



**Adidas Store @ Citi Centre**

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IT'S NOT ENOUGH THAT WE DO OUR BEST; SOMETIMES WE HAVE TO DO WHAT'S REQUIRED.

- SIR WINSTON CHURCHILL

## Use Your Mind to Grow Professionally

There was a kid, who saw plenty of goldfish in the houses of his friends, and he remembers wondering why so many people would want to keep such small, unexciting creatures as pets.

Then one day, when he was about ten years old, he went on a school field trip to a botanical garden that had a pond stocked with fish. One especially large, brilliantly colored fish stood out to him.

"What kind of fish is that one?" he asked his guide. "That's a goldfish," she replied.

He was confused. "Aren't goldfish supposed to be small?" he asked with a note of 9-year-old sarcasm. "Not at all," she replied. "Goldfish will grow even larger than these. It really just depends on the size of their environment."

He took in the information and determined to never again show himself so ignorant about goldfish, but it was years before he understood the broader lesson.

How often have he been like a goldfish in a fishbowl? How often have he limited himself by his perception of his world? Worse still, how many times have he put others in a small bowl in his mind? How many times has he written off someone as insignificant or unexciting? How many times have he failed to see others' potential to grow?

How much more could he achieve if he forgot his perceived limitations and dared to swim beyond the boundaries he has set for himself? And what would happen if he moved others from their small bowls into the ocean of limitless possibilities?

Just imagine a world full of people with that perspective, who truly believe that anything is possible and reach out to claim it. Together we could do astounding things. Apply this same principle to your professional life and see how things around you will suddenly start to bloom with more possibilities and success.

You are no goldfish. Even the world is not big enough to be your bowl. The limitation of your mind is the only thing that sets you apart from a successful achiever. Will you be one too? All you need to do is believe that you can.

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## TARGET ACHIEVERS

MBO		EBO	
Store Name	Location	Store Name	Location
Europa Jeans Factory Outlet	Velachery	Adidas Store	Velachery
Peter England Factory Outlet	Velachery	World of Titan (Service)	Velachery
Europa Discount Store	NM Road	Levis Store	Pondy Bazaar
Europa Discount Store	Guindy	Fastrack	Anna Nagar
Europa Discount Store	Nanganallur	Reebok Store	Kottivakkam
Europa Discount Store	Vadapalani	Reebok Store	R.K. Salai
Europa Discount Store	Valasaravakkam		



## ALL TIME HIGH SALE ACHIEVERS

EBO	
Store Name	Location
World of Titan (Service Centre)	Velachery

## NEW JOINERS

Name	DOJ	Designation	Store Name & Location
Syed Taher Ali	2 <sup>nd</sup> August	Service Technician	World of Titan - Velachery
G.Vivian Angelo	2 <sup>nd</sup> August	CSA	Fastrack – Annanagar
G.Prakash	3 <sup>rd</sup> August	CSA	Europa Discount Store – Guindy
K.Udayakumar	5 <sup>th</sup> August	CSA	Europa Discount Store – NM Road
Haja Riyasudeen	7 <sup>th</sup> August	Executive – Audit	Corporate Office – Audit Dept
E.Preethy	10 <sup>th</sup> August	CSA	World of Titan – Kottivakkam
P.C.Biju	12 <sup>th</sup> August	CSA	World of Titan – Velachery

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R.Sudharson Praveen Kumar	12 <sup>th</sup> August	CRO	World of Titan – Spencer Plaza
A.Kouser Fathima	14 <sup>th</sup> August	CSA	World of Titan – Spencer Plaza
M.Prem Kumar	17 <sup>th</sup> August	CSA	Samsonite – Kottivakkam
A.Nasrin	17 <sup>th</sup> August	CSA	F.U – Annanagar
A.Anbarasan	19 <sup>th</sup> August	CSA	Europa Discount Store - Valasaravakkam

## TRAINING @ EUROPA GROUP

### Program For the Month

<i>Program Name</i>	<i>Date &amp; Day</i>	<i>Time</i>	<i>Venue</i>	<i>Trainer</i>
Induction	8 <sup>th</sup> Sep 09 Tuesday	9.30 am – 1.30 pm	Hall of Excellence	Dayana George
Selling Skills (module)	10 <sup>th</sup> Sep 09 Thursday	9.00 am – 10.30 am	Stores	Dayana George
SHOPER Training	15 <sup>th</sup> Sep 09 Tuesday	9.30 am – 12.30 pm	Hall of Excellence	Mr. Narayanan – Officer Systems
Basic Etiquette & Selling Tips	17 <sup>th</sup> Sep 09 Thursday	9.30 am – 12.30 pm	Hall of Excellence	Dayana George
SPTS	18 <sup>th</sup> Sep 09 Friday	9.30 am – 11.30 am	Hall of Excellence	Ms. Sujatha – MIS Executive
Credit Card Acceptance	22 <sup>nd</sup> Sep 09 Tuesday	10.00 am – 11.30 am	Hall of Excellence	Mr. Jaikar – Citibank
Team Bonding (module)	25 <sup>th</sup> Sep 09 Friday	9.00 am – 10.30 am	Hall of Excellence	Dayana George



Ms. Gomathy – Jr. Executive HR, Delivers the HR Session in the Induction Program on the 11<sup>th</sup> of August 2009.

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## BIRTHDAY CELEBRATIONS

Name of the Employee	DOB	Designation	Store Name & Location
A.Anbarasan	10 <sup>th</sup> Sept	CSA	Europa Discount Store – Valasaravakkam
Durga Devi, B.	11 <sup>th</sup> Sept	Jr. Executive – Admin	Corporate Office – Admin Department
K. Narayanan	13 <sup>th</sup> Sept	Officer – Systems	Corporate Office – Systems Department
Syed Taher Ali	17 <sup>th</sup> Sept	Service Technician	World of Titan – Velachery
R.Deepak	19 <sup>th</sup> Sept	Asst. Store Manager	Peter England – Velachery
Murugan, P.	20 <sup>th</sup> Sept	Sr. CSA	Europa Jeans Factory Outlet – Velachery
G.Prakash	22 <sup>nd</sup> Sept	CSA	Europa Discount Store – Guindy
R.Chandrasekar	23 <sup>rd</sup> Sept	Store In-Charge	Europa Discount Store – Guindy
Vadivel, K.	23 <sup>rd</sup> Sept	Store In-Charge	Samsonite Velachery
Lessly John	25 <sup>th</sup> Sept	Store Manager	Levis Store – R.K Salai
Velmurugan, K.	25 <sup>th</sup> Sept	CSA	Levis Store – Spencer Plaza
R. Vasantharajan	26 <sup>th</sup> Sept	Sr. CSA	Europa Discount Store – NM Road
R. Mohan	26 <sup>th</sup> Sept	CSA	Europa Discount Store - Velachery

## NEW OFFER

### Across our Europa Discount Store



### @ Our Peter England Store Velachery



### At our Samsonite Stores in Velachery & Kottivakkam



### @ our Europa Discount Store Vadapalani

Buy 1 get 20% off or Buy 2 get 1 free in Classic Polo T-Shirts

Get up to 50% off on Pepe Jeans

Get 25% discount on Levis Jeans and T. Shirts

Get 10% discount on SPEED Shirts & T-Shirts and Buy 2 get 1 free in SPEED T-Shirts (Polo)

20% Discount or Buy 2 get 1 free in Siyaram MSD Shirt

## @ our Europa Discount Store OMR

Shoes – Buy 1 and get 1 free

Formal Shirts – Buy 1 and get 1 free

Casual Shirts – Buy 2 and get 1 free

## Across our Levis Store

Buy now and Pay in 3 easy EMI.

## RETAIL LEARNING

Listening Skills ..... contd from last issue

### How to improve your Listening Skills

Did you know that around 85% of the problems you experience in life / work will involve other people? Your ability to get along with other people is therefore the single largest determinate of the success you will experience in life, and something you should make every effort to master.

One of the best ways to get along with others is simply to listen what they are saying.

Here are some quick tips to improve your listening skills.



- **Look them in the face:** Make sure you look at though you are interested in what the customer is saying. However don't just blankly stare at them, animate yourself by smiling, nodding or shaking your head when appropriate



- **Listen without Interrupting:** Do not interrupt a person when he /she speak. If you have trouble interrupting people, practice the 3 seconds rule. When the speaker finished a sentence, or when you think they have finished mentally count 1 to 3. Remember a lot of people will pause when they speak, so make sure they have finished before you start!



- **Pause before replying:** There is nothing worse talking to someone, only to hear them ramble. If you pause before responding to what a person has just said, it will have more time to sink in, and your response is likely to be better and more relevant. It is also important to pause when you speak. This will allow you to catch your breath and improve the other persons understanding.

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- **Match the Tempo:** Some people talk really fast, whilst others prefer to talk slowly. Fast and slow talkers do not mix! This usually means they aren't listening to what is being said. By matching the tempo of the person you are speaking to, you will not only make that person feel more comfortable, but you will both understand what has been said.



- **Repeat it back:** By repeating what the other person has just said, but in your own words, you will give the impression that you clearly understand them. This will give the speaker confidence in you, especially if they have asked you to do something.



- **Question for clarification:** In a conversation the person who asks the questions has control. You should therefore make sure that the type of questions you ask is appropriate for the response you want. If you are trying to get a definite answer then you should ask closed ended questions that can be answered with one word. Does that make sense? (Closed question)

**It's sometimes easy to listen after practice, but harder to really hear what they are saying.**

*To be continued.....*

CAREER @ EUROPA GROUP

## Careers @ Europa Group

Following are the vacant positions to be filled, please refer your friends/ acquaintance to get rewarded

- Customer Service Associate – Showroom Sales
- Showroom Manager

your  
bright  
future