

GalleyFM Today

THE REAL STORY FOR CABIN CREW

ISSUE 4

16th January 2013



ISPY 2013

Developing an airline sales culture

Introduction and Wednesday Programme

With crew still flying high on the Gaga-tastic wave of energy that hit ISPY2013 on Monday courtesy of Markus Stauss at Coty and his team of backing dancers, GalleyFM can report that yesterday took off with equal enthusiasm.

Laughter and learning reverberated around the various crew training sessions before calm was restored as written exams and team assessments took place. Meanwhile management and concessionaires listened to interesting insights from an array of speakers.

The Gaga effect seems to have taken a firm hold with the words of Markus still ringing in our ears - "Never be afraid of being you!" As the four finalists for the Airline of the Year made presentations, the importance of receiving crew feedback and involving crew to make a huge difference to the sales culture was highlighted. Yes, they really are listening and want to know what YOU, the crew, think!

Take our sage advice and never be afraid to speak up, to be yourself and share your experience...or why not sing, like Joe Harvey, Head of Crew Sales, Tourvest did so delightfully and umm tunefully on stage yesterday!



Dragon's Den

Don't forget to sharpen your claws tonight for ISPY's version of Dragon's Den.

GalleyFM can report that it will be headed up by dragons' David Bailey, David Spillane, Chloe Lerner and Sue Walker. We will be spotlighting the winners in a future GalleyFM so there's everything to play for!



Check out our Den finalists:

Thomas Cook – 'No flies on me'

TUifly – Flexible resistance bands

Thomson Airways – Kidz Crew

easyJet – jetSet

Cathay Pacific Airways – Window of the World

Air Canada – Pure North Soap

Air Canada – Reclaimed wood Cheese Board

Aer Lingus – FIX-A-CUP

airBaltic – Chocolate postcard sent from the sky

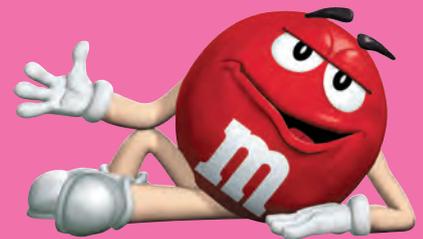
Dragonair – Three word Bible



Bucket List

Let's delve a little deeper into Helen's wanderlust desires and yearning for exhilaration...

1. I would love to fly in a helicopter over London as I've worked on fixed wing planes (big and small) for 20 years and this would be a novel experience.
2. Visit all of the top 10 Rollercoaster's in the world – the thrill of it is addictive!
3. African Safari – I have a son who just loves wildlife and I would go with him so he could tell me all about what I was seeing.
4. Visit Southfork ranch – Dallas is one of my all time favourite TV shows.
5. Taj Mahal – I have a very close Indian friend and it would be very special to visit the Taj with her.



Don't forget to visit the Mars Photobooth at the drinks reception in the Regency Room from 6.30pm on Friday to have your photos taken with cheeky Mars characters M&M Red and Miss Green. Photos will also be taken after the Gala Dinner.



Pic of The Day Competition

Here are GalleyFM's Pics of The Day – chosen as the best of the bunch from the loads you have sent so far. Thanks for demonstrating your photographic creative skills and please don't stop sending them in. We love a giggle.

**Text your pics to
07799 098 761 NOW!**

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



"What happened to Jim from AerArran... Who nose?"



"Scary cat?"



"Bearing all for ISPY"



"These cats are cool"



"The yoga training's paying off!"



And finally...

Just when you thought you could relax today, nine acts will be performing their hearts out for ISPY's Got Talent, sponsored by Britvic. GalleyFM think it could be career changing in more ways than one...!

Good luck and dodge those X's!



XXXXX

Sponsor's Quote of the day:



“ You have to learn the rules of the game and then you have to play better than anyone else.” Albert Einstein

Eamon Prunty, Diageo



DAISY
MARC JACOBS

SUNSHINE

NEW LIMITED EDITION FRAGRANCES

