

STAR AWARDS



- ★ Elana
Customer compliment
Tienie Petroleum felt that she had gone the extra mile for them

★ Pearl
QA team compliment
For excellent conflict resolution during a call

★ Annie
Customer compliment
In his 37 year career and in all his dealings with ENGEN he rated Annie as one of the top people

★ Rama
Business compliments various
- ★ Ryan
Team CSC compliment
Rynfield SS felt that he gone out of his way to assist them

★ Ryan
Customer compliment
Consumer, Nicola, described his service provided as "awesome"

★ Sadhna
End user compliment
Grindrod J & J took time to write a letter of praise for Sahdna

★ Tarryn
QA team compliment
Qa felt that TAC turned a customer bad experience around
- ★ Sharon A
Customer compliment
Elise of Mimosa Service Station was extremely happy with S's assistance and follow up

★ Nurjehan
QA team compliment
Nup is instrumental in assisting QA with collating trends

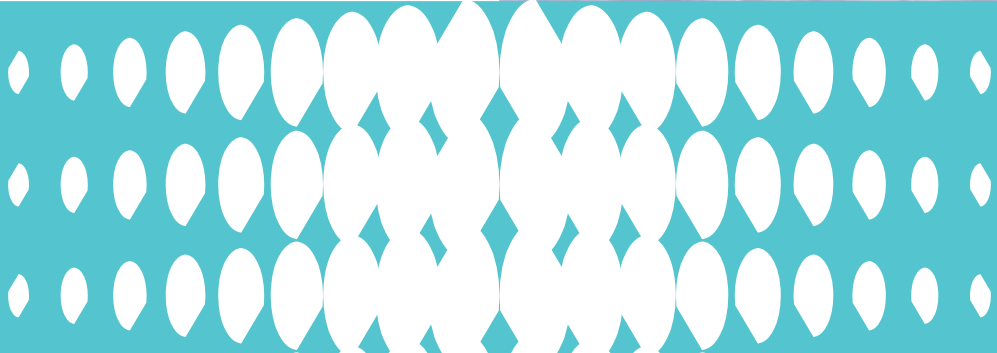
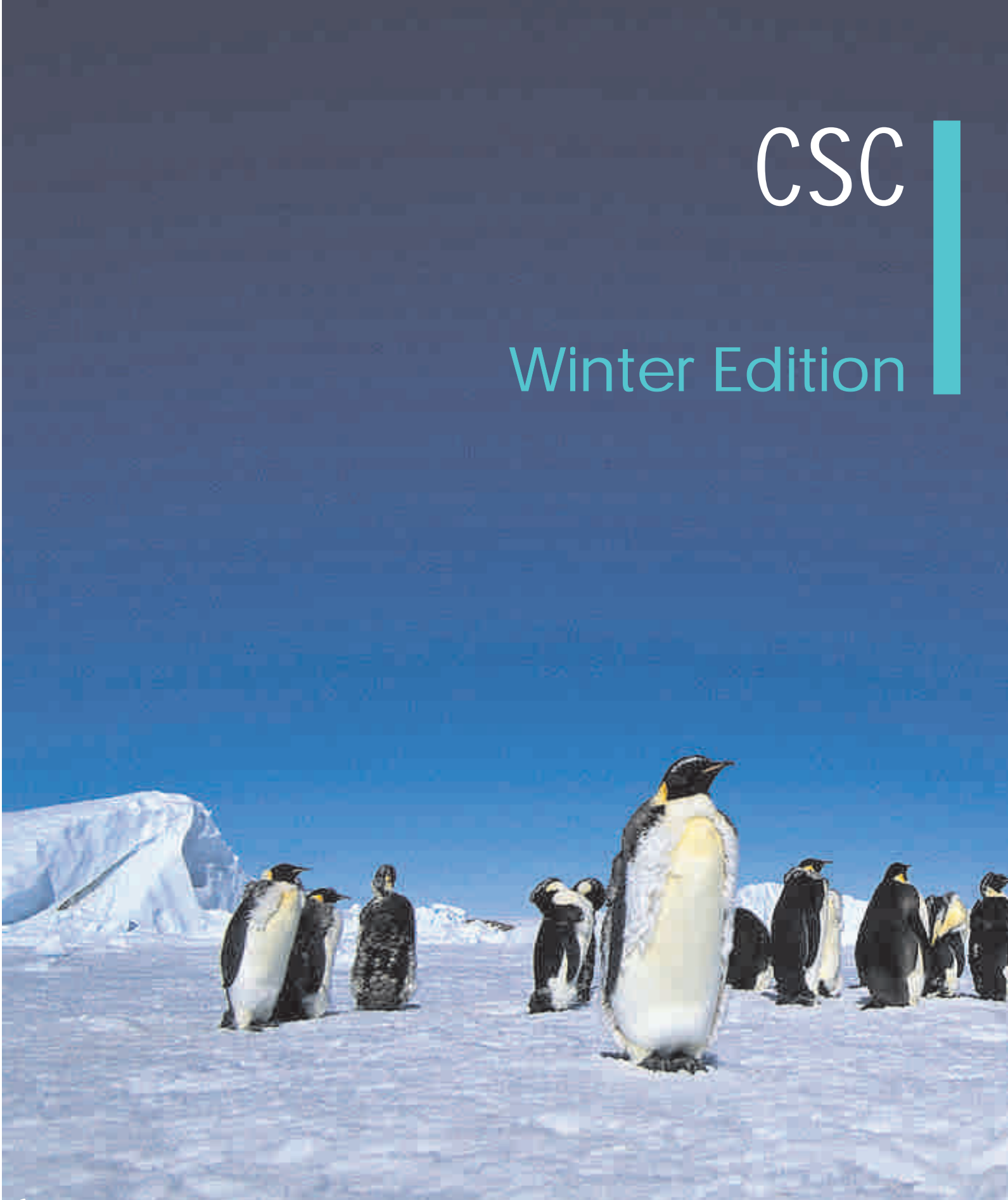
★ Bonnie
Team CSC compliment
Bonnie has been innovative in assisting maintenance with daily improvements

BRAIN IQ TEASER

	4			1	6	9	3	
2		3			7		5	
		1			8		6	
	8	4						
			4	8	1		9	5
	9	6		3		1	8	
					5	3	4	8
7	3	5	8	6			1	
4			2					

CSC

Winter Edition





TRIVIA

By Yasier Samaai

- South Africa is home to the smallest mammal: a shrew the size of a fingertip.
- Men have nipples because all fetuses are female until the sixth week.
- To start a fire in the rain, crack open a damp log the wood inside will be dry.
- Your taste buds are replaced every ten days.
- The dial tone of a standard telephone is in the key of F.
- Thrust SSC, the first car to break the sound barrier, is as powerful as 1000 Ford Escorts.
- The leech has 32 brains.
- The typical laboratory mouse runs eight kilometres per night on its wheel.
- You need to drive at 280km to avoid a speed camera.
- The safest place to be in a crashing aircraft is in the cockpit or tail.
- There are 2 598 960 possible five-card poker hands.
- You will, on average, spend 23 years of your life asleep.
- Idi Amin was heavyweight boxing champ of Uganda for 9 years.
- Bubblegum contains rubber.
- Leonardo Da Vinci invented scissors.
- For it's size, the strongest muscle in your body is your tongue.

- The GE90 engine on a Boeing 777 develops 232 000 newtons of thrust six times that of the Apollo 8.
- A mosquito can smell your blood from 25m away.
- To become immune to scorpion venom, rub mashed centipede juice into a scratch.
- The pointy end of a hammer is called the "peen".
- The smallest unit of time is the vortosecond.
- The earth weighs 6 588 000 000 000 000 tons.
- When glass breaks, the cracks move at up to 4800km/h.
- Moisture — not air — causes superglue to dry.
- Two cubic kilometres of fog consists of less than 2 ½ litres of water.
- The monkey wrench was invented by Charles Moncke.
- You will produce 45 461 litres of saliva in your life.
- At any one point, 0.7 per cent of the world's population is drunk.
- When the Titanic went down, she took 3 400kg of ham with her.
- There are three golf balls lying on the moon.
- A Venus flytrap is capable of eating an entire cheeseburger.



JOKES



Injury update

Q: Did u hear about the man that fell into the machine at the upholsterer's?

A: He's fully recovered.

A tip for life

Never marry a tennis player.
Love means nothing to them.

Soccer Scandal

Sophie Ellis-Bextor has been found dead in the hotel room of a French footballer. Police confirmed they're treating it as a murder on Zidane's floor.

Super supreme please!

A man phones his local Debonair's and asks for a thin and crusty supreme. Half an hour later, Diana Ross turns up.



The good news

A stunning secretary walks into her boss's office. "What is it?" he asks. "I'm afraid I have some bad news," replies the girl. The boss isn't happy. "Why do you always have bad news?" he complains. "Can't you tell me some good news for a change?" "Alrighty then, I will..." she smirks. "You're not sterile."

Be a mate

One day a man comes home from work earlier than usual and finds his wife in bed with his best friend. Enraged, the husband grabs his gun and shoots his old friend dead. His wife, quickly reacting to the husband's behaviour, says, "You know, if you carry on like this, you're going to lose all your friends."

A heavenly Challenge

Three men tragically die on Christmas Eve and are met by St Peter at the gates of Heaven. "In honour of this holy season," the saint begins, "you must each have with you something that symbolises Christmas. If you're successful, then you shall be granted access to heaven. If not, you'll have to wait in purgatory for a while." The first man fumbles in his pockets, pulls out a lighter and sparks up the flame: "This represents a candle," he says. And with that, St Peter waves him through the gates. The second man reaches into his pocket and pulls out a set of keys. He shakes them tunefully, then looks up to St Peter. "These keys represent bells," he says. "Very well," says the Saint, "you may pass through the pearly gates." The third man is desperately searching his pocket, and for several minutes the saint waits patiently. Finally, the man drags out a pair of panties from his inside jacket pocket, and he waves them around with hopeful smile. Saint Peter raises an eyebrow: "And just what is that suppose to symbolise?" he asks the applicant. "Well," he says, rather sheepishly, "they're Carol's."

SUDOKO solution:

To solve a SUDOKO puzzle, every number from 1 to 9 must appear in:
each of the 9 columns;
each of the 9 rows;
and each of the 9 3-by-3 boxes.

8	4	7	5	1	6	9	3	2
2	6	3	9	4	7	8	5	1
9	5	1	3	2	8	4	6	7
1	8	4	6	5	9	7	2	3
3	7	2	4	8	1	6	9	5
5	9	6	7	3	2	1	8	4
6	2	9	1	7	5	3	4	8
7	3	5	8	6	4	2	1	9
4	1	8	2	9	3	5	7	6

XHOSA PHRASES

By Jimmy

As a very diverse and mixed nation there are simple thing in other languages that we can teach each other. The following is Xhosa phrases that can be used in the work place to learn the Xhosa language. These will be written in Xhosa and then translated in English. The Xhosa language is a bit tricky though, in terms of prepositions, singular and plural forms. But I will make it very simple to follow:

- Molo — Hello (referring to one person)
- Molweni — Hellos (referring to two or more people)
- Kunjani — How are you? (referring to one person)
- Ninjani — How are you guys doing? (referring to two or more people)
- Ndiphilile enkosi — I'm fine thank you.
- Ndiphilile nam enkosi — I'm also fine thank you.
- Ndiyagula — I'm sick.
- Umhle namhlanje — You look beautiful today
- Uhlala phi? — Where do you stay?
- Uyaphi? — Where are you off to? (or Where are you going?)
- Uthini? — Pardon? (or what did you say?)
- Ndiza'kuba late — I'm going to be late
- Ndicela ukuya kugqirha — May I go to the doctor?
- Ndicela uncedo — Could you please help me?
- Uza kwenza ntoni ngeweekend? — What are your plans for the weekend?
- Ibinjani iweekend yakho? — How was your weekend?

Those are the first fifteen that we have for this issue. Should you have any phrases that you would like to know in Xhosa please send me an email at Nokulunga.Mntwapi@engenoil.com so that they can be published in the next issue.

Nibe'nemin'emnandi! (Enjoy your day)



A FOND FAREWELL to ANN BENNETTS

Ann Bennetts has moved on to the position of Customer Relations Manager in Strategic Initiatives, ESM. This move has been a surprise to us. We will miss her immensely, and wish her the best of luck. You deserve it Ann!



For those of you who did not get the opportunity to actually know Ann, here is a little more about her. Ann has been with the company for 19 years and was employed to implement the Employee Care Programme which was a six month contract in Occupation Health. After her contract she was made permanent and worked in HR for ten years. In HR she dealt with Employee Care, Change management, Medical Benefits and Industrial Relations.

The key to her successes was the fact that she always delivered and was always willing to go the extra mile. Skills are important to Ann but so is an attitude and building relationships. Ten years ago Ann was involved with Project Millennium and took the role as Change Manager, involving supply chain and re-engineering. This was a two year project and a great risk was taken as it was not known what was going to happen afterwards. It was here that Ann assisted in designing the Call Centre. Hereafter she took on the role as Call Centre Manager and has been here for seven years. As for her new role, Ann is excited and nervous as it is a new challenge with new things to learn.

Ann's parting words:
"Effective People are not problem-minded; they're opportunity-minded.
They feed opportunities and starve problems."

7 Habits of Highly Effective People - Stephen Covey





The CSC welcomed Namibia
aboard earlier this year.
Here are some of the faces behind the voices:

THE NAMIBIA RETAIL TEAM



From left to right: Naftal Kakwambi, Caroline Mouton, Jannie Theron, Jerry Tjizo and Algiva Hays

THE NAMIBIA OFFICE TEAM



Standing from left to right: Nambata Ulenga, Elize Hishongwa, Irleyn Kuhanga, Katrina Mwandingi, Mercy Stephanus, Claudia Sethie, Lydia Le Hanie, Milly Awaras, Sarina Hoebel, Cathy Hansen.
Seated in front from left to right: Largo Mouton, Daline Elliot, Carol Mouton.

2010:

HERE WE COME READY OR NOT



I remember that day, a Saturday in 2004, it was a day the whole country united as one and every one was looking nervously, yet confidently to 12 o'clock. Yes, this was the day that FIFA gave South Africans the chance to prove to the world what we are made of, by awarding the 2010 World Cup to us. But what has happened since, asks Wayne Barnes.

South Africa has been busy ever since, from hiring a new coach, to the upgrading of infrastructure, to the building of stadiums. Some areas are doing very well while it seems that others are struggling.

And talking about struggling: something that stands out to me, is the number of issues surrounding the building of the new Green Point Stadium. At first, along come the residents of Green Point with a petition to stop any consideration (if I may say so), regarding anything to do with the new stadium. Then there was the financing, the City of Cape Town wanting assurance that the city would not be liable for extra costs incurred. After all of that, on the

day the demolition was to commence the environmentalists ran to court to try and stop it, but someone got smart and destroyed half the stadium by the time court was out. What will happen next? We'll have to wait and see.

R1,800 000.00. This is the package provided to our new coach, Carlos Alberto Parreira. Is the man worth it? Well, the South African Football Association (SAFA) seems to think so.

Many felt that it was too much, but I've gained a respect for Mr Parreira. His plan does not stop at 2010: he plans to set up a structure for the national team that will survive long after 2010 has passed. This is very much needed

since the last time Bafana Bafana had the country's full support was in 1996 when we won the Africa Cup of Nations. With him in the driving seat and with no interference from SAFA, I feel South Africa has a chance to do some good come 2010 - that is if they can come up with the salary they promised him, as it seems they don't have the funds.

The feeling I got talking to some of my friends, and after having read articles my colleagues wrote, is that many South Africans have mixed views and feelings over what is to come. There are those who are hyped up at the idea of having an event such as the World Cup in the backyard and the first on African soil. Others look at it as a means for our government to execute promises made long ago, for example upgraded roads, rail, airport and more. Oh not to forget crime prevention, job creation, poverty relief, overall improvement in every sector of our lives: the hope and/or dream that 2010 will bring a better life. And yes, that life will be a reality for some. But not all of us will live the good life, and others will be left to face the side effects.

So let us take 2010 by storm and enjoy every moment it has to offer before, during and after, yet remain sober-minded to know that not all expectations will be fulfilled.





BOOTING STRESS

by Melissa Stoffels

As the saying goes: Winter is upon us, and with it comes loads of stress coupled with aches and pains — not to mention the pending fuel price increases, which equals loads of stress for the CSC.

People don't even realise how much stress they're under until they suffer the serious physical consequences of stress. Some possible signs that you're under too much stress are: anxiety, back pain, stiff neck, depression, fatigue, trouble sleeping, unexpected weight changes, headaches, relationship troubles and high blood pressure... and the dreaded PROACTIVES (BHD Ladies). Research shows that work-related stress is one of contributing factors that may increase the risk of heart attack.

We are all prone to stress and stress related illnesses, but it is up to each individual to manage it in

their own way, as one thing might be right for one person, but not for another. It's always good to try and if you find it's not for you, move on and try something else.

Some suggestions are: massage therapy, walking, exercise, and keeping a journal to write all our feelings down as this acts as a release.

By adopting a healthy lifestyle you can concentrate better and be more energetic in what you do. This is particularly important when you are faced with challenging or stressful situations. It is also important for building stamina (the ability to survive intensely stressful

situations over the long term). It is also important to achieve a good work-life balance. By replacing the unpleasant, stressful events in your life with plenty of good, enjoyable events, you make life more tolerable and reduce the risk of burnout.

We all have networks of people who can help us solve problems, do not be afraid to use it. So let's boot stress this winter and show it who's boss!



NEWIES

By: Jimmy

The seven individuals who recently joined the CSC family are a group of interesting people. Despite coming from different backgrounds and having experienced different situations, they showed some similarities. I caught up with them so that we can get to know them better.



Ryan Peterson is a 24 year old Capetonian who resides in North Pine, Kraaifontein. He is single with no children and has one sister who is 20 years

old. He describes himself as lovable and friendly, and a hard worker. When asked what he thought of the new Engen family, Ryan says he sees it as a friendly and relaxing place to be at. He is thoroughly enjoying it and doesn't see himself moving anytime soon.

His winter favourite garment is his fur jacket that he got in the UK while he was working abroad. The one thing he feels strongly about is happiness: living every day like it's his last!

Jon-Arthur Lewis is a Capetonian who grew up in the Cape Flats scheme of Mitchells Plain (as he describes it), where he stayed for 27 years. He is the younger of two boys, and is expecting his own pretty soon with his wife Charlene. Jon is passionate about a lot of things ranging from his family, to Capoeira, to his music, and the experience of life. When asked about Engen: "I'm enjoying myself. It's the most productive and supportive environment I've been in to date." Asked about the name *Newies*, he says that he's cool with the name and that we should remember that we are all *neophytes* when it comes to life. His favourite winter garment is his *Redbat* hooded top that's "warm and looks urban".



Sinethemba Ntantiso is from PE and comes from a "complex" family as she describes it. She is a single lady who feels strongly about

politics. She loves her pink coat for winter, and she describes her new family as "ok".



Shireen Braaf on the other hand is a 24 year old lady who grew up in the Southern Suburbs of Cape Town. She has no brothers or sisters. She is

single and has no kids. Shireen loves gloves for winter as she does not like her hands to get cold.



Nikiwe Mhlauli is also a Capetonian, who grew up in Gugulethu (known to some as JUJULETHWA). She has three siblings: two brothers and a

sister. She is not yet married and has a baby girl who is 4 years old. She likes the Engen CSC set-up and feels welcomed and appreciated as a *Newie*, and cannot wait to explore. Her favourite winter garment is a Melton coat.



Then there is Carlo Verhoog, who grew up in Cape Town. He is not married, but is "with someone". The one thing he feels strongly about is

enjoying his life. Carlo does not see himself as a *Newie* — just inexperienced in Engen — and has lots of experience to share. As an IT guy, gadgets are his thing, but loves winter in Paris and France as he was abroad not long ago. He would like to thank everyone for making him feel comfortable in the CSC family.



Then there is me! I am Nokulunga Mntwapi, known as Jimmy, from East London I have one brother, Avela, who is 13 years

old. I'm single, and have no children. After being employed in different places that included rubbing shoulders with celebrities, I find Engen as a very relaxed place in which one is be able to focus on their studies as well.

The one thing I feel strongly about is feminism: the rights of women are still struggling to be fully understood. One thing I like for winter is my brown boots that have fur to keep warm.



Has
fashion
really
evolved
over
the
ages?

ON THE SPORTS FRONT

Sports: that's the name of the game. Whether we're talking soccer (local or international), the cricket world cup (which has glued many around the world to the screens), or the forthcoming Rugby World cup, there is something for every one.



Cricket World Cup

They came, they played, they conquered. The Cricket World Cup is over and done, with the Aussies and Sri Lankans in the final after a humiliating defeat of South Africa. I was sad that I did not watch the first innings of the South Africa versus Australia match, but hearing the score on the news on my way home, I was glad that I missed it as I don't think that my blood pressure would have taken it.

What happened in that match, I'm not sure, nor do I think the players/coach themselves know, as the game was over before it started. I guess for too many of us, it not so much about losing but more of how we lost. For a semi final match, I feel that this was the worst match of the entire cup, even joked about match fixing.

Congratulations to Australia for winning their third cup in a row. Many countries went with high spirit but truth told, the Aussies once again proved that they are the ultimate team when it comes to world cups. They came, they played and they

conquered, without losing a single game.

The lesson I learned in this world cup through the strength and spirit shown by the Woolmer family by supporting the Proteas during their time of loss, is not to give up and look for excuses, but to keep trying until you get there.



Rugby World Cup France

From one world cup to another, what am I talking about? Yes, you guessed it: the Rugby World Cup.

Whether you'll be at home with the wifey with hot chocolate under the blankets or the local pub with all your mates downing a pint or two, the Super 14 is almost over and every one is gearing up for the coming cup.

Our hopes this year now turn to the Bokke to bring back the cup. And for the ones, lucky enough to go to France, remember: "Bonjour" is Good

Morning, in cases you meet any attractive people over there. And don't forget to take our flag.



Formula 1

Some exciting news to all our F1 fans, is that Cape Town could in future (if all goes well) have it's own Formula 1 racing circuit. Yes, you heard right: our own track!

Formula 1 want a track in Africa and what better place than Cape Town: we've got the mountain, the seas, the tourists, and much more.

For the last 2 to 3 years a South African company has been in contact with Formula 1 negotiating and planning to build the track in Cape Town. The bidding company is trying to secure 58 hectares of land next to the airport as the home for F1 Cape Town, which will have a 5.7 KM circuit and a 17 500 spectator grandstand. So all F1 fans keep your fingers crossed that all goes well and you could be watching Kimi and Alfonso racing to the chequered flag.

THE FASHION EVOLUTION 2007

By Melissa Stoffels

Over the centuries we've seen the same trends come and go, re-appear and disappear. So where exactly do the "original" creations by designers come from, if they have mimicked styles from previous trends? Surely then it cannot be called an original design or garment? Hmm: something to ponder over...

If we take the analogy of the Volkswagen Golf mark 1(CITI golf), it's been on the market for more than 20 years, but every second or third year a new model is manufactured. The general style and shape of the car stays the same, but the features have constantly been improved: the same with clothing and fashion.

As with cars, fashion has become more sophisticated, thus detracting from the fact that people need clothes just

to cover themselves. With the introduction of various designers throughout the years, clothing has become costly, resulting in only the *crème-de-la-crème* of society affording it, giving them a certain status in society.

Most of us, if not all, like to look good, and, if we look good, we feel good. Wearing fashionable clothing therefore boosts our confidence and associates us with success.

Has fashion evolved? Most definitely, to such an extent that a certain echelon of modern society's self esteem and ego depends on it...

While reviewing the autumn/winter trends for 2007, I've discovered that it resembles fashion trends of the 70's and 80's, (albeit hideous, or appealing to the eye). Yes! The

dreaded bubble skirt is back, as well as figure belts, waist coats, skinny jeans, over sized chunky knits and big curly hair...

So what is your office *couture* looking like this winter? Whichever way we are going to dress up, let's keep in mind the CSC dress code and dress accordingly.

Send us your thoughts on the above article to CSC News.

Yours in Fashion...



THE MATERNITY WARD

As we previously said, the Maternity Ward is definitely here to stay!

Congratulations to all who have given birth over the past months: Candice Jacobs, Brett Marrow (his wife, actually), Nombulelo Mngcete, Leigh Jansen and Shireen Robertson.

We would also like to congratulate the new parents to be: Kulsum Majal, Zulfa Floris and Busi Okafor.

Who will be next...

A CSC Crèche seems to be a great idea.
From the Baby Stork.



MEET DAVID FOX

David is the new guy on the block and will be taking over from Faizal Abrahams.

Yes: Faizal is moving on up.. we are gonna miss him, but we are sure that David is more than capable of filling the role.

More about David

I am Capetonian by birth. I am the youngest of three boys — both my brothers are married and live in England. My folks still live in Cape Town. I have lived in Pretoria, Johannesburg, Knysna and in England - but Cape Town is my home! Not a day passes that I don't look around me and smile when I appreciate what a great city we live in! I grew up and went to school in the Southern Suburbs. I completed Matric, did National Service in the Navy, and then went to Hotel School in Granger Bay. After years in the restaurant trade, I made the career change to IT. I still enjoy cooking, and love good food and wine - but you will almost never find me in a restaurant! I dj as a hobby, and whilst I enjoy all music, I normally have progressive house playing in the background. I don't go out much — I far prefer to stay in with a DVD or a book (or a friend's PlayStation!).

After Hotel School I spent almost 10 years in the hospitality trade in hotels and restaurants in Cape Town and Knysna. I entered the IT industry in 2000. I started out as a "techie" for a Point of Sale company in Pretoria, and then worked as a Desktop Instructor for a training company in Johannesburg before moving into web development. Even though it has been very challenging, I have not looked back on my career change at all, and love what I am doing.

It has been a big adjustment to the corporate environment!



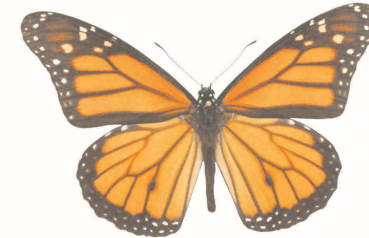
INSPIRATIONAL STORIES



THE POWER OF WORDS

A group of frogs were traveling through the woods when two of them fell into a deep pit. All the frogs gathered around the pit. When they saw how deep the pit was, they told the two frogs that they were as good as dead. The two frogs ignored them and tried to jump out of the pit with all their might. One of the frogs gave up, fell down and died. The other one, however, continued to jump as hard as he could and finally made it out. The other frogs said: "Did you not hear us? We thought you were as good as dead!" The frog explained to them that he was deaf. He thought they were encouraging him the entire time!

Makes you think about the words you use.
Author unknown



HOPE

You still have hope if...
You can look at the sunset and smile
You can find beauty in the colours of a small flower
You can find pleasure in the movement of a butterfly
The smile of a child can still warm your heart
You can see the good in other people
You give people the benefit of the doubt
The sight of a rainbow still makes you stop and stare in wonder
You look forward to a time or place of quiet and reflection
You can look at the past and smile.
Author unknown



THE BUTTERFLY EFFECT

A man sat watching for several hours how a butterfly was struggling to force its body through the little hole of the cocoon. Then it seemed to stop making any progress. The man decided to help the butterfly, so he took a pair of scissors and snipped off the remaining bit of the cocoon. The butterfly emerged easily, but it had a swollen body and small, shriveled wings. It was never able to fly.

What the man did not understand was that the restricting cocoon and the struggle required for the butterfly to get through the tiny opening were nature's way of forcing fluid from the body into its wings so it would be ready for flight.

Sometimes struggles are exactly what we need in order to reach our full potential.
Author unknown

Samantha
www.inspirationalstories.com



SPOT LIGHT ON ONE OF OUR SALES REPS: NEIL BRAND AND HIS TEAM

Driekie wat praat

Ek sou graag hierdie artikel in Afrikaans wou geskryf het maar net een of twee so my verstaan ...

Ons praat vandag met Neil Brand en sy span van die Kommersiële Olie afdeling in Mpumalanga (Witbank en Middelburg area). Niel skryf so pragtig Afrikaans dat ek 'n persoonlike aanbeveling vir 'n rubrieksrywer van die Beeld (koerant in sy area) gaan aanstuur

Niel is part of Simon Prevett's team. My original instruction was to interview a person in a specific position in the business, but Neil's comment was that whatever they do well, comes from them being a team... My first impression of Neil was *"no wonder he is a network manager: what a charmer!"*

I was delightfully surprised at how team-driven they are in supplying the excellent customer service they do.

For those who do not yet know the difference between a network manager and a sales rep, it is that the network managers look after the retail customers and

sales reps look after our commercial customers.

As they say "behind every successful man is a successful woman" and in this case it is in the form of Helena van Greunen.

Helena is based at the Parktown Office and is Neil's Marketing Assistant. She has the huge job of handling the admin side of the team's work.

Her job includes handling queries, quotations, and tenders, and opening accounts, in addition to the never ending list of tasks for a PA. She is also the anchor person while Neil, Simon and the other three sales reps that are part of their team are on the road. She will accompany Neil and Simon on some of their visits to the bigger customers to give some admin assistance. *She attracted instant fame once when suggesting she will ride on Simon's car bonnet for an Engen ad shoot!*

Helena's personal comment:
"We work as a team together and help one another to make certain that what we do is a success.

I am privileged to be part of

such a group of wonderful people!"

Neil has the microphone: "I am not a retail rep (they are called 'Network Managers'), but a Commercial Salesman. Our work differs from theirs to quite an extent, as their profit margins are protected by law, whereas ours are not. Our margins are lower and we experience immense competition from the other oil companies. As a result, we constantly have to look for new business and protect our current business from the competition.

It is usually about price, service levels and the relationship you form with the customer. The customer often buys from you as person first and secondly from Engen as a company. You serve as an interface between the customer's needs and the company's formal infrastructure to determine a service level for the customer. It is not always possible to fulfil the entire customer's specific needs, and therefore it necessary to develop common ground between the two. It is therefore crucial that both the relationships



between you and the customer and you and Engen's key personnel need to be strong because you are constantly asking for favours to keep the deals going.

The most important key personnel in Engen are: your boss, your marketing assistant, the supplying depots' personnel (especially Witbank depot) and the maintenance- and contracting personnel (they are the people who look after the customer's oil- and petrol installations). After a while you work together as a close team and that's when the Engen Network works at its best. Most things are rushed and urgent deliveries as well as after-hours deliveries are often required. The customer normally determines your service levels according to this and if you are not able to perform, your good relationship with the customer has to make up for it. It is easy to lose a customer through competition activities, but at the same time you can also gain custom-

ers the same way.

My previous position was as Technical Advisor, related to Commercial Sales. I sent a CV to Mobil and ended up in the company's Technical Department.

On aches and pains: Demanding customers who expect too much will always be there and it is always bad to lose a customer, for whichever reason. Customers whose accounts are constantly paid late are also a difficulty. You are responsible for the credit and the company rightly sees it as an important responsibility - the sale is not made until the money is in the bank.

I will recommend the job if you enjoy working with and selling to people, as well as travelling a lot. You have to be able to sell yourself to both Engen personnel and customers. I have to add that I have to date met hundreds of customers and would not like to work for any of them!

It happens that customers who urgently need products call you after hours and on weekends, and then you have to work. You are then obviously not very popular with the people at the depot! If you drive a 'bakkie' you sometimes have to do the deliveries yourself as a last resort.

My job allows me to work in the countryside, which I enjoy as it's different and the networking often smaller than in the city. We also have team meetings and team builds which we all enjoy as it builds *esprit de corps*."

On a more personal note: "My spare time activities are horse-back-riding and shooting, and my interests are local war history (Boer War and -battlefields) and classic, historic firearm collecting."

Neil has a beautiful photo collection which on request can be put on 1Call's gallery.

