

- Accounts manager (Job advertisement)
- Developing new business relations while continuing to serve existing clients within an assigned territory
- Leadership and professionalism
- Ability to communicate and manage presentations
- Self-reliant, motivated and result-oriented
- Bilingualism mandatory (oral and writing skills in French and English)

## **A Day in the Life of Tom Smith the Accounts Manager.**

Tom Smith, senior accounts manager for European Bank Training, lets his small suitcase handle go for a minute as he reaches for the vibrating phone in his pocket. He is in the queue to board the BA 8.30 am flight from Heathrow to Edinburgh. He briefly glances at the screen of his phone and then takes the call. It is Brian calling, one of the other accounts Managers at European Bank Training. *"Hi Bri. Thanks for calling me back. Listen, I'm just about to board my plane up to Edinburgh so if I have to hang up on you, you will know why. Anyhow, I'm glad you called me back 'cause Anna from the Belfast division faxed me over the figures last night for the training session of the people from Ulster Bank ...yeah...they are coming over tomorrow. Can you organise some training brochures for them? Yeah, hold on, I'll tell you how many there is (he searches in his pocket for a crumpled up piece of paper he has written the number down on)...yeah 8...but be on the safe side and send 10 brochures to the training centre...yeah by courier is best. Yeah. Everything else going okay your end? Great. Okay. Speak to you soon. Bye."*

Call over Tom puts the phone back in his pocket and pulls out his palm pilot. He pulls up his diary application and marks as done the ordered taxi memo. *"Better do this now before I forget!"*, he thinks. The voice over the loudspeaker calls passengers in rows 10 to 27 to board the plane, so Tom sticks his palm pilot back into his coat pocket and moves towards the gate...

...Once on board the aeroplane Tom finds his seat - 24C . He puts his small suitcase in the overhead locker and puts his laptop bag under the seat in front of him. He is desperate to finish off the email he was writing on the way to the airport but he knows he has to wait until the plane has taken off to do that. The pilot tells the passengers that they will be delayed another 15 minutes while waiting for take-off clearance from air traffic control tower. However, the restless passengers are informed that the aircraft door will remain open on the plane until clearance is given - so mobiles can continue to be used until it is closed. Tom takes the opportunity to make a quick call to the team Secretary, Mary. *"Mary...hi...yes...I'm on the plane now...everything's fine, but can you give the taxi firm at Edinburgh a call let them know the flight's delayed by 15 minutes or so...the one we usually use. I think the number is on the memo board above my desk if you have any problems finding it...Yeah that's great...yeah...okay...anything urgent just leave me a message on the phone! I will get back to you when I can."* Call over, Tom checks his voicemail as a message has come through while he was on the phone to Mary. It's a short message from his wife wishing him a safe flight.

....Ten minutes later and Tom is in the air. The seat-belt sign is turned off as the plane levels out. Tom pulls out his laptop and balances it on his small pull-down table. He starts to finish his email off. It s to Francoise, his main contact in the French sector. She speaks English thankfully very well, although Tom's French is not that bad he

decides to write the email in English. The man next to Tom start's snoring. Tom shrugs his shoulders and thinks, "*Hey I'm trying to work here!*". He is at the end of writing his email when he is asked by the air hostess whether he wants a cup of coffee or tea. "*Coffee please*", he says with a big smile on his face. He shuts his laptop and it immediately goes into hibernation. He slides it back into his briefcase and pushes it under the seat in front, he takes the coffee from her. His second cup today already and it is only 9.20 am! He relaxes a little and picks up a copy of the in-flight magazine to read. There is an advertisement for bank training in the magazine from his main rivals. He decides to tear it out of the magazine and show it to some people back in the office to see what they think of it....

...10 am, and with the breakfast rubbish tidied away, Tom pulls out his laptop once again. He writes the last line of his email to Francoise and presses send - next time he logs onto the net the email will be sent to her. At that very moment the pilot puts on the seat belt sign and the chief air hostess announces that they are starting their descent into Edinburgh airport and will be arriving in the next ten minutes. She reminds the passengers that all electrical equipment must be put away at this time. Tom once again puts his laptop away in its case and pulls out a printed email that he received yesterday. The email is from the head of the Edinburgh sector of European Bank training, Tina McLeod. It outlines the meeting he is going to attend at the Edinburgh sector and the business lunch he and Tina will be attending with an executive of one of the Scottish Banks. On the other side of the email he has scribbled the address and phone number of the hotel he has been booked into for the night: The Balmoral in Princes Street.

.....10.15 am and the plane has finally landed. Tom, like the other passengers, reaches for his phone immediately. He switches it on as he stands up to get out of his seat. There are two voice mails. Tom listens to them as he is gets off the plane. The first one is from Brian just to say "*A-okay about the brochures for the Belfast trainees*". The second is from Mary...just reassuring him that she'd re-arranged the taxi for him as requested.

...11 am. Tom arrives at his hotel to drop off his suitcase and change his shirt. He puts a few finishing touches to his PowerPoint show that he will present at the meeting with Tina and her team. This outlines the plans for future training projections at his division as well as the progression of the joint projects they two divisions are engaged in. Tom then takes another taxi to the Edinburgh divisions headquarters.

...12.20 pm. Tina's secretary, Jill greets Tom as he enters the Edinburgh offices. "*Hi Mr Smith...how was your flight?*". Tom smiles. "*Fine. Thankfully, not too delayed*". Jill shows Tom into the Board room where he steals a few minutes to plug his laptop in for recharging. He can't connect on the network system in Edinburgh due to the network system only allowing one password for one division for each employee. Instead Tom has got into the routine of dialling up his home ISP account instead. He has sent himself a few emails from behind the firewall yesterday and takes the opportunity to download them just in case he needs to show Tina them. He also manages to send the email to Francoise. Tom wishes someone would sort out the problem of lack of network access at Edinburgh for him, for after all he has been visiting the Edinburgh division every month for a year. "*How come these people can't*

*appreciate that I need more than one sites access!"*, he thinks. It's particularly annoying to Tom because it means he does not have direct access to the Edinburgh printers for his laptop! He decides a handout of his slides may be helpful for Tina, and the rest of her team. He nips out to the front office and asks Jill if it is alright to send her a file from his ISP account to print out for him. She agrees, but Tom knows that it is an annoyance that she would rather do without, so he only gets her to do one print out of the file and then he uses the office photocopier to make a couple of copies to hand out during the meeting. With two minutes to spare he finds he is now ready for the meeting.

....1.00 pm. The meeting with Tina and her team goes well. They are all particularly happy with the figures that Tom has given them. *"Projected earnings are definitely looking good in London,"* Tina tells Tom, *"Given the business re-processing steps that had been brought in by the consultancy firm."* A couple of the team members gather round Tom's laptop to see again a simulation of the projected growth of the joint venture between the Edinburgh division and the London division. *"Can you send me a copy of the PowerPoint show?"*, Asks Phil, one of the eager new guys that has just joined the Edinburgh team. *"No problem"*, says Tom *"write down your email and I'll send it back to you"*. Phil hands Tom his business card which Tom marks the date and writes **PowerPoint slides** on the back of it. He slips it into his wallet. *"Thanks, I will get that to you tomorrow"*. Tina shows Tom into her office. She looks quickly over her own notes for the meeting. She smiles. *"Boy Tom you have been doing well for yourself down there haven't you? I like the new Belfast account. That should keep you guys busy for a while! Any news on you making headlines into Gibraltar yet? I heard some rumours, but I didn't know whether it was just office gossip or else the real thing!"*

Tom assures Tina that she will be the first to know if the planned training deal with the two Gibraltar banks gets off the ground....The two of them pull out their diaries and find a convenient day to meet again next month.

....2 pm. Tina and Tom are having lunch with a training executive for one of the major Scottish banks. *We have branches in England you know?* The executive, Bill Tiny, tells Tom. Tom nods. *"Yeah I know...Are you thinking of expanding? or sending any staff out for more specialist training?If you are, here's my card and let me know?"*. Bill Tiny takes Tom's card. Lunch finished, the two men agree to meet up to discuss some training opportunities next time Bill is in London.

...5.30pm. Tina takes Tom to one of the training dinners that has been organised from some of the Bank of Eire staff that are in Edinburgh for a training seminar. Tom hates these dinners but he realises they are all part and parcel of the job. He sets about chatting to some of the trainees and finds out what they like and are not liking about the training course they are on. His phone goes during the dessert stage of dinner. It is his wife. He leaves the table and takes the call outside in the hotel foyer. She tells him all her news for the day including the fact that their son got an A in his biology test and that she had a flat tyre in her car at lunchtime and had to get the AA to come and fix it. Tom keeps the call short and promises to phone his wife later when he is back at the hotel.

...9.30pm and Tom feels his face-to-face work is over for the day. He manages to escape from the pub session that followed the training dinner and heads back to his hotel room. Exhausted he switches on the BBC news to see what is happening in the world. After a quick fix of news he plugs his laptop into the phone socket in the wall...he receives a couple of emails that have been sent to his ISP and cc'd to his branch email...one of them is from Francoise responding to his earlier email. She questions a few of the training figures he has given her. Tom goes back into his Excel spreadsheet and checks the figures again. They all seem to tally so he drafts an email to Francoise explaining what the costs she is querying cover and sends the email off using his ISP. Emailing over he also gets a chance to listen to all his voice mails that have been coming through that day that he had not had a chance to respond to. Two calls from the head of his branch wanting to know how the meeting with Tina went as well as a call from Brian regarding another fax that had arrived for Tom from Belfast...Tom plays Brian's message a couple of times and manages to jot down the main gist of the fax in his notebook. He will deal with it tomorrow.

...11:00 pm. and Tom decides that work is definitely over for the day. He calls his wife on the phone just to say goodnight but the call goes on for twenty minutes as the two of them start discussing the double-glazing they are getting done in the kitchen. Tom's head finally hits the pillow at 11.30 pm. He has set the alarm for 6.30 am the next day to get to the airport in time for his return journey back to London!

#### Magazine Journalist Job Description

- developing ideas for current and future articles by reading and researching, contacting and interviewing relevant people, attending conferences and other events;
- writing articles in appropriate house styles;
- liaising with the art department about illustrations and photographs and possibly also liaising with the legal department to check if anything written is libellous;
- proof-reading drafts;
- planning future editions with the editorial, design, advertising, sales and publishers teams.

([http://www.prospects.ac.uk/cms/ShowPage/Home\\_page/Explore\\_types\\_of\\_jobs/Types\\_of\\_Job/plaipal?state=snowocc&idno=434](http://www.prospects.ac.uk/cms/ShowPage/Home_page/Explore_types_of_jobs/Types_of_Job/plaipal?state=snowocc&idno=434))

### **A Day in the Life of David Whiteford, Magazine Journalist.**

David Whiteford, magazine journalist is sitting on the London underground between Ealing Broadway and Ealing Common. He is extremely agitated by the delays of his tube train as it has ensured that he has managed to miss the 8 o'clock train he wanted to catch from London Kings cross to Newcastle for a business enterprise conference his editor had asked him to cover. He decides to phone up British rail and find out the time of the next train. He is placed on a queuing system and so after 5 minutes he hangs up. He calls his sleeping girlfriend instead. She doesn't answer the phone but it's picked up by their answering machine *"Can you do me a favour when you finally wake up, can you phone up British rail for me? I'm on the mobile and you know those guys back at the office won't pay a bill for £1.50 a minute for the 10 minutes it will probably take to get through. Find out when the next train to Newcastle is will you. Thanks...its 7.45 right now"*. The call is short as Dave is now leaving Hammersmith station and he knows that he will be losing the signal on his mobile phone as the train moves underground. He decides to write a quick text to his friend Jon the photographer who was also travelling up to Newcastle to cover the story, *"Sorry I missed the train...start without me and make sure you get a picture of the local MP arriving for the opening speeches!"*

....8.30 am finds David just getting off his tube train at Kings Cross. His girlfriend has left him a message on his phone for him. She tells him that the next train is at 9.00 am changing at York. David buys a ticket from a ticket machine with his credit card and then has a look at the notice board and establishes which platform is the relevant one for the York train. David identifies the relevant platform, number 6. He boards the train in carriage G and looks frantically around the busy train for an aisle seat with a table. He needs the table for his laptop, which he has brought with him to edit a story with a deadline at the end of the week. He has to walk through several carriages to find the ideal seat to do his work. He eventually finds one in carriage D, then notices the no-mobile phone signs in the carriage and so he shifts again to carriage C. He sits down at his table seat and turns on his laptop. He checks the power levels. He has two hours left on his battery life for his laptop. The train starts to move away from the platform. David finds himself surrounded by families – as its mid-summer - people are trying to get away from it all. He begins to edit the piece he has written trying to ignore the noisy environment around him. He takes out of his bag his notepad with the relevant quotes written in Tee-line and his file folder that he has been collecting for the story containing several faxes and some heavily annotated emails....

Forty-five minutes later and David is just finishing off his story. His mobile phone rings. It is Paul from work, one of Dave's journalist colleagues. He asks Dave how to spell the name of an informant that Dave had given him yesterday. Paul also tells Dave about another story that has just caught his attention that Dave may want to cover since Paul is snowed under with his assignment - The Business Enterprise Annual Dinner that takes place on the 24<sup>th</sup> of the month. David pulls out his palm and flicks it open to see if it clashes with a prior commitment. "*if only this thing had a better month to view,*" he thinks. He finds he has no previous engagement organised. So he takes down the details of the dinner on the back of his notepad. He finds this easier than trying to fiddle with the stylus input when his phone connection could be so easily lost, especially since he can do tee-line quiet fast. He makes a mental note to write all the details in to his palm after the phone call is finished...

...10.30 am David is well into his journey towards York. His phone rings again. The man next to him shuffles in his seat at the disruption. David can sense his annoyance and decides to keep this call fairly short. It's Denis, the photographer calling, he tells David that the weather up north is bad! Denis gets some directions from David as to how to get to the Centre where the conference is being held as he has never been to Newcastle before. David pulls out a faxed map he has of the place and relates the directions on it to Denis. David asks Denis what he is doing this Friday because it's his birthday and did Denis want to come out for a few drinks? Denis replies that "*drinks would be a good idea*" and that they should talk about it later when they meet up. The train goes through a tunnel at that point and David loses the signal on his phone. He waits a few minutes and tries to phone Denis back but the reception is still poor. He decides to leave it a while and to get back to reading the book he is meant to be reviewing for next month's edition of the magazine.

....10.45 am. David is trying to concentrate on the book but there are some kids fighting in the table opposite. Also the sun is shining in his eyes making it hard for him to do much more than squint at the book in front of him. He decides to have a cup of coffee when the drinks trolley comes round, putting away his laptop and files. He picks up the GNER train magazine - that the girl who had been sitting opposite him had left on the table when she got off the train at Doncaster - and quickly glimpses through it. There is a piece in it about New South Wales that takes his interest as his girlfriend is Australian and they hope to go there on holiday this year, so he rips out the article and sticks it in his bag to show her later...

...11.30 am and David finds himself on the connecting train between York and Newcastle. The train is packed so David finds he can't do very much but text a few texts on his phone to a few of his mates to organise the night out he is planning for his birthday at the weekend. He also receives a call from a stockbroker from Deutsche Bank setting up a meeting to discuss the Company's new investment strategy in Europe. But the quality of phone connection he has makes any kind of in-depth conversation impossible so he just scribbles the details of their meeting for next week down on his notepad and gets back to texting.

....12.20 pm and David finally makes it to Newcastle. Leaving the train station he jumps into a taxi and asks the driver to take him to the North East Exhibition Centre reading the address off the fax he's brought with him "*High Gosforth Park, Newcastle*

*upon Tyne, Tyne and Wear.*” The Taxi driver knows the way to the centre well and doesn’t need the address. David texts Denis just to let him know he is on his way and requests an approximate time of arrival from the taxi driver.

....12.45 pm David finally arrives at the Conference Centre. He asks one of the guards at the front entrance the Direction to the relevant Conference room. Arriving at the appropriate room David sees Denis down at the front of the room taking some pictures of the speakers. Thankfully, David hasn’t missed too much of the speeches. He pulls out his digital tape recorded in readiness for the main speaker of the day. The guy he intends to focus his write up on for next month’s edition of the magazine....

....3 pm and David and Denis meet some other finance journalists in the Conference Centre Bar. One works for the daily Observer; the other the Evening Press. David has met them a few times before at other Conferences and seminars he has covered. They are discussing their impressions of the main speech of the day. They both highlight the lack of coverage on the Euro and its relationship to the pound as the most interesting thing to come through from the speeches. David disagrees though. He argues the crucial point of the keynote speaker’s address was his lack of vision for the 21<sup>st</sup> Century he quotes the main speaker back to them using the tee-line notes he has taken during the speech. The men debate a while longer and then all agree to meet up for drinks before The Business Enterprise Annual Dinner which they discover they are all attending.

...5 pm and David and Denis are sitting in a café at Newcastle station waiting for their train back to London. Denis shows David a few digital snaps he has taken with his small digital camera to give David an idea of how the real photographs of the day’s proceedings will look when they are developed. David finds the pictures interesting but wonders who is in the background of one of the photographs as he remembers the face. Shame he can’t see the picture on a bigger display he thinks. That would have helped jog his memory. He asks Denis to send him on the photos later so he can look at them on his PC screen.

...6 pm and David and Denis are standing on the platform of York’s Railway Station with 20 minutes to go before their train arrives. David decides he wants to check his emails. He hunts for one of BT’s new phones that allows you to check your email as well as place phone calls. David finds the keyboard of this device really tricky to use. Although he finds one or two of his emails need urgent replies, when he finally gets into his hotmail account, he decides he is better to put off replying to the emails until he gets home...

....7.30 pm. David and Denis are on the train home. Denis is sleeping but David is trying to catch up on his reading of the book he is doing the review for. Denis’s phone rings. It’s his girlfriend. He promises to phone her back to use up the free minutes to a local landline that he has with his mobile phone company. It takes him a few minutes to get through to her though as reception is once again poor. He relates to her the events of the day while she in turn tells him also what she has been up to. She gives him a list of groceries to pick up at the station as they have run out of bread, milk and cheese among other things. David writes down the grocery list on the back of his conference program. He tells his girlfriend that he will be home around 9:30 pm

transport permitting. She tells him not to forget the cat food above all things. He underlines that item in his list...

David gets off the phone to his girlfriend to realise that he has received a voice mail from his Editor, Tony, giving him another story to cover for another reporter tomorrow, who has just called in sick...this time the job is in Cardiff. David gets out his paper diary and looks at the back page of it which contains a guide to British railway routes. He looks at the train route connection between London and Cardiff and tries to calculate how long it will take him to get there...

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