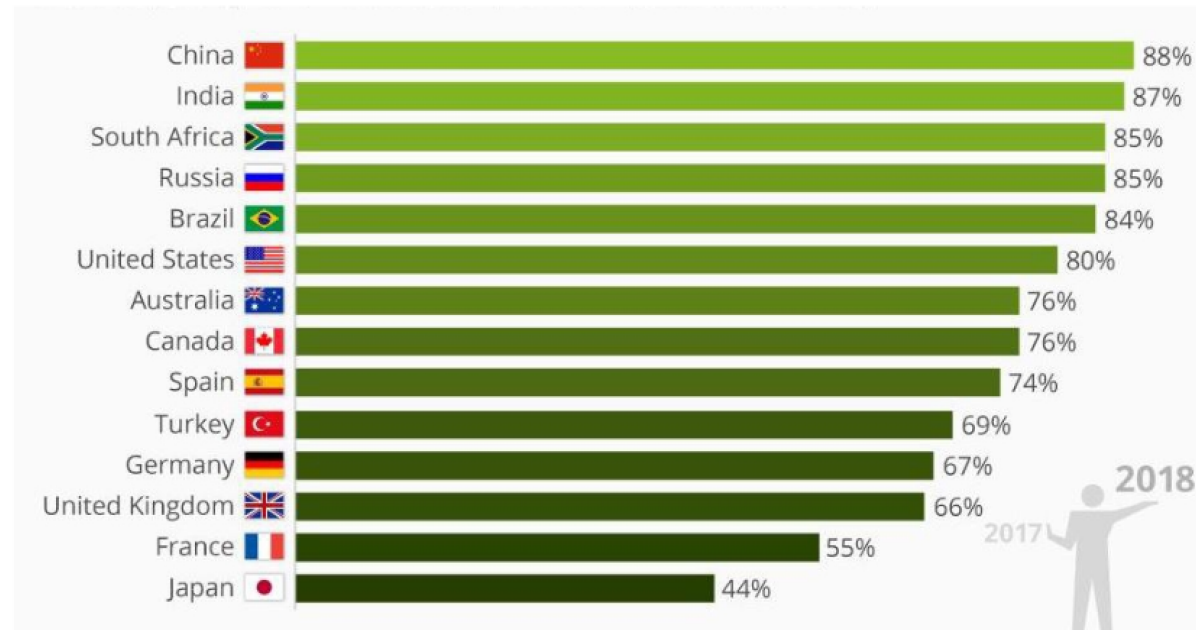
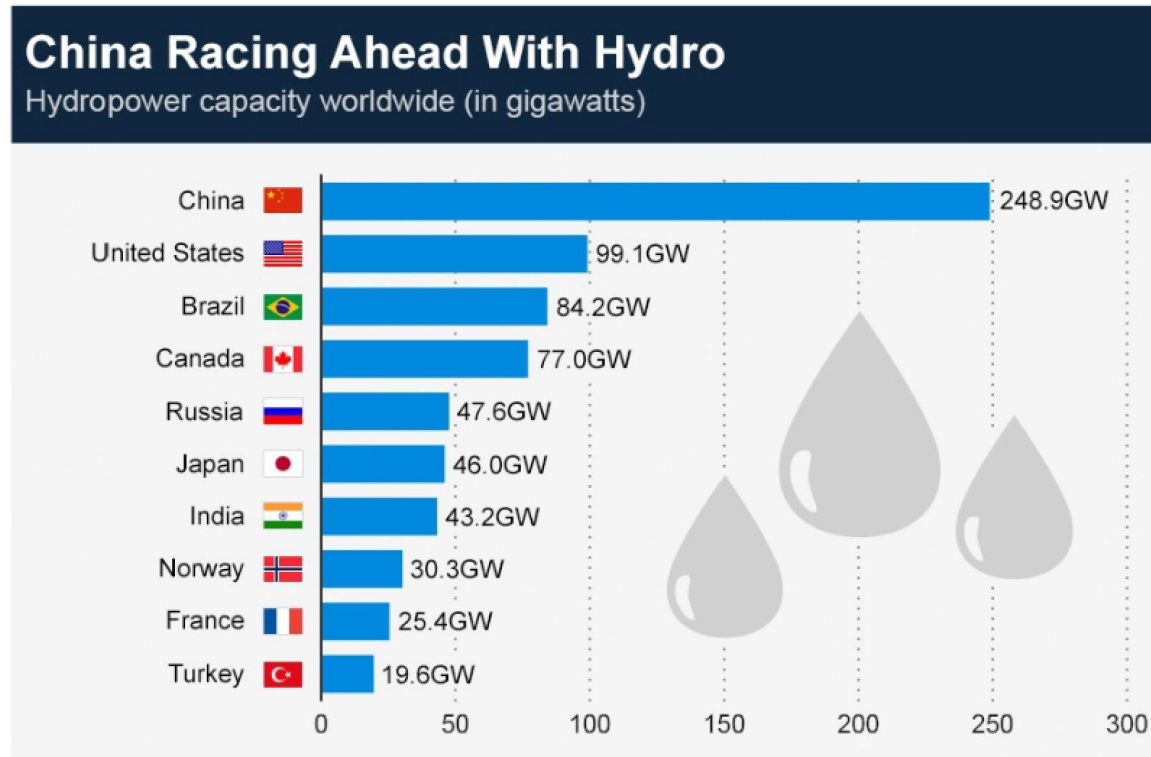


The World's Most Optimistic Countries

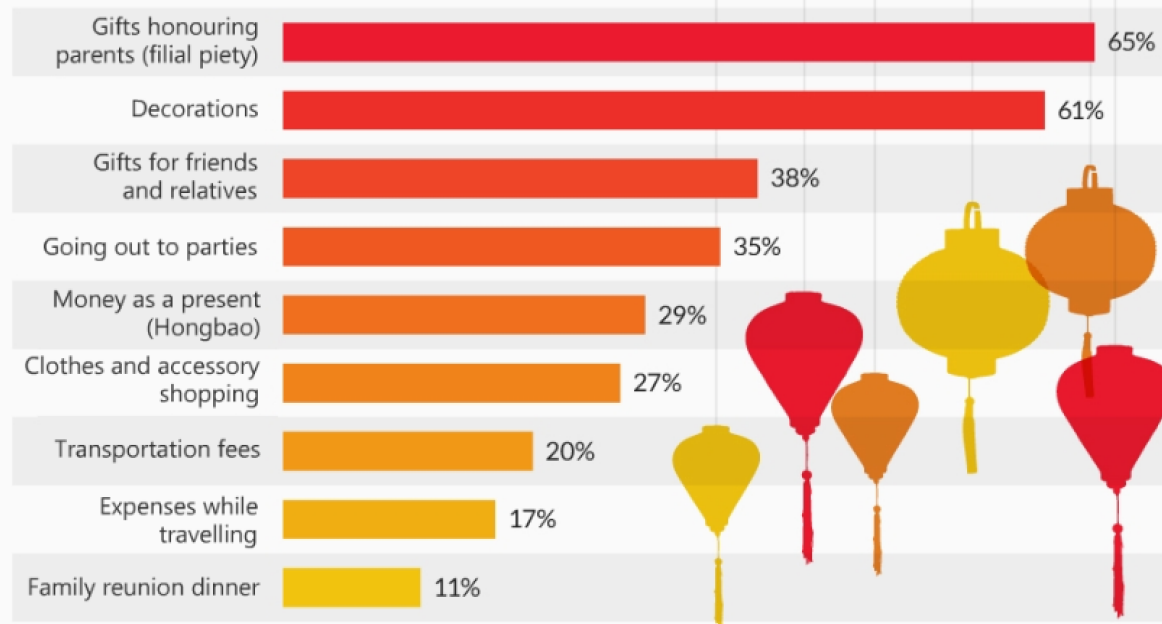


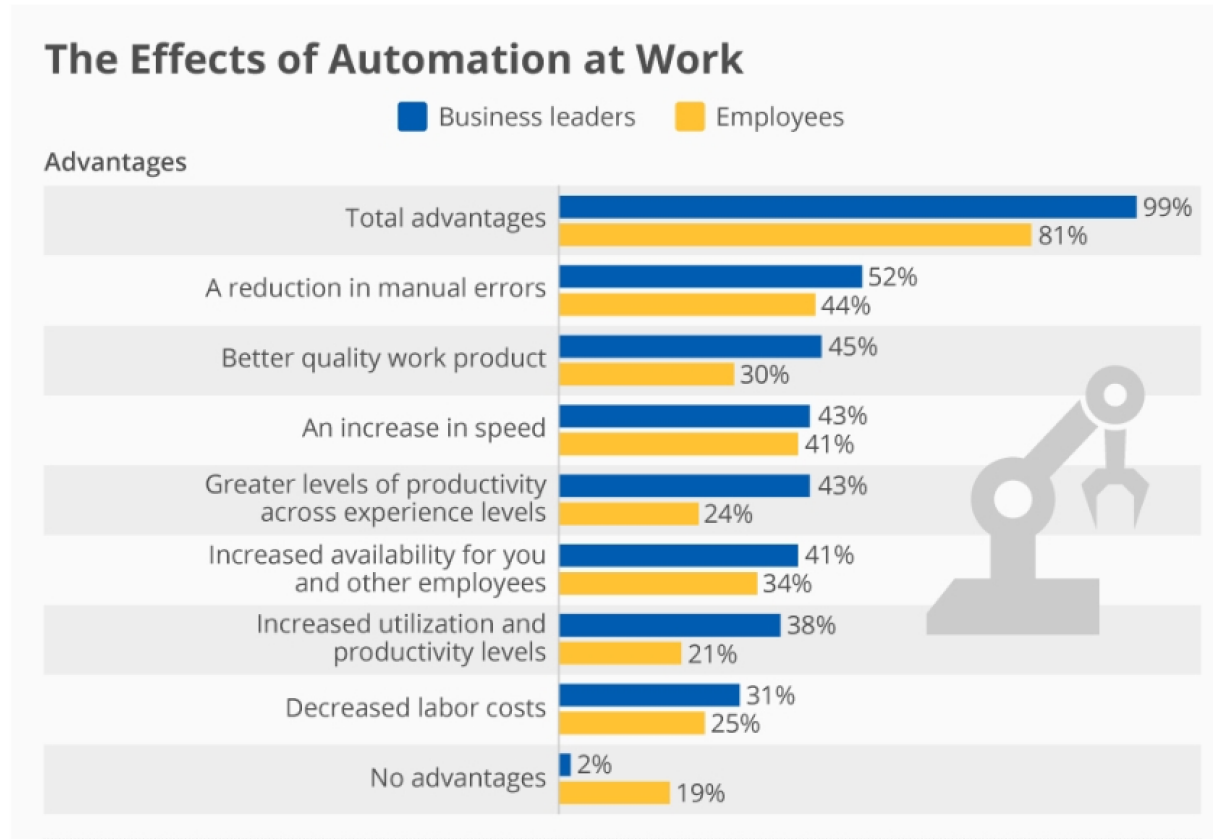
n=18,940 adults



Spring Festival: how people spend their money

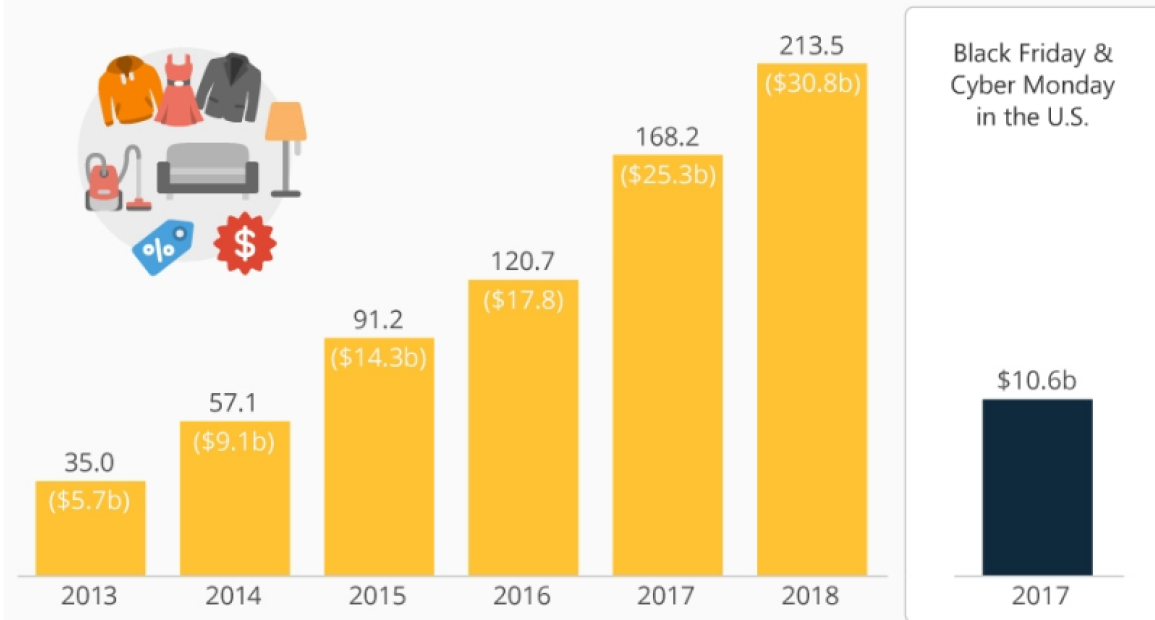
% of Chinese people spending money on the following during Spring Festival



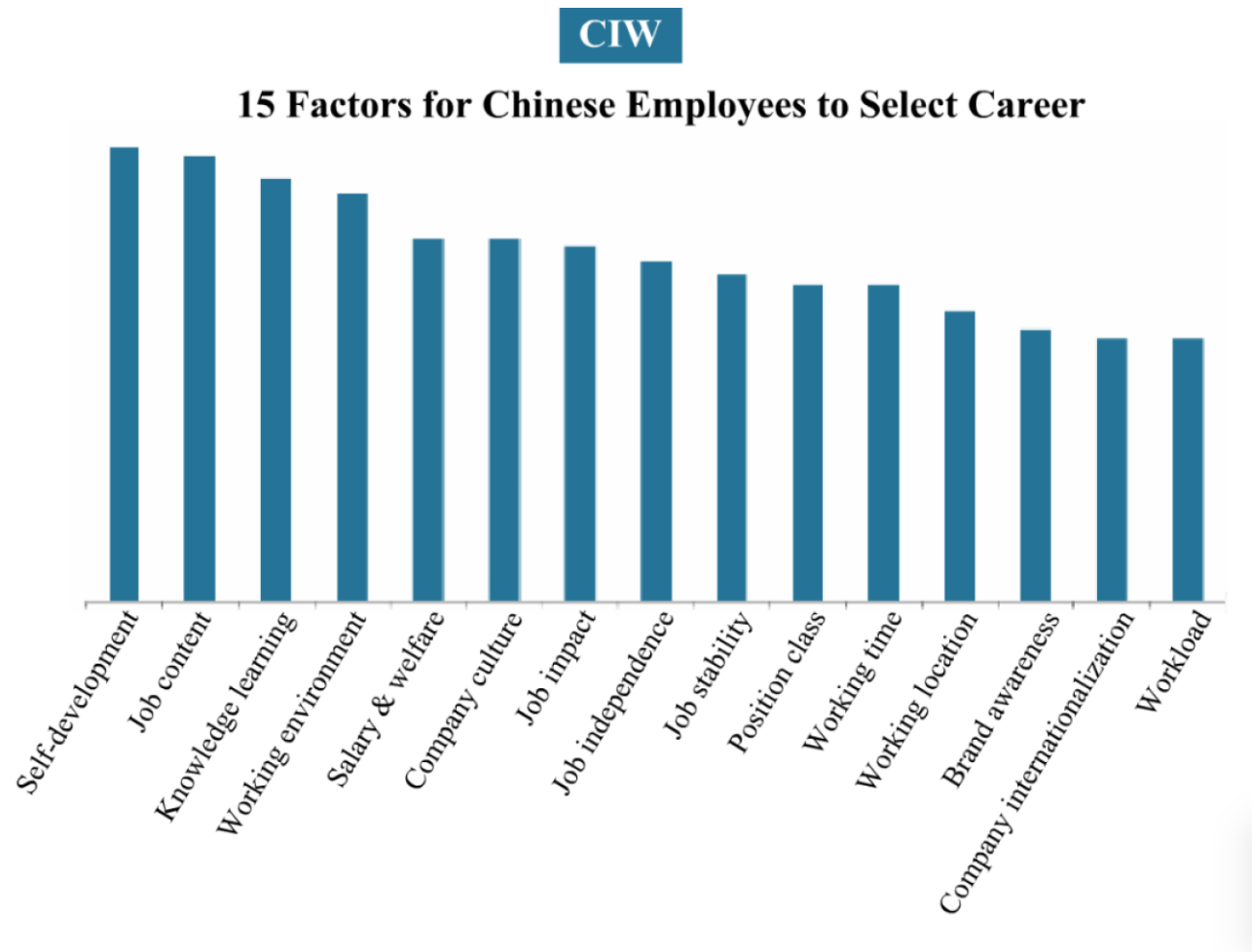


Singles' Day Sets Another Sales Record

GMV for Alibaba on Singles' Day compared to Black Friday & Cyber Monday* (in RMB)



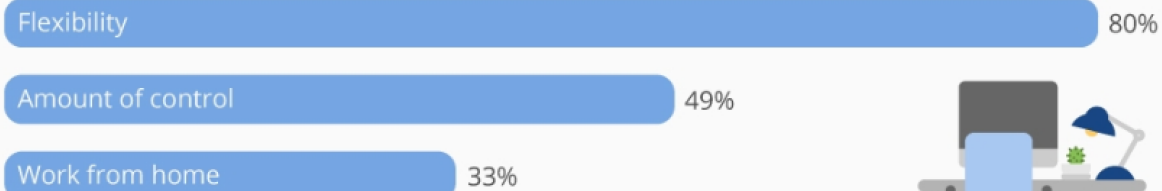
*Gross merchandise volume; U.S. figure for Black Friday & Cyber Monday is total e-commerce sales.



Pros & Cons of the Gig Economy

Selected upsides and downsides of the contingent work in the gig economy*

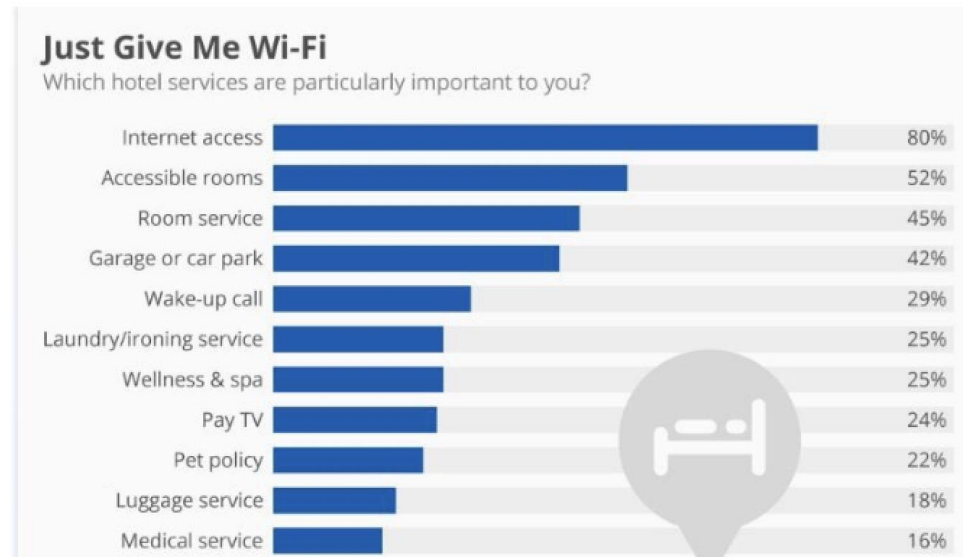
Upsides

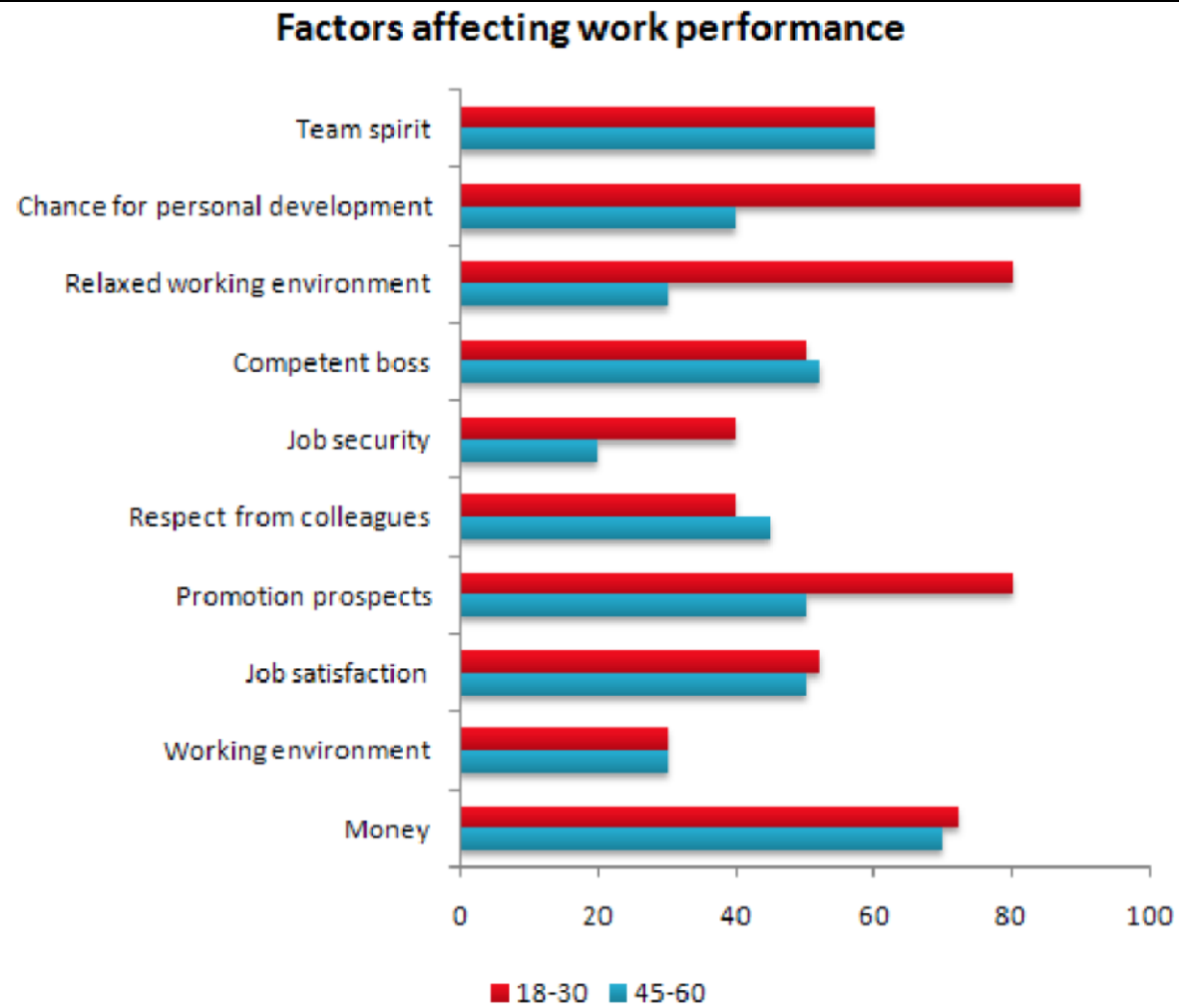


Downsides



* A contingent worker is a provisional worker who works for an organization on a non-permanent basis



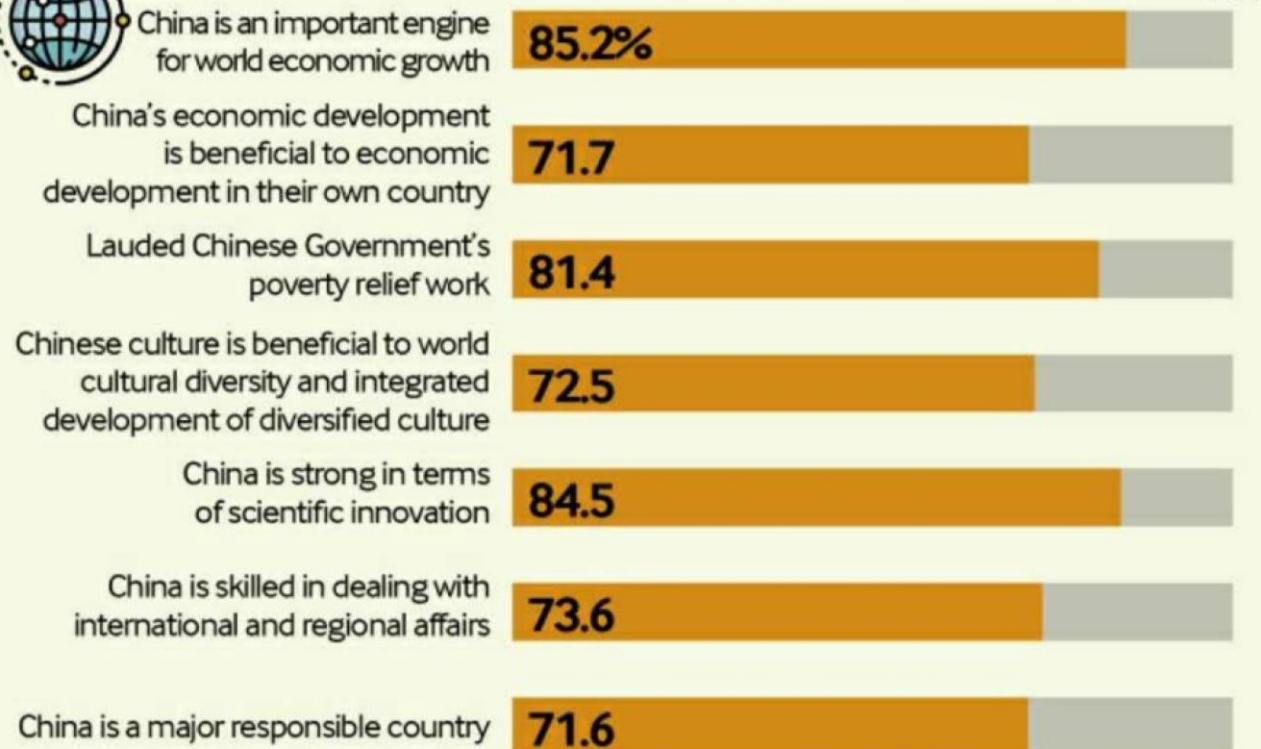


China as Seen Through Other Eyes

How 17 countries along the Belt and Road regard China



Some key findings



Note: Online survey conducted from November 2017 to January 2018, with 8,500 respondents from Poland, Serbia, Singapore, Thailand, Kenya, Egypt and so on.

Consumer Concerns About Self-Driving Cars

% of respondents naming the following reasons for their reluctance to use self-driving cars



Base: 1,260 consumers from 10 countries who say they are unlikely/very unlikely to take a ride in a self-driving car

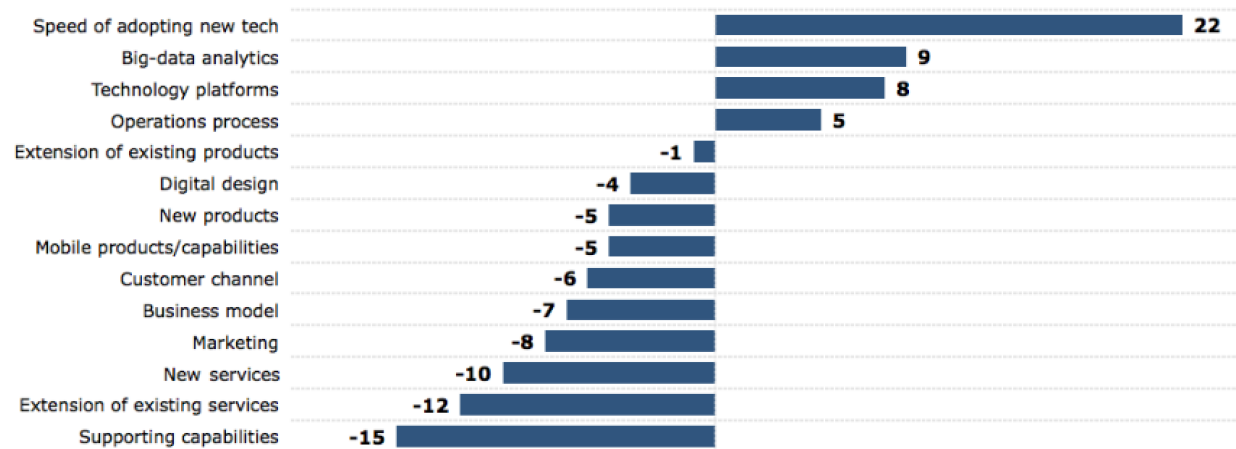
Shifts in Future Areas of Innovation Importance

Based on a survey of 1,500 senior executives across a range of functions

December 2018

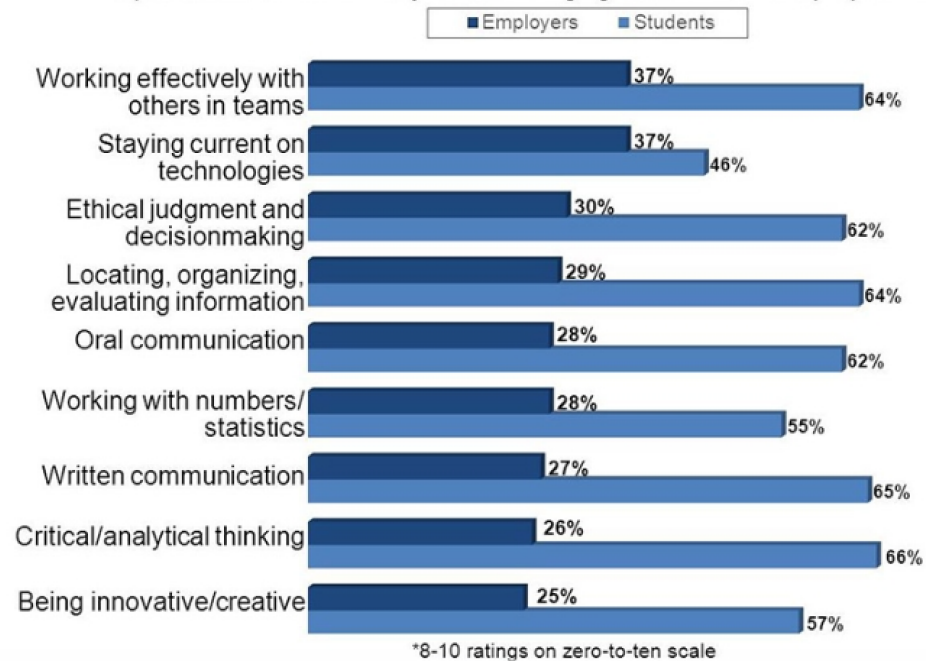
“Which of the following areas of innovation / R&D / product development will have the most impact on your industry over the next three to five years?”

Figures show change in % of respondents citing significant impact from 2017 to 2018



Employers give college graduates lower scores for preparedness across learning outcomes than current students give themselves.

*Proportions who believe they/recent college graduates are well prepared in each area**



*8-10 ratings on zero-to-ten scale

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- * Outdoor Kitchens
- * Drainage Issues (install French drains or solve standing water problems)
- * Outdoor Lighting
- * Sod Installation
- * Seasonal Lawn Maintenance (winterize, seed, fertilize)

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The Promotion is valid from

1st November to 1st February!

One of the purposes of this promotion is to avoid the spring peak time and you can **start the season with a top condition machine, without stress, for less price.**

Why is it crucial to service your garden machines before or during winter?

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It is also important to service garden machinery in order to **maintain the manufacturer's warranty.**

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OPEN HOUSE EVENT

Saturday 14th November

Mill End Community Centre, Old School Building,
Church Lane, Mill End, WD3 8HD

DROP IN ANYTIME BETWEEN 10 am to 1 pm

We are looking forward to seeing you at this drop-in event and are thrilled to have support on the day from the following organisations:

9 LIVES FURNITURE

9 Lives Furniture supplies low cost furniture and household items throughout Watford, Three Rivers and the surrounding areas. Anybody can visit their furniture showroom at 25 Wharf Lane, Rickmansworth, Hertfordshire WD3 1HA.
Tel: 01923 718 666
Email: enquiries@9livesfurniture.org.uk
To find out more please visit their stand at the event.



HERTFORDSHIRE FIRE & RESCUE SERVICE

We have been working together promoting fire safety through our joint Flat Out Initiative and with the Safer Neighbourhoods team. Find out more about fire safety in and around your home.



CITIZENS ADVICE BUREAU

Meet the team, get some free advice and find out more about the advice service in your area.

Ring 03444 111 444 or visit www.adviceguide.org.uk



JOB CENTRE PLUS

Speak to the advisor for information about ways to boost your chances of finding work or training in the area.



ALSO ON THE DAY

GET TO KNOW YOUR GADGETS

If you own a tablet, computer, smartphone or similar and need a reminder or confidence boost about how to use it — bring it along on the day and speak to our experts for some free advice. There are also local IT lessons which are free / affordable — ask us for details.



GAS CHECK

It's the Law! Every year your gas appliances and boiler need to be serviced by a Gas Safe Registered Engineer. It only takes about half an hour. Please keep your appointment — be safe and legal.



OPEN ALL HOURS

If you have an emergency repair need out of office hours, you can still call **0800 917 6077** and our emergency team will be happy to help.



GET INVOLVED




There are many ways you can make a difference and get involved with Thrive — come and chat to us at the event or visit **www.thrivehomes.org.uk**






FREE PRIZE DRAW

Everyone attending the event and completing a feedback form can enter a free prize draw to win shopping vouchers!



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Jeffrey Benjamin (775) 337-1600



WOW! Customer Service

Develop & Deliver Your Unique Service Style

This enlightening program helps participants understand how all levels of the organization contribute to the overall impression conveyed to the consumer, and it offers useful ways to establish a successful relationship. The program focus is on the necessary tools to create a positive ongoing relationship with customers using proactive, rebound, problem solving and recognition strategies.

EXPECTATIONS:

- Understand how poor service destroys relationships and how to create service.
- Practice the 6 customer service imperatives that are mostly neglected.
- How to de-escalate negative customer service experiences.
- Define proactive strategies that create customer loyalty.
- Establish rebound strategies to recover dissatisfied or difficult customers.
- Cultivate a positive experience for yourself and your customers.

“Jeffrey is especially great at taking your specific issues and customizing a training that addresses it no matter what size your department. He is also flexible and creative and will find a solution to meeting your needs.”
— Angela Covington, TriNet Total Human Resources


“Jeff has worked with my staff at various companies and tremendously successful at aligning interests, providing motivation to achieve goals and working to make teams more productive overall. I would recommend Jeff without hesitation!”
— Tom de Jong, Vice President, Colliers International

“Jeffrey exudes passion in everything he does. Whether it is coaching a company toward strategic initiatives, hosting networking receptions, conducting interviews or facilitating a training program.”
— Pete Parker, Managing Partner, NPCatalyst

Contact Jeffrey for More Information:
(775)337-1600

www.BreakthroughTraining.com



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—Thomas Watson




Program Info

Available As:
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Conference Speaking
Half-day Training
Full-day Training

Materials Included



Workbook Audiobook












June 23, 24 and 25, 2019

SUPPORT THE ARTS: VOLUNTEER

What interests you? Where do you fit? We Need You!

<p>Like to plan, organize, work with others/make things happen?</p>	<p>Enjoy interacting with the public? Being the face of the Festival? Here are opportunities for you!</p>	
<p>LEADERSHIP</p>  <p>(Each of these roles requires some time commitment prior to Festival as well as during Festival.)</p> <ul style="list-style-type: none"> • Volunteer Team Lead Recruit and coordinate efforts of all Festival volunteers. Meetings with Team Leads (every other Tuesday) and Steering Committee (monthly). • National Charity League Liaison Identify volunteer needs with Steering Committee; contact NCL to request / schedule mother-daughter teams, Steering Committee member. • George Rogers Park Hospitality Chair Recruit / schedule / train hospitality greeters for Park gate. <p>If interested in more information about a leadership role,</p> <div data-bbox="479 906 763 975"> <p>contact Festival co-chairs, Drs. Bill and Ricky Korach DrMrsK@comcast.net</p> </div>	<p>HOSPITALITY</p>  <ul style="list-style-type: none"> • Sign up for a shift or two on our hospitality team. Work in small group at Lakewood Center (3 hrs) or at George Rogers Park (2 hrs) to welcome attendees, ask for donations and hand out Festival info. <div data-bbox="1010 603 1281 655"> <p>Contact Liz Adams elizadams7@hotmail.com</p> </div> <ul style="list-style-type: none"> • Host at Patron Preview Party Welcome guests / serve wine (2-4 hrs Thursday evening) <div data-bbox="1010 767 1281 820"> <p>Contact Bonnie Cartwright larbon@comcast.net</p> </div> <ul style="list-style-type: none"> • Act as docent for high school or art literacy exhibit (3-hr shift) <div data-bbox="1010 906 1294 959"> <p>Contact Katie Brink brinkk@loswego.k12.or.us</p> </div>	<p>OPERATIONS</p>  <ul style="list-style-type: none"> • Be a booth sitter. Assist vendors in the Park, watching booths and chatting with visitors while artists take a break. <div data-bbox="1473 592 1747 644"> <p>Contact Audre Bratcher audrebratcher@gmail.com</p> </div> <ul style="list-style-type: none"> • Help with registration. Greet artists / check in artwork / act as runners / frame checkers (3-4 hrs on Father's Day) <div data-bbox="1473 730 1747 783"> <p>Contact Kristin Dennis kristin1984@gmail.com</p> </div> <ul style="list-style-type: none"> • Be on the plants / floral Team Work with 7 Dees to provide and place plants for exhibit spaces; conduct plant sales during Festival (2-3-hr shifts) <div data-bbox="1473 911 1760 963"> <p>Contact Anne Voegtlin annevoe54@gmail.com</p> </div>
<p><i>Prefer to work behind the scenes?</i></p>		
<p>Setup / Takedown Ready the Open Show tent and rooms in LW Center for art work display (roles include: paint / repair / set up panels; put down carpets; set up tables / chairs; set up and take down signage at LW& GRP; take down panels, etc. and return to storage).</p> <div data-bbox="465 1225 768 1278"> <p>Contact Jim Sanders jamesasanders@comcast.net</p> </div>	<p>Data Entry Input information about artists / artwork from registration forms. Proofread / correct data entries before show cards are run.</p> <div data-bbox="936 1214 1167 1283"> <p>Contact Selena Jones festival@lakewood-center.org</p> </div>	<p>Show Card Placement Match show cards to artwork in the tent, and place show cards on panels near correct artwork.</p> <div data-bbox="1285 1203 1523 1272"> <p>Contact Selena Jones festival@lakewood-center.org</p> </div> <p>George Rogers Park Stage Crew Help musicians unload, place and reload equipment; provide security.</p> <div data-bbox="1576 1214 1814 1267"> <p>Contact Bill Korach DrMrsK@comcast.net</p> </div>

The Lake Oswego Festival of the Arts is an arts education event of the Lakewood Center for the Arts, a nonprofit arts organization. Contributions to the Festival are tax deductible to the fullest extent allowed by law. Our tax ID number is 93-0700108.

<p>WA Based. Experienced Aircraft Pilots, Providing Professional Training. On-going Local Support.</p> <p>E: uav@interspacialaviation.com.au www.interspacialaviation.com.au CASA, ReOC.0075 ABN: 39 604 244 108</p>	<div style="text-align: center;">  <p>Remote Pilot Licence (RePL) Commercial Operations</p> <p>One of Australia's first CASA certified Basic Remote Piloted Aircraft System (RPAS) Training Course Providers</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>MULTIROTOR: Up-to-25 kg (not 7 kg like most other trainers). DJI Phantoms, Mavic, Inspire, DJI M600, Fx61 Phantom</p> </div> <p>MULTIROTOR: Up-to-25 kg (not 7 kg like most other trainers). DJI Phantoms, Mavic, Inspire, DJI M600, Fx61 Phantom **TRAINING COURSES—see below. **FIXED WING FX61 Phantom for below 7 kg. 2 Options: a) with experience & own aircraft –\$75 hour + \$40 CASA fee (Inc. GST). b) no experience? Use our fixed wing for a 2-day training; \$1040 (Inc. GST & CASA fee). **BELOW 2 kg (CASA 'Excluded Category') — see info below.</p>	<p>CONTACT</p> <p>STEWART MADDIGAN Chief Remote Pilot T: 0402 755 642 Training Enquiries</p> <p>JIMMY MITTON Maintenance Controller T: 0405 049 357 Technical, Power Systems, Advice</p>
<p>Training Course Costs Include: GST, CASA fees, RADIO, Handouts, Textbooks, and Lunches. VENUE: Jandakot Airport, PERTH, WA 6164</p>		
<p style="text-align: center;">CASA REMOTE PILOT LICENSE (RePL) TRAINING COURSE (5 days + extra day if needed due to weather or a student needing more practice)</p> <p>The qualification for Commercial Operation of RPA (drone):</p> <ul style="list-style-type: none"> ·Basic Remote Piloted Aircraft System (RPAS) Training. ·Fully integrated including theory and practical flying training. ·Student receives his/her Remote Pilot License (RePL). ·Available to people with no prior aviation experience. <p>COST: \$3000. Register via email, website (see above)</p> <div style="text-align: right;">    </div>		
<p style="text-align: center;">CASA REMOTE PILOT LICENSE (RePL) 1 DAY COURSE For those WITH prior aviation knowledge & who have passed the RPL or PPL theory exam.</p> <p>The qualification for Commercial Operations of RPA (drone): Log five hours with a Basic RPAS Training Provider (such as IAS Pty Ltd), to get 'type' rated and gain your RePL.</p> <p>COST: \$640 (Inc \$40 CASA fee). Register via email, website (see above)</p>		
<p style="text-align: center;">BELOW 2 KG (CASA 'Excluded Category') 1 DAY COURSE</p> <p>This category allows restricted commercial drone operations without the need for a RePL or ReOC with drones weighing less than 2 kg (or up to 25 kg for land holders receiving no re-numeration).</p> <p>CASA recommend applicants for the 'Excluded Category' seek training from a RPA training provider.</p> <p>COST: \$550 (Inc. GST). Register via email, website (see above)</p>		
<p style="text-align: center;">DRONE PHOTOGRAPHY CLASS Monthly night course 6: 30 pm-8: 30 pm. For those who understand how to use their drone but are new to photography & want to learn the theoretical & technical fundamentals in order to take a great shot. COST: \$80. Register via email, website (see above)</p>	<p style="text-align: center;">REMOTELY PILOTED AIRCRAFT OPERATOR CERTIFICATE (ReOC) We assist RPA pilots who have trained with IAS Pty Ltd in obtaining their own ReOC. Ring, email, go to the website (see above) for further information.</p>	
<p style="text-align: center;">TAKE YOUR BUSINESS TO A HIGHER LEVEL & LEARN TO FLY SAFELY.</p>		

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| ◆ The Great Wall | ◆ Jade Buddha Temple |
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WE DON'T PROMISE MEMORIES. WE MAKE THEM.

No. 1

Background: Every year during public holidays, a wave of price hikes in various sectors—particularly in the restaurant, hotel, car hailing and car wash service industries—sweeps across the world's big cities.

Our Question: Are price hikes during holidays acceptable?

Pro: I think price hikes during holidays are acceptable.

Con: I don't think price hikes during holidays are acceptable.

No. 2

Background: Some visitors complain about the high food prices at some tourist resorts.

Our Question: Are the high food prices at some tourist resorts fair?

Pro: I think the high food prices at some tourist resorts are fair.

Con: I don't think the high food prices at some tourist resorts are fair.

No. 3

Background: In China, student evaluations are one of the factors that have an impact on assessment of teachers in many colleges and universities, which in turn impact on teachers' career advancement.

Our Question: Are student evaluations of teachers appropriate?

Pro: I think student evaluations of teachers are appropriate.

Con: I don't think student evaluations of teachers are appropriate.

No. 4

Background: Some Chinese universities are considering setting a limit on the surging number of visitors to their campuses amid concerns that tourists might disrupt the day-to-day operations of the university.

Our Question: Should visitors be banned or restricted from visiting campuses?

Pro: I think visitors should be banned or restricted from visiting campuses.

Con: I don't think visitors should be banned or restricted from visiting campuses.

No. 5

Background: A tourist from Jiangsu Province was fined 2,400 *yuan* for wasting 1.2 kg of food at a buffet restaurant recently. Some people believe that the restaurant has no right to impose such a penalty.

Our Question: Does a buffet restaurant have the right to fine its customers for wasting food?

Pro: I think a buffet restaurant has the right to fine its customers for wasting food.

Con: I don't think a buffet restaurant has the right to fine its customers for wasting food.

No. 6

Background: The world-renowned physicist Stephen Hawking feared that artificial intelligence (AI) would eventually be superior to humans.

Our Question: Will AI surpass humans in the future?

Pro: I think AI will surpass humans in the future.

Con: I don't think AI will surpass humans in the future.

No. 7

Background: A middle school offered scholarships of almost 8 million *yuan* to the students with top scores in the senior high school entrance examination, which has triggered a heated debate on the Internet.

Our Question: Is it advisable to offer a huge sum of scholarship to encourage students to achieve top scores?

Pro: I think offering a huge sum of scholarship should be advocated for encouraging students to achieve top scores.

Con: I don't think offering a huge sum of scholarship should be advocated for encouraging students to achieve top scores.