



# newsletter OFFICE CHAT

NEWS ■ VIEWS ■ INFORMATION

Issue No.1 - March 2008

## In this Issue:

- 2** Editorial
- 3** Stationery...  
To get you moving
- 4** March Offers
- 5** Spotlight on Staff
- 6** Office Tips
- 7&8** Department Highlight
- 9** Golden Gate Events
- 10** Team Building
- 11** Entertainment



*Golden Gate Co. Ltd.*  
EST. 1951

**STATIONERY PRODUCERS/  
IMPORTERS, DISTRIBUTORS  
& PRINTERS**

Tel: 2138 2245 Fax: 2137 1965  
email:goldengate@gg.com.mt

**Editor:**

Rodianne Cassar

**Design & Layout:**

The Studio at  
Golden Gate Co. Ltd.

## Contact Persons

**Office Supplies: Tel: 2138 2245**  
(ask for Customer Care)  
Geoffrey Grima  
Kevin Micallef

**Sales Manager: Tel: 2138 2245**  
Joseph Jaccarini

**Printing Division:**  
Matthew Sullivan  
Tel: 2138 4540 - Mob:7949 2092

Jeffrey Farrugia  
Tel: 2138 4540 - Mob:7970 8773



# EDITORIAL

Welcome to Office Chat. The newsletter that provides you with valuable tips to keep your office running smooth whilst keeping costs to a minimum. The newsletter that is intended to lighten up your mood and take a look at the lighter side of life because, life is complicated enough. Office Chat will be issued bi-monthly and will incorporate useful tips, promotions, information about our products and services and much more.

Any office around the world is always a hectic place where there is a lot of human interaction and physical movement of stationery and people. In the office of the 21<sup>st</sup> Century, less is more. In other words less consumption produces more profit. Less clutter means more space. The less I talk, the more money we will make. Seriously though, we have to think about what we are doing and why at all times. If there is an office routine that has been passed on from one secretary to the next without anyone asking why, perhaps one should investigate whether this routine is still an important requirement for the company's goals and/or intentions. If not, it should be scrapped or modified to match current requirements. In today's business the only thing that remains constant is change. Take a look around your office and see what you can change.

Golden Gate Co. Ltd was established in 1951. Originally set up as a retail operation, the company changed and diversified its strategies so that winning formulas were enhanced whilst other sales programmes were either adapted or else wound down.

Today, the company is clearly focused on stationery products, which are distributed through two main channels. The first is by supplying retailers who in turn serve the community. The other channel is mainly serving Business to Business accounts relying on Golden Gate to carry out their objectives, be they in manufacturing, services, philanthropic or administrative in nature.

The company guarantees value for money in both services and products by importing stationery directly from manufacturers all over the world and some of which are locally produced.

The company is continuously trying and applying new ideas in order to remain at the forefront as leaders in the stationery market in Malta.

We value your views and would like to have your suggestions or comments about Office Chat. Please send any feedback to [rodianne.cassar@gg.com.mt](mailto:rodianne.cassar@gg.com.mt).

Hope this newsletter will serve to lighten up your mood.

**Rodianne Cassar**  
**Marketing Manager**  
[rodianne.cassar@gg.com.mt](mailto:rodianne.cassar@gg.com.mt)



- Paper Supplies
- Filing & Binding
- Desktop Accessories
- Writing Instruments
- Computer Accessories
- Packaging & Tapes
- Kitchen & Sanitary
- Printer Cartridges

**CHECK OUT THIS MONTH'S  
SPECIAL OFFER!**

**Be faster, smarter and more efficient by using  
our ONLINE ORDERING SYSTEM**

## STATIONERY... TO GET YOU MOVING

### RUN SMOOTHER IN A ROUGH WORLD

The smoothness of Double A ensures that your printers and copiers run more efficiently by giving you greater confidence in performance delivery. The cleaner, brighter and thicker Double A Sheet provides an overall superior result.

#### A4 White & A3 White

Double A paper is smoother, cleaner, brighter, whiter and thicker to provide an overall superior result, helping your business run smoother.

### DOUBLE A PHOTOCOPY PAPER - SMOOTHER ON YOUR OFFICE... SMOOTHER ON THE ENVIRONMENT

#### Are you a Smooth Operator?

Double A is the smoothest operator in the rough paper world.

Are you up to try out your own smooth moves?



Double A Paper  
Double Quality Paper

### THE QUALITY OF THE DOUBLE A PRODUCT IS CRYSTAL CLEAR ON PAPER

Double A Paper is internationally renowned for its exceptional quality. This first-rate, multi-purpose paper offers superior performance.

Double A Paper is saving the environment by:

- Using pulp produced from fast growing plantation trees, avoiding further destruction of the rain forests.
- Reducing the amount of water used during the bleaching process to only 7 m<sup>3</sup> / ton.
- ECF process replacing harmful chlorine to bleach pulp.

Double A Paper gives excellent results on:



Laser



Ink-jet



Copier



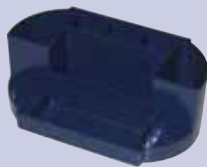
Fax

# MARCH OFFERS

Spend € 50 (Ex.Vat) worth of office supplies and receive

**FREE**

either



**DESK TIDY**  
item no. 5467

or



**FLAT BINDER 50MM** - item no. 3295

or



**FLAT BINDER 35MM**  
item no. 3293

Spend € 150 (Ex.Vat) worth of office supplies and receive

**FREE**

either



**CD & CD-ROM STORAGE SYSTEM**  
item no. 4835

or



**DESK DRAWERS**  
item no. 6115

or



**3 IN 1 ORGANISER** - item no. 6089

or



**13 PART ORGANISER**  
item no. 3300

Spend € 600 (Ex.Vat) worth of office supplies and receive

**FREE**

**COMPUTER DESK**  
item no. 5134



**Conditions**

- 1) Offer not available with any other offer.
- 2) Available until stocks last.
- 3) Photocopy paper not included in value of order.
- 4) This offer is available to account holders only.

Get organised with *Snpake*

## SPOTLIGHT ON ...OUR STAFF DAPHNE DALLI

### Who is Daphne Dalli?

I am 31 years old and married, but still like to party. I like to think that I am a loyal friend and a great colleague. I am bubbly, and love to spend time with people just as crazy as I am!!

### What made you join Golden Gate? What are your main duties?

It seemed a good opportunity at the time, and my instinct proved me right, as I have been around for 14 years! I am Personal Assistant to the Directors, and I am also involved in administrative duties.

### What is your favourite Music?

R'n'b, lounge and anything that makes me move!

### What is your favourite food?

I'm very much into Chinese food and also a meat lover. I'm very allergic to seafood.

### What is your idea of a perfect day off?

Soaking up the sun with a cold beer.

### What are your ingredients for a perfect night out?

My ideal night out would be to start off with dinner, continue in a wine bar and then hit the clubs!!

### Do you have any pets?

Yes I do. I have two adorable, lovable, naughty, energetic Springer Spaniels. Olly is 2 years 3 months with a black and white coat and Mickey is 4 months old with a brown and white coat.

### What are your hobbies?

Cooking, travelling and swimming in the summertime.

### Do you have any plans for the future?

Apart from my upcoming holiday, I like to live day by day!

**“It seemed a good opportunity and my instinct proved me right”**



Daphne Dalli



Daphne and her friend Debbie



Daphne, her family and friends



Daphne's dog Mickey  
(When he was a puppy)



Daphne and her colleagues



Daphne, her family and friends

# Office Tips

## TEN TIPS FOR EFFECTIVE PUBLIC SPEAKING

### KNOW THE ROOM

Be familiar with the place in which you will speak.

Walk around the speaking area and practice using the microphone and any visual aids.

### KNOW THE AUDIENCE

Greet some of the audience as they arrive. It is easier to speak to a group of friends than a group of strangers.

### KNOW YOUR MATERIAL

Practice your speech and revise it if necessary. If you are not familiar with your material or are uncomfortable with it, your nervousness will increase.

### RELAX

Ease tension by doing exercises.

### VISUALISE YOURSELF GIVING YOUR SPEECH

Imagine yourself speaking, your voice loud clear and assured.

When you visualise yourself as successful, you will be successful.

### REALISE THAT THE PEOPLE WANT YOU TO SUCCEED

Audiences want you to be interesting, stimulating, informative and entertaining. They do not want you to fail.

### DON'T APOLOGISE

If you mention your nervousness or apologise for any problems you think you have with your speech, you may be calling the audience's attention to something they did not notice. Keep silent.

### CONCENTRATE ON THE MESSAGE NOT THE MEDIUM

Focus your attention away from your own anxieties, and outwardly towards your message and your audience. Your nervousness will dissipate.

### TURN NERVOUSNESS INTO POSITIVE ENERGY

Harness your nervous energy and transform it into vitality and enthusiasm

### GAIN EXPERIENCE

Experience builds confidence, which is the key to effective speaking.

### WHAT CAN YOU DO TO ALLEVIATE THE STRESS OF PUBLIC SPEAKING?

Begin by identifying your personal brand or personal attributes, and use it to strengthen your confidence level. Everyone has a Personal Brand. You just need to discover, create and maintain it over time

Watch out for, the 'Personal Branding Article' in the upcoming issue of Office Chat



## DEPARTMENT HIGHLIGHT

**offiSmart**

The smarter way to  
organise your office

POWERED BY



Golden Gate Co. Ltd.

Offismart, open since June 2000, is credited to the foresight of Golden Gate's Managing Directors Tania Farrugia & Paul Ellul, when they had a vision of creating a walk-in catalogue shop where clients could see everything that is featured in our website and catalogue for themselves.

Offismart was designed to be as user-friendly and efficient as possible to our valued clientele as our catalogue was. We are very aware of how important time is to our valued clients in this day and age.

The layout of Offismart was designed to keep up with the catalogue i.e. divided into categories just as in the Catalogue, which are as follows:

### Paper Supplies & Products

This section carries products such as photocopy paper, various sized labels, envelopes, padded envelopes, fax rolls etc.

Some famous brands we stock are:

AVERY ZWECKFORM Labels, Photo Paper, Specialist Paper, and Stickers

Lensen Note Books, Index Books and Registers

Paperman Note Books and Invoice Books

Snopake post-it notes

Double A Photocopy Paper

### Filing, Binding and Presentation

In this section you can find a vast range of products from lever arch files in all sizes and colours, file & index dividers, plastic folders to binding and laminating machinery and accessories.

Brands in this range include:

Premier Lever Arch Files, Ring Files and Box Files

Bindermax Display Books, Folders and Filing Accessories

Snopake Files, Folders, Display Books and Presentation Books

VS Whiteboards

### Desktop Accessories

Products in this category include calculators, cash boxes, desk trays and desk accessories.

Brands available are:

Metro Desk Trays, Magazine Racks, and Pen Holders

Karce Calculators

KW-trio Staplers and Punchers

Stabilo Correction Pens and Correction Brushes

Snopake Bulldog Clips, Correction Tapes and Correction Pens

Skrebba Staplers and punchers

Premier-Grip Paper Fasteners and Treasury Tags

### Writing Instruments

No matter how technologically-advanced life is nowadays, the need for different kinds of writing, highlighting and drawing instruments is still felt and we have

dedicated a whole section in our catalogue to such products which include the following famous brands:

Stabilo Pens, Pencils, Markers, Highlighters and Erasers  
Rotring Clutch Pencils, Pencil Leads

Also a brand new in this range will shortly be launched in Malta which should prove a big hit for the discerning who want quality writing products. But let's keep it at that for now...

### Computer Accessories

It is impossible nowadays to do business without IT-related products. This is where products such as cds, dvds, disks, toners, cartridges, pc accessories etc are necessary in order to run your office smoothly and efficiently. And this is where we come in with the following trusted brands:

Dac Computer Accessories

HP/Canon/Epson, Lexmark etc toners and cartridges, diskettes, cds and dvds

Moving office or house? If so, you will find the next section of interest:

### Packaging & Tapes

All you need for such a job with products available in the following brands:

Texbol Bubble Wrap

Nar Transparent, Packing and Masking Tapes

Sy Scissors

Snopake Scissors

KW-trio Tape Dispensers

### Kitchen and Sanitary

It is amazing what a good response we have had to this particular section! With products available such as the all important coffee and tea to get you through your working day, you need never to rush out and buy these essentials when we can deliver them straight to your door. Also in stock are standard electrical goods and cleaning products.

Branded products include:

Nescafe' Coffee

Lion Tea Bags

General Electric Light Bulbs and Energy Savers



## DEPARTMENT HIGHLIGHT cont.



So as you can see, the range of products available in our 'walk-in catalogue' is vast and varied, and we can guarantee that the only one-stop outlet you will need for all your office requirements really is OFFISMART!!

And if you don't find what you need, rest assured that we will be happy to source whatever it is you require, and in the fastest time possible. Members of staff at OFFISMART have been around since day one and are experienced in finding exactly what you need or offering alternative products. However there have been times when we have been stumped by some requests, the most famous one being 'Do you stock black highlighters?'



Apart from providing such a choice of products, we also pride ourselves in providing an outstanding service. In today's world where business is consumer-driven with an 'I need it now' mentality, it is important not to lose the personal touch whilst offering instant solutions to clients' needs. This means going the extra mile to make sure that our clients experience the 'wow' factor and exceeding their expectations when visiting our premises. So whether it is a friendly greeting upon walking in, making sure that the client is not kept waiting for service, bagging their purchases, opening and holding the exit door or sometimes even helping them to their car with heavy bags, each and every client can be sure of a pleasant visit to OFFISMART.

Such an outlet does require a lot of work and nothing is left to chance in order to make it as attractive as possible to existing and potential new clients. Some of my duties include making sure the shelves are always fully stocked with products and that the shop window is changed every so often on the launch of new products. I also take pride in keeping it clean and tidy, whilst dealing with clients all day long from early morning till afternoon. I hope in my own small way that I have helped shopping at OFFISMART an experience which makes you, the reader, happy to make repeat visits to our outlet.

Anthony

## YOU NEVER GET A SECOND CHANCE

**BINDOMATIC**  
A PROFESSIONAL IMPRESSION

## TO MAKE A FIRST IMPRESSION



Bindomatic 1000

Every time you give out information, your credibility and professionalism is compared to that of your competitors. It has been proven time and again that a professional presentation often makes the difference between the acceptance and rejection of a proposal.

Have you ever experienced Thermal Binding? Maybe you have – and you were not satisfied with the results. Here is the reason why. You might have been using copies of Thermal Binding. How about trying the original now, i.e. BINDOMATIC Thermal Binding. Your satisfaction is guaranteed at all times.



Bindomatic 5000

The difference lies in the covers, which are pre-folded so that the document can open flat at any time. This also ensures that the pages of the document do not separate when handling. Only BINDOMATIC has the patent for this process. A common belief about thermal binding is that once a document is bound, pages cannot be removed or added. This is not true. A document bound by thermal binding can have its pages changed up to five times simply by re-melting the glue, pulling out the sheet/s sideways and binding it again. There are three sizes of BINDOMATIC machines available, the smallest one costing only 69.88 Euros + VAT.

You may have a BINDOMATIC 1000 at your office/home for a trial period of two weeks without any obligation to buy, by calling 21 382245.

**Call for a free trial period now**

# GOLDEN GATE EVENTS

# CHRISTMAS LUNCH

Keeping staff happy in an environment that is constantly under pressure and stress is a difficult task. However, recognising that taking time out to relax and enjoy activities with colleagues away from the work scene is also important and ultimately can serve to reinforce a good working relationship between all staff and management together.

This is where I come in as I seem to have become the designated 'event planner' for all Golden Gate and Contessa's team building events :-). The most important event is our annual staff Christmas lunch, which is normally held on the day we close down for the season's holidays. This usually consists of a great meal, company and atmosphere in a great environment.....and combining all these ingredients to make it a success is a challenge I love to take on every year. The fun usually starts with welcome drinks at our chosen venue for Christmas 2007, namely Point Break Restaurant & Lounge Bar.

The meal was delicious, and prepared by Patrick and Thomas, who as usual surpassed themselves with a fine 4-course meal accompanied by excellent wines, which served to make the party even more lively and loud.....as if we aren't all loud enough!

After lunch, several would-be singers opted to participate in the karaoke event which is always a big laugh and brings together members of staff in different departments. Also present was the inevitable disco-dancing music where even the most senior of staff demonstrated their skills on the dance floor for almost 5 whole minutes!!

Last summer an event was also held on the beach at the same venue, where we spent the afternoon just lazing around, swimming and generally harassing each and all alike...followed by a sumptuous barbeque on the terrace under the summer moonlight. And this year we'll do it all over again to celebrate a very special occasion which will be announced at a later date....because we all love to party and have fun together and forget about the pressures of the daily work routine every once in a while.



**Tania Farrugia**  
Managing Director  
Administration & IT



Coming soon

Pens past, present and future



www.platignum.com

# TEAM BUILDING

## ATTN: HR DEPARTMENTS BUILDING A WINNING TEAM

Everyone wants to feel that they are on a winning team, that the company is moving ahead, and that they are an integral part of the group.

Building the winning team requires more than just hiring a bunch of talented people. It means hiring people who work well together, developing a shared vision and commitment and physically bringing people together in group meetings for open discussion of broad-based issues. It means encouraging positive, informal interaction between team members, instilling a winning attitude throughout the organisation and watching for and quickly trying to reverse team-building problems such as jealousy, cynicism and defensive behaviour.

Well planned teambuilding events with as many people from the entire organisation is the formula to build a winning team. Staff will feel valued and motivated and this will improve their overall performance. Team building events will also help staff to resolve any issues that may have arose between members of staff and get them to work together.

### Ideal Venue for Team Building Events

The one-stop shop for such an event has got to be Point Break Restaurant & Lounge Bar at Adira Sailing Centre and Lido.

Situated on Malta's largest sandy beach, the premises has all the ingredients for those seeking to build up or rather improve an existing team of staff.

Choose from a wide range of activities, on and off the water, i.e., Beach or Water Volley, Human Table Soccer, Tug of War, Sailing, Kayaking and 'Build a Boat' to mention a few.

Following the games, newly-refurbished showers and changing rooms allow your guests to refresh themselves before moving upstairs and enjoying the stunning views whilst filling your appetite on a super BBQ/ Buffet prepared and hosted by award-winning chefs.

Top off the evening with a few words from the management using the PA System, following which a DJ of your choice will play your favourite music so everyone can dance the night away.

Just take a look at the images and decide for yourselves. Then call on 21 523190 or 79097799 and ask for Stanley Iles.



**The event will be organised according to the organisation's requirements**



# ENTERTAINMENT JOKE - Tickets

Three engineers and three accountants are travelling by train to a conference.

At the station, the three accountants each buy tickets and watch as the three engineers buy only a single ticket.

"How are three people going to travel on only one ticket?" asks an accountant. "Watch and you'll see," answers an engineer.

They all board the train. The accountants take their respective seats but all three engineers cram into a restroom and close the door behind them.

Shortly after the train has departed, the conductor comes around collecting tickets.

He knocks on the restroom door and says, "Ticket, please."

The door opens just a crack and a single arm emerges with a ticket in hand. The conductor takes it and moves on.

The accountants saw this and agreed it was quite a clever idea. So after the conference, the accountants decide to copy the engineers on the return trip and save some money.

When they get to the station, they buy a single ticket for the return trip. To their astonishment, the engineers buy no tickets at all.

"How are you going to travel without a ticket?" says one perplexed accountant.

"Watch and you'll see," answers an engineer.

When they board the train the three accountants cram into a restroom and the three engineers cram into another one nearby.

The train departs. Shortly afterward, one of the engineers leaves his restroom and walks over to the restroom where the accountants are hiding. He knocks on the door and says, "ticket please."

## COMPETITION 1

**Prize: A 25 Euros Voucher Redeemable at Offismart**

**For what is Double A Photocopy Paper Renowned?**

Please send your answers to [rodianne.cassar@gg.com.mt](mailto:rodianne.cassar@gg.com.mt) following which a draw will decide the winner.

## COMPETITION 2

**Prize: A 25 Euros Voucher Redeemable at Point Break Restaurant & Lounge Bar, Marfa Road, Ghadira Bay, Mellieha**

**Boy Girl Probability**

**A man has two children. One of them is a boy. What is the probability that the other one is a boy?**

Please send your answers to [rodianne.cassar@gg.com.mt](mailto:rodianne.cassar@gg.com.mt) following which a draw will decide the winner.