



The Informer

you can
Canon

February 2005 - Issue 3

Quality the key as we look forward

If 2004 turned out to be a frantic but fruitful year for us, then 2005 already looks to surpass its previous year as we embark upon a talent search - with key sales positions up for grabs for the right candidates.

Last year brought us many rewards as we strengthened in all areas of the company with the acquisition of Abovo Copiers, this year we plan to expand again, but it is quality staff that we are in the market for.

We have built the company up over the years by offering a strong and dependable package, which has proved to be ideal for the market that companies like ourselves gain

its customers from. Now however, our size, expertise and product portfolio backed up by a service team that employs the latest technology means that we can also service larger organisations more efficiently.

So if the major hurdle in 2004 was to stabilise under the acquisition, in 2005 we see an opportunity to push further ahead.

We at C&G understand that to do this the company needs to bring in sales staff with experience in supplying to multi-machine organisations, Blue Chip companies and understand the procedures of Government and Education Sectors.

James and I sat down in December and we decided that we could carry on as we were with the staff that we have and all would be fine. However we made a commitment to ourselves, our customers and our staff to push on.

By bringing in the right people in the right positions we feel we can improve upon last year's efforts, but we need to act now.

We now boast a showroom that can house all of Canon's digital products, with March 11 earmarked as our first open day to the public and of course our customers, with Canon Marketing on hand to offer advice on product awareness.

Further information on this follows, but in the meantime I hope you, yet

again, enjoy the following read., and whatever you do, don't forget the one you love on the 14th.

Cheers



Aaron Bailey
Managing Director

Steve's silver lining

1980 was a vintage year for many reasons; American import Ben Nevis romped to victory in the Grand National, Trevor Brooking applied just enough bryl-cream to glance a winning header past Pat Jennings to win the F A Cup for a jubilant West Ham against firm favourites Arsenal, Margaret Thatcher had only just swapped snatching milk from our school children to become the cream of the crop in the hallowed halls of Westminster and RAF 'veteran' Stephen Lake joined forces with John Fletcher as Service Technician for Abovo Copiers.

It was the 21st of January 1980 when Steve "Blakey" Lake first donned an adjustable screw driver and a pint-sized 'vac' and set forth on the road to copier stardom.

If you still follow, Steve has recently clocked



● Steve tucks in to his anniversary nosh

up his silver anniversary; an accolade that is both rare and underestimated these days.

Steve reflected: "I had previously spent nine years in the RAF travelling the world while at the same time gaining a trade in the field of electronics. It seems an eternity away now but one minute I was being trained to protect

our country against air attacks, the next I had completed my service and embarked upon a career in customer service.

"It's kind of amusing when people tell me that the two are poles apart, but when you are in the forces, you are making sure that the customer is happy too; i.e. the Queen and coun-

try."

Steve is without doubt a prince amongst men and many of you reading this will agree. Always calm, always friendly and methodical and always there to answer any questions. It was extremely fitting therefore that Steve was surprised by his colleagues, 25 years to the day on the 21st of January 2005, when all members of staff gathered to join Steve in a dinner to celebrate his commitment to the company with fine glass of wine (Or half a Strongbow in Steve's case) and big THANKYOU.

Steve added: "I first set out on the road in a red Datsun Sunny estate and in those days it was a real hands-on job. Once I managed to empty the contents of my vac (an essential piece of equipment for any self-respecting photocopier engineer) which at the time was full to the brim with black toner.

"Unfortunately it was down an open-tread stairwell and all over an open plan office; covering those who were in attendance. Needless to say they were not best pleased, but they still remain a customer today so maybe now they can see the funny side."



Open day

March 11 is fast approaching, and we are now busy preparing for the C & G Business Equipment Open Day when all of our customers are invited to join us at our showroom.

Canon Marketing will be in attendance and this presents the ideal opportunity to learn more about the Canon products, but more importantly, a chance to listen to help and advice straight from the horse's mouth. This event will be taking place all day, but we will need to know from you whether you would like to attend in the morning or the afternoon - just fill in the appropriate sections in the form below.

Professional presentations will be made to outline exactly how C&G and Canon can benefit you and how the technology can improve office productivity.

The 'buzz' words are CAPTURE, MANAGE and DISTRIBUTE, with print strategy, production printing and e-printing key topics that we at C&G are sure will enhance any office environment. MEAP will also be demonstrated and explained further, the limits to this are only in the imagination of the user.

Please cut this out and fax the form back on **01452 332271** to enable us to accommodate the right amount of people, alternatively e-mail on info@cgcopiers.co.uk to advise

us of your attendance. **You can even inform us as to what you may want to learn or have demonstrated to you on the day.**

Again, inform us below as to your needs or issues. Wine and a buffet will be on offer, as well as some fabulous gifts that can be won on the day. The plan is to run the presentations twice, once in the morning and again in the afternoon. A more detailed timetable and agenda will be distributed once we know what time you are planning to attend.



Fax back form

Name _____

Company _____

Position _____

Telephone number _____

E-mail address _____

I am interested in _____

I will be attending the open day on March 11 (am)

I will be attending the open day on March 11 (pm)

I will not be attending, but please keep me informed of new products





Case study - The Spring Centre

The Spring Centre



The Spring Centre is Gloucestershire's premier charity for children with disabilities, and C&G are extremely pleased to be associated with them, supplying a Canon colour photocopier.

The Spring Centre has an extensive specialised toy and equipment Library for children of all ages with disabilities, support groups for families and grants for Spring Centre families. Summer holiday activities, an After-School Club and youth club facilities are also available. Representative Jayne Fisher said: "We can become very busy at times here, and the work that we do can be very intense so it is important to us that things such as photocopiers do not take up too much of our time.

"We are very pleased with the help and response that we get from C&G; it allows us to carry on with our work without any disruptions."

As some of their children have moved on to school, they have vacant sessions, so if you know any family who could use their support and the support of other parents in the same situation, please do not hesitate to contact Jayne on 01452 725935. They welcome any child with a disability or special needs. Their children's needs range from Cerebral Palsy, Downs Syndrome and Autism to ADHD, Global Developmental Delay, hearing, speech and sight problems and learning difficulties.

Gardner House - their new home - is now theirs thanks to the generosity of Trusts and Foundations, local companies and the wonderful people of

Gloucestershire. Parents are also catered for at the Spring Centre, with the emphasis on support. This is done through the pre-school sessions, coffee mornings and home visiting. They feel it is vital for the parents to have someone to talk to who have been in their situation, as they can offer some good advice. If you are a parent of a special needs child or you know of anyone who could benefit from some support, then please contact Jayne and she will be pleased to meet them and see what services they can provide to make their lives a little easier. Don't forget their coffee mornings every Friday, giving the parents the chance to talk and put forward their ideas for any new services they would like us to provide.

Special Playrooms



●The soft play room

The Spring Centre provides special playrooms for all of their children to enjoy and interact with their friends and helpers. They are able to bounce around

their state of the art soft play room, or marvel at the new sensory room that has lots of fibre optic lights, mirrors, special effects, Music, aromatherapy, a sound responding game and a touchy textile wall. The messy playroom is still being refurbished. Here the children can play at all the messy things they love such as painting, water and sand play, sticking and making things. The playroom includes a reading Corner, TV corner, rocking horses, Games, music and lots of other toys, while a library allows the children the chance to read their favourite stories or indeed have the stories read to them.



●The Spring Centre premises

Activities

Throughout the school holidays, the Spring Centre arranges a host of fun activities for the whole family to enjoy.

Trips to places such as West Midlands Safari Park where the joys on the faces of the children was a sight to behold as they set eyes on the animals. A day at the beach at Weston Super Mare allowed the children to splash around in the sea and put their artistic talents to the test building sand-castles. Jayne added: "We rely heavily on funding and support from companies, but the satisfaction that the staff get is second to none.

"The children that we cater for deserve as much of a chance to enjoy life and interact with others as every day children do. And I can assure everyone that they enjoy their time with us."

Contact Jayne on 01452 725935

New addition to the C&G family

The Bailey legacy continues to grow with the latest edition of Jack Bailey who arrived to proud parents Aaron and Sally on the 3rd of January weighing in at 7lb and 2oz.

Jack joins his older sister Samantha and brother Matthew in the Bailey household. All are said to be ecstatic and very tired, but it was well worth the wait.

All of the staff at C&G would like to pass on their congratulations to Aaron and Sally and look forward to Jack's first visit to the offices



●Jack Bailey in the safe arms of his big brother



Don't forget the one you love

The origins of Valentine's Day trace back to the ancient Roman celebration of Lupercalia. Held on February 15, Lupercalia honoured the gods Lupercus and Faunus, as well as the legendary founders of Rome, Romulus and Remus.

In addition to a bountiful feast, Lupercalia festivities are purported to have included the pairing of young women and men. Men would draw women's names from a box, and each couple would be paired until next year's celebration.

While this pairing of couples set the tone for today's holiday, it wasn't called "Valentine's Day" until a priest

named Valentine came along. Valentine, a romantic at heart, disobeyed Emperor Claudius II's decree that soldiers remain bachelors. Claudius handed down this decree believing that soldiers would be distracted and unable to concentrate on fighting if they were married or engaged.

Valentine defied the emperor and secretly performed marriage ceremonies. As a result of his defiance, Valentine was put to death on February 14.

After Valentine's death, he was named a saint.

As Christianity spread through Rome, the priests moved Lupercalia from February 15 to February 14 and renamed it St. Valentine's Day to honour Saint Valentine.

Facts About Valentine's Day:

More than one billion Valentine cards are sent in the U.S each year.

Some of the countries that celebrate Valentine's Day:

- The United States**
- Canada**
- Mexico**
- France**
- Australia**



More than 50 million roses are given for Valentine's Day each year. **The oldest known greeting card in existence, is a Valentine card made in the 1400's which can be seen in London at the British Museum.**

Techie corner

In 'Techie Corner', our service department is here to help. This month, a step-by-step guide helps to remove lines from copies (this only applies for digital copiers with automatic document feeder.) Also, if you can guess the owner of the mystery hand in the pictures e-mail your answer to info@cgcopiers.co.uk and a randomly chosen entry will win a box of Canon paper.

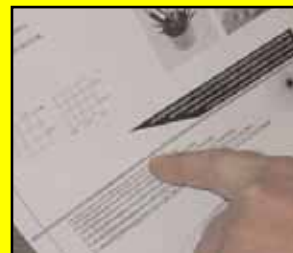
1. A mark, or a drop of tipex may go un-noticed on the scanner glass underneath the document feeder



2. As normal, the originals are fed into the document feeder



3. The resulting copies will then be marked. The tell-tale sign is that of a horizontal line across every copy, in the same place.



4. Take a dry cloth and wipe down the length of the scanner glass, removing the offending mark.



5. Once this has been done, copies will come out clean, and minus the horizontal line.



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