

# GalleyFM Today

Special report from



ISPY 2011

17th November 2011

THE REAL STORY FOR CABIN CREW

ISSUE 5

## You've made it to day 4!

GalleyFM has just got to say something more about Tuesday night's ISPY's Got Talent ... "What a night it was ... it really was such a night!" Nine acts brought the house down and the eventual winners, Cathay Pacific and Dragonair thrilled us with a sensational act combining song, dance and a strong company message – brilliant! Look at them go ....

Yesterday was another tough but fun day at the Assessment 'Office' and your GalleyFM representative even got to play the role of a passenger when crew were put through their paces in the 'aircraft'. They all did such a great job selling us loads of goodies.

Meantime, Christine and Frankie had some private time with the airlines ... wonder what they said about ISPY? Bet they were full of praise for such a unique and marvellous event.

ISPY's Got Talent - The Winners celebrate



Some guys get all the luck



## Sponsor Focus

Adrian Dibden, Portfolio Partners

The lovely ISPY sponsors are so important that GalleyFM asked them a little more about what makes them tick...

**What 5 luxury items would you take with you to a desert island?**

- 1) Solar powered charger
- 2) iPod touch
- 3) Wowie speaker
- 4) Egyptian cotton sheets
- 5) Razor

**Name your career highlight moment.**

"Using my charm and wit to overcome 2 ferocious Rottweiler dogs to claim my first large sales order of briefcase size

fax machines to a bodyguard business..... 32 machines and a Top Saleman of the month award! Proving that if you are a little bit crazy and determined it really can be worth it!"

**Name your personal highlight moment.**

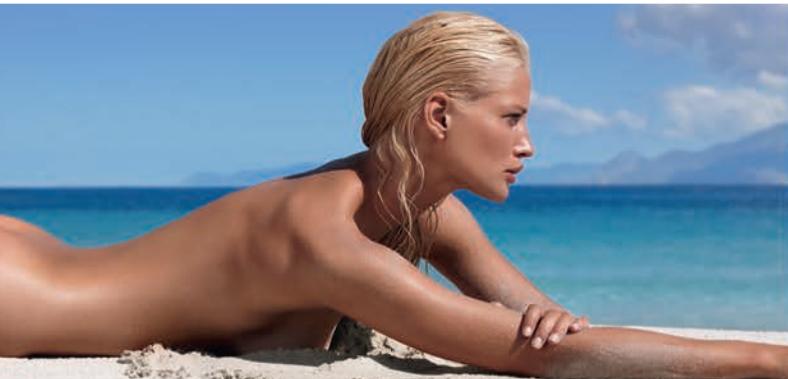
"Overcoming my fear of water and not being able to swim to achieve a Yacht Master Certificate and Advanced Diver Instructor Certificate, again proving that with little instruction

and a lot of self belief you can achieve anything"

**What are you looking forward to most in 2012?**

"Using both of my skills above and skippering a 60ft Catamaran on a sailing holiday and being able to scuba dive off the boat... bliss... oh and taking the parents away, both sets... proving once and for all that I must be mad!!!!"

Adrian Dibden



# LANCASTER

40<sup>YEAR</sup> LOVE STORY WITH THE SUN

# Pics of the Day

See all your pics at GalleyFM.com

Text your name, company/airline & pic to:  
07799 098 761  
or Email them To:  
chloe@GalleyFM.com



Taking team building to the extreme



What a lot of bottle



Africa Calling!

## ISPY Star - Dean Witham, Thomas Cook

Q&A

### What was your ISPY highlight?

"Competing in one of the first ISPY's over 10 years ago! The skills and knowledge I took from ISPY have helped me to date and I've seen the event grow from strength to strength. I love being part of the 'buzz' and enjoyment that all crew have at ISPY."

### What's your top tip for ISPY?

"I think it's important that you be yourself and have fun, but represent your brand in the best possible way. Always push yourself to meet and welcome all who attend ISPY and you will make life long friends. The training you receive is extremely valuable and your confidence will increase in a massive way. And remember - 'Your mind is like a parachute, it's only useful if it's

open'! Absorb as much knowledge as possible and the fun will come naturally!"

### What doors has your ISPY win opened for you?

"First it helped me build confidence for my interview for my promotion to Cabin Manager. Then I progressed to become a crew trainer within our airline in the same year. After this I worked with TRT to help turn our sales culture around within Thomas Cook Airlines. Back then I had a team of Sales Champions to coach and develop (crew who had been previously part of ISPY or TRT trained). Our Sales Champions were very sales aware and helped us cascade this culture within our airline."

I am now managing all of our non-mandatory training, development, service procedures and onboard results for Thomas Cook. I have a team of 54 trainers to coach and motivate to ensure that our work force receives brain friendly and interesting learning events. I am still privileged enough to be involved with all sales training and product awareness, working closely with our Inflight services team and our previous ISPY winners and sales ambassadors. I am currently coming up to my 15th anniversary with Thomas Cook and am very much looking forward to being part of ISPY 2011!!"



### Thought for the Day

"The world of achievement has always belonged to the optimist."

Harold Wilkins

### ispyPlus kicks off today

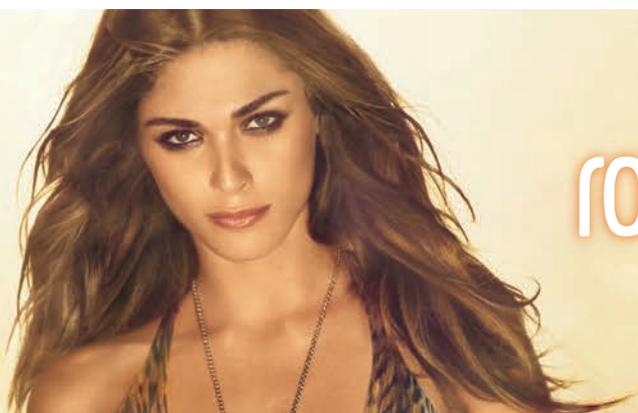
Lots of other key players in the Travel Retail business have been seen arriving in the foyer today as they gather for the opening of ispyPLUS, this morning. Wayne Hemingway will get things going with some stimulating business-building ideas.

Get ready to be creative!

### Giddy-Up ...

As we go to press, the crowds are gathering for **The Night at the Races**. The sponsors have gone overboard with their table settings. It promises to be a rip-roaring evening as teams shout for their favourite 'nags'. **More news about the winners tomorrow....**

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