saw the most dynamic property from a leased area point of view was Waves Business Center, representing 53% of the total area leased during the period, followed in second place by Omniya Centre with 30% of the total area leased, trailed in third place by Shayma Tower with fresh leases or 15% of the total leased area during the period.





But most importantly from a Money Point of View, the Property that generated the greater revenue addition during the last quarter of 2016 was Omniya Centre, representing 38% of all new revenue addition during the period, followed by Waves Business Center with 31% of all new revenues addition, trailed by Shayma Tower with 17% of revenues addition and Alya Center with 14% of revenues addition.





From a Lease Type point of View measured in m2, the most active sector was the Office Space sector representing 68% of all fresh leases measured in m2, followed by the Retail Space Sector with 32% of all fresh leased measured in m2.





# **Opening of Mercure Sohar, Oman**





Action Hotels plc, the leading owner, developer and asset manager of branded three and four-star hotels in the Middle East and Australia, is delighted to announce the formal opening of its third hotel in Oman, Mercure Sohar.

Nestled between Al Hajjar mountains and the Sea of Oman, Mercure Sohar offers 151 well-appointed rooms catering for both business and leisure travellers. Located in the historic, Mercure Sohar's 151 rooms include 141 chic Standard and Superior

rooms, 5 well-designed Suites, 1 Family Suite with 2 bedrooms and 5 rooms for persons with reduced mobility. The stylish and comfortable rooms are fully-equipped with the latest amenities and technologies including free wi-fi.

Mercure Sohar, is Action's ninth collaboration with AccorHotels and the first Mercure-branded property in the portfolio. The hotel welcomed its first paying guests on 1<sup>st</sup> December 2016 and early business enquiries have been encouraging.

Mercure Sohar brings Action Hotels' portfolio to 12 operational hotels and 2,181 rooms in six countries with the total pipeline set to take Action to 3,000 rooms by 2017.

Alain Debare, Chief Executive Officer & Eng. Rawaf I. Bourisli, Director of Action Hotels commented:

We are delighted to announce the opening of Mercure Sohar. Sohar port and free zone is an important link in Oman's commercial industry and this ideal location means we are confident the hotel will be a successful addition to our portfolio as we continue to work towards our goal of 5,000 rooms by 2020.'

Olivier Granet, Managing Director and Chief Operating Officer for AccorHotels Middle East commented:

'As a leading global hospitality company within the region, we are delighted to debut the Mercure brand in Oman, a brand with a robust international network and commitment to quality. With six hotels in operation and three in the pipeline with our partner Action Hotels PLC within the region, we value this relationship and look forward to widening our footprint as well as building brand equity in Oman.'

# Discover Mercure, An authentic experience with a commitment to quality

#### In harmony with people and places A local & authentic experience

Whether by the sea, in the city or up in the mountains, each stay at a Mercure hotel is a new experience. Rooted in its surroundings, every hotel has its unique personality that is enhanced by its enthusiastic hoteliers, always offering a warm welcome and excellent knowledge. Come and discover our different hotels, in harmony with people and places.

#### Local inspiration for authentic experiences Travel in style

Every stay at a Mercure hotel offers a new expereince, with each hotel offering its own style and personality. Enjoy locally rooted design and decor which creates authentic and inspiring settings. Appreciate classic style with a modern twist or contemporary design. Give in to incomparable atmospheres and wonderful promises of escape. Dive into an atmosphere that can't be found anywhere else.

#### Friendly professionals Enthusiastic, genuine & convivial

Each and every one of our experienced members of staff is dedicated to providing a service that makes your stay unique. Thanks to their genuine sense of hospitality and their attention to every detail, they offer personalized service, going beyond guests needs. You will be charmed by the warm and convivial welcome of our hoteliers and by their local knowledge. Our staff are always on hand to help you discover exciting new places.

#### Different hotels with consistent quality

Whether you're travelling for business, leisure or as a family we have a Mercure hotel that is perfect for you. Whether you are in a city, at the seaside or in the mountains Mercure hotels welcomes you to stay.



# **Action Hotels & Accor Meeting**





# Delegates from Embassy of Australia in Kuwait visited AGH offices









# **Delegates of JW Holdings visited AGH offices**



# **Humanitarian Request :- RE:FOOD**

"re:food" is a humanitarian non-profit initiative by the youth of Kuwait. It aims to eliminate food wastage in the food & beverage industry and secure nutritious food resources for the hungry in Kuwait

Click Link Below

http://www.refoodkuwait.org/volunteer/

#### Article — 7 Ways to Better Networking



Be the kind of person you want to add to your own business and social circles. Networking involves interacting with others, so it's worth asking what the average person believes it takes to become great. If we want to make the kind of impression that works to build a powerful network, we must be cognizant of others' expectations and adjust our behavior accordingly.

**1. Be a good listener** - Our success in networking depends on how well we can listen and learn. The faster you and your networking partner learn what you need to know about each other, the faster you'll establish a valuable relationship. A good networker has two ears and one mouth -- and should use them proportionately. When you're engaged in conversation, listen to the other person's needs and concerns so you can find opportunities to help him or her. In many ways, networking is about connecting the dots. Listening will enable you to help people make the connections they seek.





- **2. Develop a positive attitude -** Your attitude, or how you take things in general, is the first thing people see from you. A consistently negative attitude makes people dislike you and drives away referrals. By contrast, a positive attitude makes people want to cooperate and associate with you. This is why positive business professionals are like magnets. Others want to be around them and will send their friends and family to them, too.
- **3.** Collaborate to serve others People don't care how much you know until they know how much you care. Helping people puts that care into action so others can see it at work. One survey respondent said "people want to network with individuals who have a collaborative attitude." You can help others in a variety of ways, from e-mailing a relevant article to putting them in touch with someone who has the knowledge or access to assist them with a specific challenge. Several respondents commented they didn't want to network with people who are "in it for themselves." A willingness to collaborate is essential to building trust and establishing strong relationships.



**4. Be sincere and authentic -** You can offer the help, the thanks and the listening ear, but if you aren't sincerely interested in another person, she or he will know it! People who've developed successful networking skills convey sincerity at every turn. One respondent said "it's all about the authenticity" that someone shows you. We've all seen people who are seemingly good at networking but lack sincerity. Faking it isn't sustainable.



- **5. Follow up -** If you offer opportunities to someone who consistently fails to follow up, you'll soon stop wasting your time with this person. It doesn't matter if your call to action is a simple piece of information, a special contact or a qualified business referral. When it comes to networking, "the fortune lies in the follow up" and many people just "don't follow up anymore."
- **6. Prove your trustworthiness -** "It doesn't matter how successful the person is, if I don't trust them, I don't work with them." When you give a personal reference, you're putting your reputation on the line. You must be able to trust your referral partner and be trusted in return. Neither you nor anyone else will refer a contact to someone who can't be trusted to handle it well.





**7. Be approachable -** "Will forget what you said and what you did, but they will never forget how you made them feel." Effective networking starts with approachability -- and while this characteristic appears last on the list, everything flows from this manner of thought and action.

Each of the characteristics in this article ties into the notion of "farming," not "hunting." It's about building mutually beneficial business relationships. Only then will you succeed in creating a powerful, personal network.

Understanding the characteristics of a great leader is important, but it's even more important to understand how to apply those characteristics. "Know what you are good at and work to enhance those skills," and. "Know what you're not good at and surround yourself with people who can help you improve those skills."

The same holds true with networking. Working to better your skills and learning how to use them effectively is what really counts.



# **New Appointments**

On behalf of the group we welcome you. Hope you will have an excellent time working with us. Welcome aboard!

Ahmed Kamel Barghash, joined ACB on 20<sup>th</sup> September 2016 as Public Relations officer in the Government Relations Department.

He is responsible to liaison with concerned government ministries and public authorities having jurisdiction to follow all labor related manners and governmental issues i.e., visa processing, liaison with immigration authorities, embassies, follow up with government authority / ministry for all related issues regarding residencies, passport, contracts with MOSAL, immigration, borders, Customs etc., Liaison with KOC to procure entry passes, assist the management in the fulfillment of its obligations, statutory or otherwise, concerning prevention of personal injuries, he has sound knowledge of Kuwait Labor law and relevant regulations, maintains a safe environment and he is courteous, professional, confident, assertive and detail oriented.

**Anu Priya Jom** – joined ADCO as assistant accountant on 1<sup>st</sup> November 2016, she has completed Masters in Human Resource Management from All India Institute of medical Science, Chennai, India.

She has 5 years experience in office administration and accounting, , provides clerical and administrative support, maintain proper filing system, to the entire team, prepares examines and analyzes accounting records, financial statements, and other financial reports to assess accuracy, establishes tables of accounts and assign entries to proper accounts. Before joining ADCO she has worked with HESCO, Alma Institute of Medical science.

**Josephine P. Mendoza**, joined AREC on 20<sup>th</sup> November 2016 as Secretary in the Finance Department. She has completed "Masters in Business Administration" from Eulogio "Amang" Rodriguez Institute of Science and Technology, Manila, Philippines.

She brings with her 13 years experience, acts as an information and reference point for the Finance Department, provides clerical and administrative support to the entire team, involved with the coordination and implementation of office procedures and takes responsibility for specific tasks. Her work involves both oral and communication, capable to work under pressure handle and prioritize multi tasks.

Before joining AREC she has worked with Souq.com, Kelloggs Brown & Root (KBR), and other companies in Kuwait and Philippines

**Mirza Qamar Ahmed Ismail**, joined AREC on 4<sup>th</sup> December 2016 as Accountant in the Finance Department. He is holding B.Com., degree from Osmania University, Hyderabad, India.

He is responsible for customer payments, balancing accounts, paying invoices, bank reconciliations, payable tasks, which include entering vendor invoices into system, preparing and mailing checks and communicating with vendors has the ability to pay attention to details, handles accounting transactions, handle paperwork, well-organized, responsible for much of a company's sensitive financial information, and handles, transactions discreetly and possess integrity, produce and distribute reports for managers to review.

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# **New Appointments**



**Gayantha Fernando,** joined AGH on 1<sup>st</sup> December 2016 as Financial Analyst, in AGH finance department. He has completed his C.A. from Institute of Chartered Accountants, Sri Lanka.

He plays a key role in determining the company's current value and future business prospects, analyzes financial information to produce forecasts of a business that aids greatly in making investment decisions, interprets data influencing investment decisions, offers reliable and accurate information to management and recommend course of actions, involves in creating various spreadsheets, making analysis, drawing charts and graphs, so that the financial trends may be illustrated as well as clear and understandable information may be presented. In addition, he holds the responsibility of developing several models in order to predict business opportunities in terms of investments leading to maximizing profits and minimizing the chances that pose risks on business. Analyzes trends in terms of revenues and expenses of the group consequently facilitate management to take necessary steps to increase profitability and decrease and control the expenses. Before joining AGH he has worked with Deloitte Touche Thomatsu, Kuwait, Ernst & Young, Srilanka.



**Mr. Abdulaziz Al Humaidhi**, joined AREC on 18<sup>th</sup> December 2016 as the Deputy General Manager, completed his B.Sc. in Civil Engineering from Santa Clara University C.A., U.S.A. He is very highly analytical decision maker with extensive experience in design management, construction Supervision, project management, facility, and property management.

As deputy general manager shall be responsible to executive plan, develop, implement and oversee company initiatives and projects, oversee company's operations, budgeting responsibilities and shall be involved in hiring and evaluating company personnel, also step in and assume the general manager's responsibilities in his absence. Oversee the day-to-day operations i.e., negotiating contracts, such as with vendors or prospective employees, assigning tasks, leading meetings and implementing initiatives handed down by the general manager or executives. Shall analyze and implement policies and procedures, oversee short- and long-term business plans and initiatives and help in budgeting activities, motivate personnel to meet company goals, oversee key projects, present reports to the general manager.

Has more than 14 years' experience in Real Estate Development, before joining AREC he has worked with Stanley Consultants Inc., U.S.A., as a Structure Engineer, worked with Ajial Real Estate as a Project Engineer, Assistant General Manager and Deputy General Manager, was responsible for all aspects of operations and Projects ensuring that the administrative, technical, financial, and quality aspects of the company's projects were met at all stages.

## **Training Courses**

Real Estate Development - 2013
Finance & Capital Investment Analysis (2010)
Kuwait Labor Law - Ambitious Training Course —2010
Professional Project Management Preparatory Course for the PMP Certificate
(Project Management Professional). - 2005
Preparation of Technical Report for the Maintenance of Real Estate Facilities - January 2004

#### Membership and Affiliations

Member of Kuwait Society of Engineers, Kuwait



# **Triathlon Kuwait (Swim—Bike-Run)**



Gerico Senior Accountant working in AREC finance department, participated in Flying Start triathlon race organized in Kuwait, in October 2016.

The race was organized as a way to motivate people Kuwaiti's and expatriates staying in Kuwait to continue training for triathlon.

The success of the race turned Flying Start into an annual event, which gives the community a continuous goal to train for. And the atmosphere is ideal for participants from different countries to engage with athletes and other participants with the same passion for sport.



# AREC—Employee of the Quarter

The Purpose of the Employee of the Quarter program is to provide timely recognition to employees demonstrating their commitment to AREC's vision, mission and values. This program is intended to create a positive working environment, boost morale, show employees how much they are valued and appreciated, aid in retention and recruitment, and foster a spirit of healthy competition.

Congratulations to **Nimfa liscabo**, on being selected Employee of the Quarter for the 4<sup>th</sup> quarter of 2016. She joined AREC on 1<sup>st</sup> of May 2008, as executive secretary – PMC department, she has completed her graduation from Far Eastern University, Manila, Philippines.

Since joining office, she has been an exemplary worker, meeting and exceeding expectations of teamwork, supports in documentations & other paper works relevant to projects handled by the department. She is dedicated and works diligently to improve the office's work flow in order to provide outstanding services.



# Spotlight on George Lalgi, Assistant Manager H.R. & Administration



For every issue of the newsletter, one of the most interesting profiles will be presented for this quarter; the profile of this issue is of George Lalgi

George Lalgi, joined Action Group Holdings in 2007 as an Human Resource coordinator. He is a Law graduate from Pune University, India

He has consistently grown his skills and experience gained various skills on personality wise and work performance wise as well ability to handle and prioritize multi tasks and meet all deadline. Has exhibited professionalism in ensuring that the goals are met, has done a fantastic job taking excellent care. As devotion for his distinguishing hard work and outstanding services provided he was promoted to the post of Assistant H.R. & Administration Manager in 2011.



A qualified professional with a deep knowledge in labor law and HR best practices. He has an excellent problem solving/judgment skills, with a high level of attention to detail and accuracy. He has a strong communication skills and leadership quality with analytical skills.

Leads by example having many people find his enthusiasm and dedication both inspiring and motivating. He is always ready to assist employees with all their queries and concerns. One can always rely on his HR expertise and timely response to HR matters. He is an integral part of our Human Resources team, we are lucky to have such an employee as part of our Organization.

He is having more than 14 years of experience in Human Resources & Administration, before joining AGH has worked for KAFCO, in Kuwait

#### **Education and Accreditations**

- Bachelor of Arts, Mahatma Gandhi University, Kerala, India
- L.L.B, Pune University, India
- M.B.A., Pune University, India
- Member of Bar Council of India
- Involved in various social activities in Kuwait and India







#### **Article: Self Confidence**



People will hate you, rate you, shake you, and break you. How you stand strong is what makes you.

There was a business executive who was deep in debt and could see no way out. Creditors were closing in on him. Suppliers were demanding payment. He sat on the park bench, head in hands, wondering if anything could save his company from bankruptcy. Suddenly an old man appeared before him. "I can see that something is troubling you," he said. After listening to the executive's woes, the old man said, "I believe I can help you."

He asked the man his name, wrote out a check, and pushed it into his hand saying, "Take this money. Meet me here exactly one year from today, and you can pay me back at that time." Then he turned and disappeared as quickly as he had come. The business executive saw in his hand a cheque for 500 million signed by the one of the richest men in the

world! "I can erase my money worries in an instant!" he realized. But instead, the executive decided to put the un cashed cheque in his safe. Just knowing it was there might give him the strength to work out a way to save his business, he thought. With renewed optimism, he negotiated better deals and extended terms of payment. He closed several big sales. Within a few months, he was out of debt and making money once again.

Exactly one year later, he returned to the park with the un cashed cheque. At the agreed-upon time, the old man appeared. But just as the executive was about to hand back the check and share his success story, a nurse came running up and grabbed the old man. "I'm so glad I caught him!" she cried. "I hope he hasn't been bothering you. He's always escaping from the

psychological / Mental Hospital and telling people he's the richest person in this world." And she led the old man away by the arm. The astonished executive just stood there, stunned. All year long he'd been wheeling and dealing, buying and selling, convinced he had made a million's behind him

a million's behind him.

Suddenly, he realized that it wasn't the money, real or imagined, that had turned his life around. I

Suddenly, he realized that it wasn't the money, real or imagined, that had turned his life around. It was his newfound self-confidence that gave him the power to achieve anything he went after.





HOW CAN ANYONE SEE HOW GREAT YOU

ARE IF YOU CAN'T SEE IT YOURSELF?

# Sunset & Flamingos at AREC offices KFTZ—Pictures Captured by Eng. Abeer al Huneidi





A flock of flamingos were photographed at AREC offices in Kuwait Free Trade Zone in Shuwaikh. Flamingos are one of the species of migratory birds that often stop at Kuwait's beaches in the spring and later in the fall. The birds are one of the migratory species that visit Kuwait, seeking the moderate weather conditions and searching for their next meal. A flock are quite a sight due their bright pink plumage and their graceful movements on the clear blue waters. Many onlookers enjoy taking photographs of flamingos at AREC offices in KFTZ as these beautiful birds make wonderful subjects.







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## Farewell to Ahmed Farooq





**Mr. Ahmed Farooq**, joined AGH in June 2004 as an accountant, was promoted as Assistant Finance Manager (private affairs) in June 2015, retired in November 2016. During his 12 years of service he has made useful contribution in completing his task, hard working, providing trustworthy information about financial records, loyalty, professionalism, dedication and commitment to outstanding services. We wish him all the best for his future endeavors.

# Farewell to Eng. Nayeem Abu Sharekh





**Eng. Nayeem Abu Sharekh** Joined AREC in March 2006 as Technical Consultant, retired in November 2016, during his 10 years of service he was involved in various projects, as a Project manager ensured that projects are completed on time and within budget. Project's objectives are met, represented Action Group's interests, providing advice on the management of projects, ensured the construction project complies with all building codes and any other legal or regulatory requirements. We wish him all the best for his future endeavors.

#### Quotes

Success, we all want it in some way.

Here are some thought-provoking, motivating, useful quotes on success.

"Success means doing the best we can with what we have. Success is the doing, not the getting; in the Einstein trying, not the triumph. Success is a personal standard, reaching for "Amateurs sit and wait for inspirathe highest that is in us, becoming tion, the rest of us just get up and all that we can be." - Zig Ziglar

ness. Happiness is the key to success. If you love what you are doing, you will be successful." Herman Cain

"Do not be embarrassed by your failures, learn from them and start again." - Richard Branson

"Success is simple. Do what's right, the right way, at the right time." - Arnold H. Glasgow

known defeat." - Malcolm S. of yesterday." - Brian Tracy **Forbes** 

"Action is the foundational key to mer, you tend to see every problem all success." - Pablo Picasso

"I cannot give you the formula for please everybody." - Herbert B. Swope

failure without losing enthusiasm." - Winston Churchill

"The successful man is the one who finds out what is the matter with his business before his competitors do." - Roy L. Smith

"Love yourself first and everything else falls into line. You really have to love yourself to get anything done in this world." - Lucille Ball

"Success is not measured by what you accomplish, but by the opposimaintained the struggle against produced."-Swami Vivekananda overwhelming odds." - Orison **Swett Marden** 

the true strength, and whosoever loves much performs much, and can accomplish much, and what is "Don't wait. The time will never be done in love is done well." just right." - Napoleon Hill – Vincent Van Gogh

"Follow effective actions with quiet reflection. From the quiet reflection will come even more effective action." - Peter Drucker

"You have to learn the rules of the game. And then you have to play better than anyone else." - Albert

go to work." - Stephen King

"Success is not the key to happi- "Don't let what you cannot do interfere with what you can do." -John R. Wooden

> "Life isn't about finding yourself. "For success, attitude is equally as Life is about creating yourself." -George Bernard Shaw

Fromm

"Spend eighty percent of your time "Your work is discover your world "Victory is sweetest when you've tomorrow rather than the problems yourself to it." - Buddha

> "If the only tool you have is a hamas a nail." - Abraham Maslow

"Success means having the coursuccess, but I can give you the age, the determination, and the will formula for failure which is: Try to to become the person you believe you were meant to be." - George Sheehan

"Success is going from failure to "Never limit yourself because of others' limited imagination; never limit others because of your own limited imagination." Mae Jemison

> ""To succeed in life, you need two things: ignorance and confidence.' – Mark Twain

"Take up one idea. Make that one idea your life - think of it, dream of it, live on that idea. Let the brain, muscles, nerves, every part of your body, be full of that idea, and just leave every other idea tion you have encountered, and the alone. This is the way to success, courage with which you have that is way great spiritual giants are

a man to be ready for his oppor-"Love many things, for therein lies tunity when it comes." - Benjamin Disraeli

puts you in the best place for the next moment."- Oprah Winfrey

"Life's real failure is when you do not realize how close you were to success when you gave up." - Unknown

"If you're going through hell, keep going." - Winston Churchill

"In a moment of decision, the best thing you can do is the right thing to do, the next best thing is the wrong thing, and the worst thing you can do is nothing." - Theodore Roosevelt

important as ability." - Harry F. Banks

"Not he who has much is rich, but "Judge your success by what you he who gives much." - Erich had to give up in order to get it." -Dalai Lama

focusing on the opportunities of and then with all your heart give

"Success usually comes to those "I've missed more than 9000 shots who are too busy to be looking for in my career. I've lost almost 300 it." - Henry David Thoreau

"Start where you are. Use what you have. Do what you can." - Arthur Ashe

"Success seems to be connected with action. Successful people keep moving. They make mistakes, but they don't quit." - Conrad Hilton

"The difference between a successful person and others is not a lack strength, not a lack knowledge, but rather a lack of will." - Vince Lombardi

"Your attitude, not your aptitude, will determine your altitude." - Zig Ziglar

"If you don't value your time, neither will others. Stop giving away your time and talents. Value what you know and start charging for it." - Kim Garst

"Nothing is less productive than to make more efficient what should "The secret of success in life is for not be done at all." - Peter Druck-

> "Before anything else, preparation is the key to success." - Alexander Graham Bell

"The road to success is always

"Doing the best at this moment under construction." - Lily Tomlin

"If people did not do silly things, nothing intelligent would ever get done." - Ludwig Wittgenstein

"Every great dream begins with a dreamer. Always remember, you have within you the strength, the patience, and the passion to reach for the stars to change the world.' – Harriet Tubman

"I find that the harder I work, the more luck I seem to have." -Thomas Jefferson

"Success is focusing the full power of all you are on what you have a burning desire to achieve." -Wilfred Peterson

"Whenever you see a successful person, you only see the public glories, never the private sacrifices to reach them." - Vaibhav Shah

"Success is the sum of small efforts, repeated day-in and day-out." - Robert Collier

games. 26 times, I've been trusted to take the game winning shot and missed. I've failed over and over and over again in my life. And that is why I succeed." - Michael Jor-

"Success comes in cans: failure in can'ts." - Unknown

"Patience, persistence and perspiration make an unbeatable combination for success." - Napoleon Hill

"The question isn't who is going to let me; it's who is going to stop me." - Ayn Rand

"If I had eight hours to chop down a tree, I'd spend six hours sharpenmv axe." ing

– Abraham Lincoln

"We become what we think about most of the time, and that's the strangest secret."

- Earl Nightingale





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#### WORD SEARCH

Centralization Scalar Principle
Chain of Command Scalar Structure
Decentralization Span of Control
Differentiation Specialized Staff
Division of Labour Synergy
Divisional Structure Effective Manager Unity of Command
Empowerment

Formal Structure

Functional Authority

**Functional Structure** 

Geographic Structure

Hybrid Structure

Matrix Structure

Network Structure

Organizational Pur-

Product Structure

Integration

Organizing

pose

Informal Structure

Getting the money necessary to pay for setting up and running a business.

Percentage of total sales volume generated by all companies that compete in a given market.

Across

- 7. How to get goods into the customers' hands.
- Consists of consumers who purchase goods and services for personal use.
- 12. How you come into possession of the items you want.
- 13. A group that is identified for a specific marketing program.
- 15. Tangible items that have monetary value.
- Having a product available at a certain time of the year or a convenient time of the day.
- 17. Business to business purchases that are used in their operations.
- Obtaining, developing, maintaining, and improving a product.
- 21. Intangible items that have monetary value.
- Changing raw material or putting parts together to make them more useful.

#### Down

- Gathers information about customers trends and competing products.
- Planning, pricing, promoting, selling and distributing ideas, goods and services to create exchanges.
- 5. Having a product where customers can buy it.
- Dictates how much to charge for goods and services in order to make a profit.
- 8. Communication with the customer
- Effort to inform, persuade, or remind potential customers about a business's products or services.
- 11. Lists information about Target market.
- 14. Provides customers with the goods and services they need.
- 18. Attributes of a product or service that make it capable of satisfying a consumer's needs or wants.
- 19. People who share similar needs and wants and who have the ability to purchase a given product or service.

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Annual Calendar 2017											
					Month						
Date				May	Aug	Feb Mar Nov	jun	Sept Dec	Apr July	Jan Oct	
1	8	15	22	29	М	Т	W	Т	F	S	S
2	9	16	23	30	Т	W	Т	F	S	S	М
3	10	17	24	31	W	Т	F	S	S	Μ	Т
4	11	18	25		Т	F	S	S	Μ	Т	W
5	12	19	26		F	S	S	М	Т	V	Т
6	13	20	27		S	S	М	Т	W	Т	F
7	14	21	28		S	М	Т	W	Т	F	S





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