

## Dates for your Diary

Sept

### This month

**3rd:** Club meeting - Customer care  
**17th:** South Ribble Business Forum

### Future Events

**1st Oct:** Club meeting - Planning Retirement  
**5th Nov:** Club meeting - Wine Tasting

## Quiz night: winners, (even though they had a team of 5 when all the rest were teams of 4)



## and the wooden spoons!



## committee contacts • committee contacts

### Chairman

Stephen Ward  
 Tel: 01772 435010  
 Fax: 01772 457280  
 Email: [steve@ad-options.co.uk](mailto:steve@ad-options.co.uk)

### Secretary

John Thompson  
 Tel: 01257 278400  
 Fax: 01257 278400  
 Email: [john@engineering-support.co.uk](mailto:john@engineering-support.co.uk)

### Treasurer

Tony Hilton  
 Tel: 01257 260366  
 Fax: 01257 273620  
 Email: [tonyh@johngoulding.co.uk](mailto:tonyh@johngoulding.co.uk)

### Club Contact

Christine Brown  
 Tel: 01772 621140  
 Fax: 01772 622237  
 Email: [chris@brown-lonsdale.co.uk](mailto:chris@brown-lonsdale.co.uk)

### Newsletter Editor

Lisa Thomason  
 Tel: 01257 413328  
 Fax: 01257 410702  
 Email: [lisa@impressiondesign.co.uk](mailto:lisa@impressiondesign.co.uk)

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# Newsletter

September 2002

[www.businessclub.co.uk](http://www.businessclub.co.uk)

**CHORLEY  
& SOUTH  
RIBBLE  
BUSINESS  
CLUB**

### South Ribble Business Forum

If your business is based in the South Ribble area, South Ribble Borough Council's Economic Development Unit invite you to go along to the next Business Forum meeting which is to be held at the Civic Centre, West Paddock at 8am on Tuesday September 17th.

Since 1998 the Forum has met three times a year and the aims and objectives are:-

**Aim** - To establish a forum where South Ribble businesses, South Ribble Borough Council, Lancashire County Council and other public sector agencies can debate the real issues directly affecting local businesses, and the local economy in general.

**Objectives** - To give South Ribble businesses an opportunity to raise their individual concerns / issues with the Borough Council, County Council and other public sector agencies

To give the Borough Council, County Council and other public sector agencies an opportunity to consult with the business community on specific issues.

The **BREAKFAST MEETING** will commence at 8.30am prompt in the Shield Room. Tea coffee and bacon sandwiches (free) will be served from 8pm in the Wheel Room. From 8pm to 8.30am businesses and agencies are encouraged to set out a tabletop display and network. The meeting is scheduled to finish at 9.30am followed by another half hour opportunity to meet people.

The Forum can only work if a good cross section of local businesses, no matter how small, attend. It gives business people an informal arena in which to meet each other and representatives from the Council, Business Link, the Small Business Service, The Job Centre, ACAS, The Valuation Office, the Vat Office, Trading Standards and many more.

You'll probably see a number of Business Club members there so you won't be on your own.

## Members Offers...

We are starting a members offers column in the newsletter. Each month you will be able to promote new ideas, especially special offers and members discounts, items for sale and items wanted. Just email me the details and a logo (if I don't already have one).

## AD-OPTIONS!

Ad-Options will offer between 10% and 20% off all promotional goods ordered by fellow members until further notice. Artwork, origination and carriage charged at cost if required. 01772 435010. Email [steve@ad-options.co.uk](mailto:steve@ad-options.co.uk)



Be prepared for the impending Yellow pages madness with special members discounts on advert designs. £75 for full design and submission service.

**THE NEXT  
MEETING**  
 T U E S D A Y  
 3rd Sept

7.45 for 8pm

## Customer care and telephone skills

Mary Gaskell from MGA based in Leyland is the speaker at the next meeting of the Club. Mary has many years experience as a trainer in this area of business and has presented numerous courses for the Chamber of Commerce and Business Link. We are sure she will bring her usual light hearted approach to this subject and that all Club members, even those who have been in business since the year dot, will benefit from Mary's up to date presentation.

No doubt many of you have thought about holidaying abroad and some even have had thoughts about Switzerland, only to be confronted with the thought that it is expensive.

Well yes it can be!

There are places that will relieve you of your hard earned Swiss Francs just as there are in England. Sheila and myself have been going to Interlaken, in the Bernese Oberland in Switzerland for over 20 years and we still find it a fascinating place to visit. Interlaken is an ideal location for visiting all areas including lakes, mountains and further a field. Situated between the two lakes of Thun and Brienz, you can access the mountains of the Jungfrau Region. With plenty of walking and sightseeing to be done. Be warned though, in the summer months the temperatures can get quite hot and you can suffer sunburn very quickly as you are already at altitude, even in the towns.

The highlight of our visits came in 2000 when we were awarded the 'Golden Key' - freedom of the city. We were duly requested to attend a drinks party in the hotel on the day concerned. We wondered who all the strange people were who had gathered in the hotel. We were greeted by our hosts Max and Ria Ritter who then informed us of the situation and introduced us to the Head of Tourism for Interlaken, Herr Zaugg. He was to oversee the presentation as he could speak English and we would be able to understand him. We are now allowed to graze our cattle on the towns green centre, but we have yet to find the loo that the key fits.

If you would like any more information about Interlaken in Switzerland please contact me and I am sure I can convince you to try the place out to see how wonderful the places are.



The certificate awarded to Colin And Sheila

Colin And Sheila

## SCAM

I have heard of this before but bit worrying it has occurred so close to home.

For your awareness please find below notice of a scam that is currently taking place over the county. I have checked this notice with Northamptonshire Police who have confirmed it is genuine.

Police Report the reason this is working so well is it plays on your good will!

Picture the scene:-

You are sitting at home and there is a knock at the door. On answering it you are confronted by a respectable looking woman in a suit, who is lightly distressed. She explains that her car has broken down further down the road and she needs to contact her husband to come to her aid. Is it at all possible to use your phone to call him? You allow her to use the phone, but being the suspicious type you stand with her as she makes the call. She dials the number, and asks to be put through to Mr Smith / Brown / Stevens (Whatever). She holds the line for about thirty seconds. She continues, "In that case can you ask him to leave the meeting for a minute I need to speak to him quite urgently." She apologises again and explains they are getting him out of a meeting. A couple of minutes goes by and she starts to speak to her husband. She explains the situation to him, tells him what has happened to the car, is annoyed because she now can't get to her meeting, and asks what she should do now. She listens for a few seconds and then says, "Well as soon as the meeting finishes can you come to Cardiff Road /Leicester Road / Surrey Street (Whatever), where the car has broken down. Another few seconds go by, "OK, I'll see you in about twenty minutes then." She puts the phone down, and thanks you ever so much for your kind assistance, even offering you a pound for your trouble, but of course you decline, it's no trouble. She leaves and everything is fine. Or is it? The day or week before knocking on your door she set up her own premium rate line with a telephone company at the cost of about £150, and she has dictated that calls to that number should be charged at £50 per minute. She has dialled that number. The conversation she has had with her "husband" is entirely fictitious, there is a pre-recorded voice message on the other end to give you the impression she is talking to someone. She has been on the phone for about five minutes, that call just cost you £250, the majority of which goes into her pocket, and the first you know about it is when you get your bill a month later. To rub a bit of salt into the wound, she hasn't even committed a criminal offence. You've given her permission to use your phone. There have been 5 occasions in Luton where this has been reported in the last couple of weeks. Would anyone reading this please pass it on to friends and colleagues etc. otherwise it could cost someone a lot of money. PC Paul Toseland Corby Business Anti-Crime Network Administrator

## Computer Bug Hits Business Club

Christine Brown. Brown & Lonsdale

Business Club E- Mail addresses have been under attack from the W32.Klez Virus. If your computer has been acting "funny" this could be the reason.

On returning from holiday I logged on to collect my e-mails and was delighted to see I had a healthy clutch awaiting me – but four of them looked decidedly "iffy" and had attachments. Now I know not to open this sort of file but without my having touched a key the attachment opened before my very eyes. I potted through to speak to the Boss being quite sure I would be greeted by the raising of eyebrows and the sucking of teeth, which is shorthand for "women and computers". By the time I got back there was the message " your computer has performed an illegal operation".

I rang my Guru, my son, who is very patient with me regarding computers. "Have you got Outlook set at open in preview?" he asked. Yes I had. Apparently this is set as default when loaded from the Microsoft CD, and those in the know know always to switch this option off. I had Norton Antivirus protection installed but it hadn't been updated and not only that, we couldn't get the virus scan to work.

Within ten minutes Donna from South Ribble Borough Council Economic Development Unit (her e-mail address was in my Outlook address book) rang to say their detection had quarantined an e-mail from me as it was infected. I hadn't sent any e-mails for a week! The worst had really happened my machine had been infected, and my address book taken over – but could it get worse? Had it got on to our network.

As advised by Business Club Member Martin from Majority Computer Services I contacted the IT Company who had installed our file server and hub and within twenty-four hours my computer was cleansed and, other than three small corruptions, the file server was OK.

The virus was diagnosed as the Klez virus (W32.KLEZ). A Klez removal tool was run, Norton 2002 installed and then my machine was declared in good health.

I then spent time on the Norton website [www.norton.com](http://www.norton.com) and set about learning more.

Apparently the Klez virus exploits vulnerability in Microsoft Outlook and Outlook Express and attempts to execute itself when you open or even preview the message. (that's what happened to me) and then proceeds to disable any virus protection programme.

Depending on the variant of this worm virus, the worm will drop one of the following viruses: W32.Elern.3326 W32.Elern.3587 W32.Elern.4926 which then infects the system.

Symatec Security Response (NORTON) have developed a tool to remove all know infections of W32. Klez and W32.Elern. Go to [W32.Klez.gen@mm](mailto:W32.Klez.gen@mm) to download the tool. This will need to be done from a non infected computer, the floppy disk/CD run, and when the repair has been carried out Norton re-installed. I have now de-selected Outlook open in preview, had Norton 2002 installed (costs around £40 including VAT) and have set it to update frequently. Very necessary, as I am still receiving "iffy" looking messages with attachments, which Norton is immediately quarantining.

Should you computer be unprotected I suggest you visit the Norton site and terrify yourself by looking at the never ending list of known viruses and then invest in a Virus Detection Programme and KEEP IT UP TO DATE!

From now on should you receive an e-mail from [chris@brown-lonsdale.co.uk](mailto:chris@brown-lonsdale.co.uk) it will have been scanned for viral infection before it left my computer and should be safe to open.

If any of our Club IT specialists have any further information on the subject, please send it to Lisa for inclusion in the next issue of the Newsletter.

## Get a Life Get a Coach!

Although very new to the UK, Life Coaching is taking off as one of the must-have tools of the 21st Century. Those who have their own coaches marvel at how they are able to take control of their lives and steer them in the direction they want them to go instead of their lives steering them. Life Coaches are experts in personal development and facilitate clients through a journey of self-awareness and action taking, giving them motivation and inspiration to achieve the results they want from their lives. This could be in areas such as career development, relationships, financial matters, leisure/fun interests, self-confidence, family matters, self-management, social time and friendships. The list is endless and can cover any area where someone desires a change in their life.

Coaching is already big business in the USA and in Southern England but the need is no less in the North West. Life Coach, Angela Moore of Awaken Life Coaching based in Preston, offers coaching sessions by phone nationally or face to face in the Lancashire area. E-mail support is also given in

between sessions.

She says, " I believe everyone has the potential within them to be whatever they want to be and live the life they want. Sometimes we don't even know what's stopping us from getting it. We have all developed a script that tells us what we are and are not capable of based on our life experiences – but some of those beliefs simply are not true – we just think they are and that's enough to stop us in our tracks. During the sessions I help clients realise the size of their potential and wake it up!"

Coaching can also be used in the workplace helping organisations achieve their business targets. Imagine a whole workforce from the top layer down (or vice versa!) working on all cylinders because they believe they're unstoppable – it certainly gives you the edge over your competitors.

Angela Moore offers a free initial consultations worth £30. To take advantage of the offer, she can be contacted on 01772 672460 or 07980 327663.

[www.awakenlifecoaching.co.uk](http://www.awakenlifecoaching.co.uk)  
enquiries@awakenlifecoaching.co.uk