

CORPORATE WILDLIFE

The Certified Guide to Modern Office Humor

Thejendra BS

Universal Publishers
USA • 2003

Corporate Wildlife; The Certified Guide to Modern Office Humor

Copyright © 2003 Thejendra BS Sreenivas
All rights reserved.

Universal Publishers/uPUBLISH.com
USA • 2003

ISBN: 1-58112-569-0

www.uPUBLISH.com/books/sreenivas.htm

Dedicated to my dear aunt

IMPORTANT STRATEGIC INFORMATION



Corporate Wildlife is a collection of humorous and satirical views of the things we normally (or abnormally) do in the world called Office Life. The chapters, ideas and views are totally fictitious and imaginative, and are meant to be taken with a pinch of salt, though the paper used may not be edible. The author makes no representations or warranties of any kind with respect to the accuracy or usefulness of the contents. This main aim and message of this book is fundamentally to inject a simple and powerful medicine called "HUMOR" to our OFFICE life. Various studies have shown that employees and other workers who are open to humor are more productive, better and are among the most efficient people. In fact, there are plenty of medical studies to show that humor could help the employees to release tension and work far better than workers who work in a stifled, serious atmosphere. It is comparable to children who enjoy and learn their studies better when they have a jolly teacher; than when they have a teacher who is strict and suffocating.

The main reason is that many people are unaware of the positive effects of humor in the workplace, offices and homes. They tend to think humor and laughter are unproductive or unprofessional, and being serious always is the only way to live. This is probably why have too many serious employees, serious meetings, work under high-pressure atmosphere, etc and finally achieve nothing. Actually, humor is not about taking your job and responsibilities lightly, but to see the fun in everything you do, and creating an atmosphere where people can work and give their best with the fear of being reprimanded.

Humor is different from practical jokes or making fun of someone's physical appearance, height, weight, religion or color. Humor is medicine with good taste; practical jokes are poison and sour. More often than not, practical jokes are not funny to people on the receiving end. However, it is important to realize that some humor is inappropriate, and that it is often used at inappropriate times. A sense of humor sees the fun in everyday experiences and appropriate humor can lighten up even extremely difficult situations many times.

Humor helps one think in different ways and one should get into the habit of looking for humor in everyday situations.

Finally, humor is eco-friendly, non-toxic, childproof, and recyclable. So, start spreading it.

Credits & Permissions:

Clip arts have been used from third party sources in this book. The author would like to thank Mr. Tony Martin of www.neoticart.com for providing permission to use clipart from his web site on the cover page. Other clip arts used in the book belong to the wonderful web site www.aaaclipart.com and reproduced with their permission.

Thejendra BS

Contents

How to Harass your Technical Support Staff	1
Astrological Predications for all Office PerformanceAppraisals	3
Technology to Tamper Proof Cricket	5
New Useless Technologies	8
History of Information Technology	9
Office Related Greeting Cards	12
Resume of a Terrorist.....	13
Security Guidelines for Modern Companies	15
How to Achieve Speedy Customer Satisfaction in "Brick & Mortar" Companies?	17
Tricks Tips to Retain Customers	19
Warning Symbols for Companies	21
Guess Again	24
Conditions Apply*	27
Useless Surveys	31
Sensible Customer	34
Medicines to Improve Employee Performance.....	36
You can Negotiate Nothing	37
Honest Leave Letters.....	38
Customer Satisfaction Discovered	39
Office Grievances	42
Business Travel : How to Harass Airline Staff.....	44
Handy Appreciation Letters for Office Achievements	46
Useful Business Classifieds	48
Correct Matrimonial Advertisements	49
Corporate Museum of Natural History	51

Naughty Office Equipment 53

Kindergarten Application Form 56

Scary Technology Stories 58

Teach yourself Business Jargon 64

SOHO: Small Office, Horrible Office 66

Handy Smart Questions for News Makers 67

Server Backups-waste of Time and Money 69

Top Secret Information for Vendors 71

Disaster Recovery Explained:Your Customer or Your Life. 73

Correct Project Names 76

Cats & Dogs 77

"Pinklips Inc",The Ultimate Corporate Training Institute. 78

Knowledge Management Demystified 80

Business Process Outsourcing. 82

SLA: Super Lies Agreements. 84

Top Secret Business Tips. 86



HOW TO HARASS YOUR TECHNICAL SUPPORT STAFF

If you are working in a company that has a lot of computers, servers, email systems, etc., then there is a strong possibility of the existence of a division called technical support team or helpdesk and so on. Basically, such divisions consists of some slaves identified to look after the computer network, the user support, and other background activities that are essential in supporting and maintaining the computer systems. You will usually find such people loitering in the various floors, bays, beneath tables, etc., searching for lost Ethernet and Token ring packets with a frown on their faces.

They are a mainly bunch of troublemakers, and are mainly responsible for frequently switching off computers when you are working, shutting down services or some other mischief. In addition, they also indulge in various predatory activities like asking uncomfortable questions, deleting games and other useful stuff from computers, prevent people from sending mails, etc, etc. Sometimes, they even change a printer ribbon or a toner if they are in a good mood. They usually hide or sleep in a specialized, no access area called data center rooms, while the rest of the other ordinary staff are forced to work and slog in common areas.

They always claim to be under a lot of stress, workload and other problems daily. Who are they kidding? Everyone knows that computers nowadays are smart enough to work and heal on their own. So, it must be a pretty easy job with such friendly computer equipment. It is only the rest of the staff like programmers, developers, etc., who have to slog and struggle to make their computer programs work.

However, there are ways to extract revenge and get back at them for harassing you. So, we now present some useful tips for harassing your technical support staff. However, please ensure you keep these tips a secret. For convenience sake, we shall call those people as "Tech Support". Your companies may have different names for such departments.

- When you see a tech support staff coming over to repair your computer, quietly go for coffee, unnoticed. That way, you won't be around when they need you to unlock your computer screen saver password. Let the @\$% wait till you come back.
- When you see a tech support person having lunch, go to him and spill your guts out. They exist only to serve.
- When the tech support staff sends an important mail to all employees, delete it at once. They are always up to some mischief.

- When you receive some junk mail with lot of attachments in them, send it to everyone in the office. They have lots of disk space on their servers. In case they don't have disk space, let them sit all night and delete the stuff.
- If you cannot access a website in Afghanistan, call tech support and yell at them. They have contacts there.
- When the multi million-dollar office computer breaks down, demand that they can provide some instant alternative so that you can continue your work. They can give ten dollar alternatives to space shuttles.
- If you have nothing better to do, scratch out the stickers and labels that are pasted on our computers.
- If you still have nothing better to do, experiment with your computer by trying to delete or move some system files & directories around to see if your computer will still work without them.
- When the tech support staff informs everyone that the network is down, insist on copying your files to your C drive so that you can work.
- Always send large printouts to busy or color laser printers during office hours.
- When something is wrong with your computer, call tech support and yell "my @#\$% is not working". They know exactly what you mean by @#\$%.
- When you want to buy a new computer for your home, ask tech support. However, don't buy the model they suggest. Instead buy the one that your cousin recommends, who by the way, works in the agricultural department.
- When the tech support staff informs you that the mail server has a problem, ask whether you can send just one more important mail before the server drops dead.
- Several weeks after you get a new office computer, and they have formatted and dismantled your old one, ask for some important project files that were present in the old one.
- When the tech staff announces that it may take about six hours or more to repair and restore the office server, check every twenty minutes to see whether it has been fixed.
- Ask whether your office computer vendor will repair your home computer free after your child poured some water on it.

Please do not reveal the above secrets to anyone.

Welcome to Technical Services. May I help you?





ASTROLOGICAL PREDICATIONS FOR ALL OFFICE PERFORMANCE APPRAISALS

If you are working in a company that has more than ten employees, chances are that the company will definitely have an annual, or a semi-annual ritual called, "Employee Performance Review", where every employee is reviewed for every molecular detail about their work, behaviors and other fantasies. A performance review process is one of the most life draining, miserable experiences that companies love to subject their employees to. Nowadays, performance appraisal process is almost a religion by itself with nobody to question its effectiveness. Managements believe that, irrespective of the various uncontrollable external factors, an employee is simply capable of overcoming all obstacles and increase revenue just by following a set of "rules" and "aims" in a document called "Performance Review Document". So, even if you have a lousy product that no sensible customer would buy, but if you have an elaborate employee review process, it should be possible to scare your employees to sell more and more of the stuff you manufacture month after month.

Hence, if you follow the right performance review process in your company, it must be a simple matter to sell "Snow to Eskimos", "Sand in the Sahara" and so on. After all, since it is usually fifty or sixty pages long and extremely detailed, it must be right and companies must be on the right track.

Now, let us come to the concept of astrology in the process of performance reviews. Astrology, the ancient science of the gods, can effectively be used in all performance appraisals. This is because astrology is more accurate than business predictions. The probability of a business prediction, market analysis or profit forecast coming true is only about 15% to 20%, whereas an astrological prediction can be as accurate as 70% to 100% and can be predicted years and decades in advance. All astrologers use identical methods, processes, logic and calculations. Performance appraisals nowadays are more important than festivals or any traditional celebrations. So, here are some astrological predictions that will definitely come true during every company's performance review festival.

	ARIES	TAURUS	GEMINI	
PISCES	Switch of team work for four weeks. Time to concentrate on self appreciation charades			CANCER
AQUARIUS	Document and classify your normal genetically encoded behaviour into groovy categories like "Leadership", "Communication", "Conflict Management", "Quality" and so on.			LEO
	LIBRA	SCORPIO	SAGITTARIUS	

		ARIES	TAURUS	GEMINI		
PISCES		Jupiter warns of an unexpected truckload of work			CANCER	
		Mercury will influence everyone to be wicked and settle old scores				
		Saturn recommends going home once a week				
AQUARIUS		Avoid issues like sickness, death, external factors, etc from interfering with your goals			LEO	
		Your brilliant performance will be adversely affected by the planetary positions of your team members				
		Start chanting words like synergy, vision, long-term, change management and lots of adjectives				
CAPRICORN		Watch out for friendly enemies let loose by Uranus			VIRGO	
		Old and forgotten useless issues will be in the limelight				
		Accept your mistakes for causing failure of rains, global warming, disappearing rain forests, stock market crash and so on.				
		Bosses and Customers will be harsh to you due to pluto's conflict with mars.				
		Don't be afraid to commit anything the customer desires				
	Lucky numbers 1, 2 or A, B.					
		LIBRA	SCORPIO	SAGITTARIUS		





TECHNOLOGY TO TAMPER PROOF CRICKET

About a year back in the midst of the usual war against terror; train accidents, murders, etc, a ghastly and blood-curling incident took place in South Africa. Hold on fans. Don't be frightened. Nobody was killed or eaten alive by cannibals or wild animals. But, some of our well-known and beloved cricketers were scratching a ball and waving their hands wildly at an umpire. So, those players were fined and others reprimanded on charges of ball tampering and other charges against humanity. In response to this, hell was let loose, the government became shaky, and there was a strong possibility of martial law being declared. But, fortunately the whole issue was sorted out peacefully after weeks of bickering.

Isn't cricket more than a hundred years old? If yes, one fails to understand why cricket is still played in such an old fashion using primitive tools and toys when there is so much advanced and foolproof technology all around. Isn't it absurd to see that they still use wooden bats, hand woven animal skin balls, depend on humans (umpires) for enforcing the rules, wear awkward pieces of pillows all over their body to prevent injuries, etc.

It is high time that cricket is dragged into the 21st century and some modern technology implemented to improve performance and other errors. So, here are some suggestions to improve cricket.

- **BALLS:** If the balls they use can easily be tampered, why are they still using them? It is basic human involuntary temptation to tamper with things. Instead, they can manufacture titanium alloy balls of the same mass, density and elasticity and use them. Using these balls will prevent any player from scratching, rubbing or attempting to change its shape for illegal activities. An infra red or radio signal sensor fitted to the ball will ensure that they track and land only on the bat or wickets, thereby avoiding any injuries to the batter.
- **FIELDING:** Isn't it old fashioned and ridiculous to run after a ball, when they can easily use high-speed dogs for retrieving. After all everyone knows dogs can run much faster than humans. This can easily eliminate the need for fielders to run after a ball and also avoid panting, gasping and other weird somersaults usually done to impress the onlookers and commentators.
- **BOWLING:** The only field of knowledge more complex than the art of bowling is the field of genetic engineering. Every cricket fan, aged 4 and above, is fully qualified to provide their independent three

dimensional trigonometric opinion and arguments on how a particular bowl "should have been tackled", "must have been tackled", "could have been tackled", etc. There are several books, web sites and countless couch potatoes who can give top advice to players on the science of bowling and batting. Obviously, it must be a very simple matter for a bowler to remember that "chapter-72, section-86" of a bowling encyclopedia mentions that one must twist their wrists to 37 degrees while bowling on a hard ground pitch for best results. Surely technology can produce a bowling machine. Why use bowlers when they can install a bowling machine that can eject a ball at three or four configurable speeds and angles. The machine can also hold an ample supply of saliva to grease the ball for smoother pitch thereby preventing bowlers from trying to extract valuable saliva from their dehydrating bodies in the hot sun.

- **BATS:** In order to save our valuable trees, the bats will have to be machine made metallic ones like steel and fitted with necessary electronics and guidance systems to guide the ball into it rather than hitting the batter. One size, one version. This will eliminate the research between heavy bats, light bats, balsa wood bats, etc and their physics. As the ball is programmed to hit the bat or the wickets, it will prevent batters from trying to show off their ballet stunts while hitting the ball or injuring themselves and taking even more advertising and newspaper publicity mileage out of it. As in the case of bowling, it must be quite simple for a batter to mentally calculate and switch to the right "body & bat" position to tackle a ball hurtling towards him at 100 miles an hour. For more information, refer to chapters on batting styles for various ball velocities.
- **NUMBER OF PLAYERS:** While every industry is trying to downsize, right-size, slave-size their employees, cricket is still using eleven players from centuries. With a few modern gadgets in place, teams can easily accomplish more runs using less number of players. About five players in each team plus some fancy technology can easily do the job of eleven players. Just think of the savings in time, money, effort, cost effectiveness, etc.
- **UMPIRES:** This is a tricky one as their decision is final. But, they are also human. So, they are prone to errors, eye problems, yawning, etc. Besides, it is cruel to see an aged man standing for hours in the hot sun observing and judging the various gimmicks. Obviously they have to be replaced by a computer, the programs of which will generate an error code for the various crickets' moves and output the results. So, no need to hire somebody just to point his finger up or down every two minutes and accuse them of cheating in case they falter. Nor will it be

necessary for the umpire to remember each and every code of conduct in 800+ page cricket guidelines to judge every situation. The repository in the computer database should be able to provide accurate "situation based ruling".

- **KEY-PLAYERS:** If for some unforeseen or deliberate circumstances, one of more or the top players get injured or sick, the morale, motivation, zeal, etc of the remaining players drop below zero. Newspapers and sports TV anchors go wild predicting the outcome of the match. Instead of depending on key players to start the show, they should be confident of introducing random combinations of players to "bat first" or "bowl first" and produce identical results. This will eliminate confident reasoning like "we could have won had we batted first" or "bowled first", etc. There are no dearth of theories and opinions by all and sundry immediately after a lost match, like "lighting was bad", "wind direction was bad", "earth was rotating fast on that day", and so on. Why can't they learn about "people independent processes" from our Information Technology industry where people effortlessly manage their project functions in the absence of all their key players? As everything in cricket is well documented, the remaining players should be able to handle any situation. The onlookers should feel no difference whether an experienced Bradman or an incompetent Popeye is batting first.

About the Author:

The author is an authority and expert on cricket and has played some cricket for a few minutes about 28 years ago until a straight ball on his glasses stopped him from becoming a famous player. Besides, he has seen the famous Melbourne Cricket Stadium from a passing train, and has also seen some noted players live when they were shopping in Bangalore. Besides, he has been a witness to countless arguments and discussions on cricket by his friends, relatives and showroom window cricket viewers. He has also made several halfhearted attempts to learn the various odd terminologies in cricket like silly-point, no-ball, dead-ball, etc. He is in charge of the TV remote in his home and is currently writing a book called "Cricket for Match Fixers"



NEW USELESS TECHNOLOGIES

Good news for computer users and talkative people. Keyboards are out. Voice activated computer systems are in. Throw away your keyboards, mouse & secretaries, and let your golden voice take over. Why type when you can talk? If you have a computer, all you need is a microphone and a special software that will automatically type your spoken words into Microsoft Word, Mail or other editors. What more do you need? The pleasure of having a computer or machine type or do what you say is pure ecstasy. Soon, we will be able to talk to TV sets, Doors, Motorbikes, Cupboards, etc. Very soon, we will not be able to distinguish between a lunatic and a tech savvy person when we notice someone speaking to an inanimate thing.

So, we now present how easy it is to create a short mail memo that will be spoken by you, but recorded and transmitted by your computer in a regular office environment. Isn't technology wonderful?

Note: A few small corrections are needed, which will, however, have to be done using your keyboard and mouse. Those are marked in circles

Attention dear all employees. It gives us utmost, I mean immense pleasure to drive present this introductory session on using the latest tools that will (rinnng, ringg, hello oh, how are you can you call me back, I am in the middle of something). Well where was I (which will) help us in saving (beeeep, you have new mail) time and, and effort, (cough, cough) and also be able to liver age the new technology (attention Mr John, pls report to reception). Since using a keyboard continuously causes wrist pain and other health problems we have decided to (rinnng, rinnng, rinnng, you have reached the mailbox of X, at the tone of the beep pls leave your message, click, click, hello, hello) switch over to voice recognition systems. Using the latest technology will assist us in (ding, ding, ding, ding, ding, ding, ding, @#\$%, I should have switched off my mobile) in delivering services faster with less (ummm, faults, I mean) mistakes. -- -- -- -----

10:00 am : Start the memo

11:30 am : Complete the memo

11:30 am to 12:30 pm : Manually correct all mistakes

12:30 pm to 12:45 pm : Verbally select mail recipients (similar to above process)

Open address book, select joe (not this joe, joe andrew), select david (david peter, no not peter david)

12:45 Send mail, have lunch and go home with a severe jaw ache.

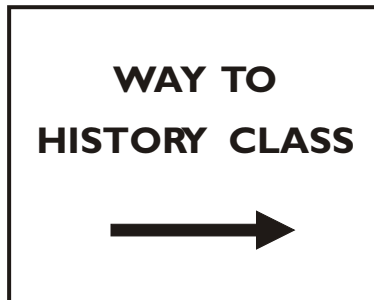


HISTORY OF INFORMATION TECHNOLOGY

We shall start this article with a couple of dictionary definitions on history.

"History is a methodical record of important events which concern a community of men, usually so arranged as to show the connection of causes and effects, to give an analysis of motive and action etc. A chronicle is a record of such events, conforming to the order of time as its distinctive feature".

In the past the word history would mean something that occurred about 100 years ago or even beyond that. Traditionally, history has been classified into PERIODS like the MIDDLE AGES, RENAISSANCE, etc and would last at least a couple of centuries. But today, specifically for the Software Industry, history means something that was being done about six months back. This article will take you on a journey through the most spectacular three years (1999 A.D to 2001 A.D) in the history of Information Technology. To make it easy for those who forget history, we are displaying only the relevant statements by various sections of the IT industry



WORLD IT HISTORY 1999 A.D.---THE REVOLUTION

- The Conquest: You know Visual Basic ????. Fantastic. Welcome aboard. Here is your appointment letter and three months salary in advance. Rupees 50K/- per month. Flexi timings. Here is a list of your perks. A car will pick you up and drop you everyday. Give us your passport. Let us know if we have missed out anything.
- The Unification: If the government provides Internet access to all villages & farmers, they can easily go global.
- The Declaration: We can easily be an IT superpower by 2004
- The Treaty: We should outsource everything for better manageability and cost control.

- The Doctrine: We can be a top class company if we have proper documented processes even if we don't have good staff.
- Minimum Standards: Staff satisfaction is our top most priority. Cost is not an issue. We give our employees the best of everything.
- The Pursuit: Go hire the best management talent from our top class business colleges now !!! Get them before someone else does. \$ 500 Thousand take home starting salary, Car, furnished accommodation plus liberal perks is quite reasonable for a would be MBA graduate.
- The Unequals: Unlike other physical labor industries, we cannot measure a software developer's work in regular terms because it is a BRAINS job. We work on inspiration & flexibility and cannot be shackled to specific working hours like a factory. It will be like asking a scientist to show progress and new inventions every day.
- The Waterloo: Industry report-1999: Industry experts predict 2 million+ successful DOTCOM CEO's worldwide who will be aged between 16 years and 22 years. Time for the stoic brick and mortar CEOs & Companies to change their roadmaps.
- The Awakening: Best practices, B2B, B2C, eCom, Power lunch,
- Free internet, free websites, free disk space, free, free, free.

WORLD IT HISTORY 2001 A.D.----THE RETREAT

- We need someone with ultra superior knowledge in VB, VC, ASP, XML, ABT, HTML, CORBA, JEEE, with strong project management skills for a temporary period of two months extendable by one more week if absolutely necessary. There is a public bus stop about two kilometers from the office for you to commute. Bring your own lunch box. Be here at 7:00 am sharp.
- Maybe we should concentrate on providing water, good roads and electricity first.
- We will be an IT superpower by 2010
- Having outsourced everything, we now don't have the internal knowledge or resources to independently verify whether those outsourced companies are actually delivering what they are claiming.
- Processes are fine. But we need good people to be able to create, understand, follow and manage those efficient processes.
- Just one ice-cream reduced multiplied by 300 employees multiplied by five working days multiplied by eight rupees
- How do we get rid of these bloodsuckers?


- You have not filled in your time sheet between 4:45pm to 5:00pm last Tuesday for your software development. Now our utilization, billing and productivity reports are all wrong.
- Industry report-2001: Of the 7000 or 8000 DOTCOMs that survived, about 1000 actually made some money to pay part of their debts.

- Pink slips, Ranking-4, Downsize, Two square meals a day.
- It is costing a bomb to maintain the service. We can't continue to dole out free stuff to all bozos who want everything free in life. If they want, they should pay for it.

OFFICE RELATED GREETING CARDS

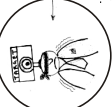
Today, if you happen to visit a card shop you will be amazed at the variety of greeting cards available there to cover every possible occasion. But, we notice very few ones related to real office life, and besides those few ones are either too plain or robotic. So, we now present some very useful office related greeting cards you will never find in any card shop.

RE-ENGINEERING GETWELL CARD




Regret to hear that you fell down and broke your jaw and nose while playing a wacky game called "stand on one toe and catch green ball with left hand and throw blue ball with right hand" in your business reengineering workshop. Hope you will recover before the "Rock climbing" workshop intended to improve your software debugging skills.

PROMOTION




Congratulations for entering the BLUE team to look after the major risks & issues to be managed before commitments are made to ensure consistent predictors of project success and take measures to strengthen in-team quality assurance on architectural issues related to project readiness and ensure timely enhancements with complete customer focus. Best of Luck in your new role

TEAM MEETINGS




Congratulations on successfully completing 1000 team meetings this year with hourly workload analysis charts to conclude why the product launch is behind schedule

MERGERS & STRATEGIES



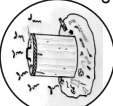
Congratulations for revealing your fifth long term vision oriented revised business strategy and mission statement this year after your latest sudden merger. We solved a lot of crossword puzzles using it.

PROCESS SIMPLIFICATION



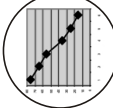
Thank you for sharing your 1000 slide PowerPoint presentation with 175 flowcharts on the benefits of simplifying your internal processes to satisfy customers like us. It is so easy for us now.

SURVEYS




Congratulations on being the first to complete every daily, weekly and monthly 250 questions survey. Additional congratulations on being the first one to analyze the customer's fuzzy brain using infinite regression based on the Bohr's atomic theory versus the Watson finite element combo formula to get a complete understanding of customer psychology

PROFIT WARNING




Extremely sorry to hear that you have to close your European operations after you made a profit of only 50 million dollars as against the 350 million dollars in your business astrological prediction.

BRAINSTORMING



Sorry to hear that you became insane trying to find 250 uses for a nail cutter during a brainstorming seminar

SECRET OF SUCCESS



Thank you for sharing your secret of success which is axio-collaborative refocused alignment of financial goals coupled with a direction oriented revenue stream by maximizing assets in tune with strategic consolidation of key business drivers to create a rigorous fanatic global transformation. We never would have guessed.



RESUME OF A TERRORIST

In the last two years, the word "Terrorist" has become very popular everywhere and is also one of the top ten keywords in all Internet search engines. Secondly, thanks to the various investigative and news agencies worldwide, the names of the various terrorist organizations are also becoming more popular than the names of reputed companies, or scientific inventions. Besides, even petty thieves and muggers have been able to make it to big terrorist organizations due to the intricate connections being woven by the police whenever there is some trouble anywhere. Terrorism is actually a very profitable business nowadays. Who knows, with the money, scale of operations and influence some of the terrorist organizations could even make it to their own Fortune-500 list. So, how does one become a terrorist anyway? With all the competition around, I believe one has to start with a good resume in order to join a proper and stable terrorist organization. So, here is a sample resume for anyone wishing to become a terrorist.

To: The terrorist camp manager

Subject: Application for the post of a terrorist

It has come to my notice that your company is hiring terrorists as part of your organization growth. Please find enclosed my resume for your reference. I have more than ten years experience in various terrorist activities, and would like to offer my services to your esteemed organization. I am capable of reacting & responding quickly to changing political scenarios. I have traveled extensively under different names and passports to various countries and can speak several languages with various accents. I sincerely feel my services will be of very high value to your company.

Name & Photograph: Same as the one on the stolen passport

Education: Nil. Somebody bombed my school

Address: Any country named in the US, Europe, Asia blacklist.

Contact phone number: Varies (depends on the mobile I can steal)

Passport numbers: Plenty

E-Mail ids: Plenty

Family Background: I come from a family of qualified and certified terrorists, which date back to the 16th century. My forefathers were fully versed in all medieval barbaric practices. Father, grandfather & great grandfather were terrorists. Two of my live cousins are terrorists; four of my

dead uncles were terrorists.

Aim: To become a hit man on consultancy basis for a reputed terrorist organization anywhere in this world.

Experience:

Age 8-13:

- Used to steal money from parents and relatives
- Street fights
- Burning effigies

Age 14 onwards.

- After my petty training during my early childhood, I joined a local mob and was fully trained in all terror activities. Some of my notable activities over the years include,
- Active Participation in various local and international Assassinations
- Associate member in various plane hijacks.
- In depth knowledge of kidnapping and extortion
- Mine laying
- Assembling various car bombs
- Well versed in hostage negotiations

Knowledge of Weapons

- AK-47
- Porcelain gun
- Mustard gas, Sarin gas, C-4, etc.

Club Memberships

- Ku Klux Klan.
- Neo-Nazi
- Member of many banned organizations

Training & Certifications

- How to withstand torture.
- The new strategic terrorist
- How to bypass airport security.

References:

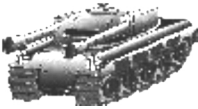
- Bullet wound on left leg
- Escaped from Alcatraz once

Achievements:

- Successfully penetrated a witness protection program
- Pioneered a coup in 1989
- Initiated various civil disturbances

Hobbies: Caroms, Chess, Table Tennis, and Badminton.





SECURITY GUIDELINES FOR MODERN COMPANIES

During the 1970s, communist countries had severe restrictions on freedom for its citizens and visitors. They were afraid of anything and everything and would have barricades, sniffer dogs, and checkpoints everywhere. On the other hand, the democratic countries of the west did not have any such restrictions and allowed its citizens to do anything, including selling guns to children. However, this free for all policy backfired in the 90s and now they are terrified of everything. This has now led to severe security in airports, roads, companies, computers, etc. In fact, today most companies are hiring security advisors to advise, guide and spy on employees as everyone is viewed as a security risk. With so much security around, this is how security guidelines of future companies will probably look like by 2005.

- Company's communication facilities like E-mail, Telephone, Fax, Telex, Internet, Communication lines should not be used to send, gather or convey any information & data.
- All names on the mail address list will be replaced by a 128-digit number, which changes randomly every day. Minimum daily password length will be 256 characters.
- Employees should not reveal their names, phone numbers, email ids, office address, residence address, residence phone numbers to the following: Friends, Relatives, Family members, Neighbors, Customers, Tax officials, Other employees & Pets.
- All employees must wear identical wigs, dark glasses, gloves, clothing, shoes, watches, masks & perfume to avoid recognition by anyone.
- Employees must not talk, smile, nod, make eye-contact to other employees and other people in the following places, viz., Elevators, Conference rooms, Cafeteria, Stairs, Toilets, Public & private transport, Residences, Public places.
- Key staff like CEO, CIO, CFO & Board of directors shall not leave the office premises till the time they are in the services of the company, as they may be kidnapped by suspected terrorists.
- No employee shall fully know the design, specifications, features, usage, cost and other details of the product(s) the company produce, manufacture, support or use. Employees should not reveal their plans, strategies, goals, project details, issues, etc to anyone.
- All meetings and paper communication should be done in a soundproof room using disappearing ink and time bound self-inflammable paper.
- Employees should not reveal confidential information to gangsters, extortionists, mafia, etc irrespective of the third degree methods they may tend to use.

- Employees should not have friends, pen pals, relatives & family members in other cities, states & countries.
- Employees going on vacation or holidays can go only to the following places: Nowhere.
- Only company certified food and drink is to be consumed at all times. Currently, only one item is certified. Other items will be certified in due course.
- In order to eliminate hackers targeting our low cost computer operating systems for known vulnerabilities, NO third party technologies will be used. Instead, we will manufacture and use our own computers, operating systems, network, office suite & software tools which are incompatible with any other system in the world.

The above security guidelines are effective immediately and will be reviewed every fifteen days. Thank you for your co-operation.





HOW TO ACHIEVE SPEEDY CUSTOMER SATISFACTION IN "BRICK & MORTAR" COMPANIES?

The 21st century has divided society into two categories, "Information Technology companies" and "Brick & Mortar companies". Information technology companies depend heavily on computer technologies, whereas the brick and mortar companies don't use computer technologies. However, the main difference between the categories is SPEED of achieving customer satisfaction. The IT sector takes great pains to ensure customer satisfaction using faster and faster means. But, the brick and mortar companies do not bother and keep doing things slowly, thereby creating an imbalance.

The common belief is customers want to be serviced faster and faster with lower and lower cost (or free) every time they encounter a service organization. Anything that took four hours yesterday should take two hours today, one hour tomorrow, and zero time by next month.

Hence, we believe the same logic and wisdom has to be applied by those B&M companies if they have to compete with the IT sector. After exhaustive research, we are proposing some changes that will positively achieve customer satisfaction in the brick & mortar world, and make the world a better and faster place.

<p>SPEEDY HOSPITALS</p> <p>Surgeons to heart patients (customers): Our competitor hospitals normally take six to eight hours for a successful and delicate heart operation. But, in our hospital we guarantee to complete the operation in less than three hours. A discount of 30% is available if you choose this option.</p>	<p>SPEEDY COLLEGES</p> <p>Medical colleges to students (customers): A student normally takes six to seven years to become a qualified doctor in other colleges. In our college we complete the course in two to three years. Costs savings are to be calculated in terms of annual fees, books, transportation, etc.</p>
<p>SPEEDY PRISONS</p> <p>Prisons department to prisoners (customers): A life sentence in most countries range from 14 to 20 years for various offences. In our country, we aim to bring it down to 3 years by 2003 and to six months by 2005.</p>	<p>SPEEDY RESTAURANTS</p> <p>Restaurants to customers: It normally takes 20 minutes to cook the dish you ordered. But, since we believe in servicing you fast we shall serve it to you in five minutes. A 20% discount on the final bill is assured.</p>
<p>SPEEDY THEATERS</p> <p>Theaters to viewers (customers): Most films are of two to three hour's duration. But, since our viewers expect speed, we are going to fast-forward the film to suit a 45-minute screening. 20% discount on ticket cost.</p>	<p>SPEEDY HAIR CUTS</p> <p>Barbers to customers: A normal haircut takes about 20 minutes. But, to accommodate speed we will do your haircuts in six minutes or less. 15% discount on cutting fee.</p>

SPEEDY REPAIRS

Service stations to car-owners: Though our mechanics require a couple of days to isolate your car's brake failure problem, we have a new service policy to complete all repairs and servicing in three hours, with discounts for deficiency in service. Hence, you can take your car back in three hours and pls avail a 30% discount for not fixing your car brakes.

SPEEDY PARACHUTES

Parachute manufacturers to divers (customers): Our competitor's parachutes waste a lot of time drifting and landing slowly. But, our parachutes allow you to land very fast and get back to work without wasting time in the stratosphere. 35% discount and free hospitalization benefits.

SPEEDY TAXIS

Taxi drivers to passengers: The route to the airport takes about 45 minutes. But,as our customer,who expects speed, we will deliver you to the airport in 20 minutes. 25% discount on fare.

SPEEDY PROFESSORS

Professors to students: A course in advanced quantum mechanics takes about two years to merely scratch the surface. But, you students are my customers. So, I will breeze through this course in six months and have some exams after that.





~~TIPS~~ TRICKS TO RETAIN CUSTOMERS

If you browse through any trade or business magazines, you will see plenty of articles, interviews and statements by various industry luminaries, experts, etc., giving their own five dimensional theories about the fine art of retaining customers. Today, everyone is an expert on giving lengthy advice on how to retain customers. But, in reality "customers" and "reality" have their own factors that decide how they can be retained, or cannot be retained. Usually, industry experts keep saying things like, "Product provided to customers must never fail", "Products must have no defects", "Products must have all features", and so on.

But, if you really think rationally, the above factors will ensure you can never **"retain"** customers. How can companies and industries retain customers if they manufacture really, really good products that never fail, meets all specifications, has all features, etc? For example, if a product has all the features that the customer needs and works perfectly, do you really think the customer will buy an upgrade? Customers must have something that is lacking in the product to be able to turn to you for support, maintenance or enhancements. And you must have something that the customer wants but cannot source from elsewhere. Basically, intelligent companies know where and how to cleverly hide the product's deficiencies so that the customer is fully retained or hooked for a long, long time to ensure a steady flow of revenue.

So, here are some tips that will ensure you can retain customers for years.

- Invent or manufacture a product that customers need. But, do not provide all required features. Hide or don't include certain features. Include them in future releases and sell them as upgrades or future enhanced versions.
- Design the product such that they fail after six or eight months. This way you can ensure that customers sign the necessary annual maintenance agreements to keep the product(s) in fully working condition.
- Stop support, spares and maintenance for your products within two years of its release. That way you can ensure that all old customers are forced to buy or upgrade to higher versions that can be, again, made obsolete in two years time.
- Frequently provide freebies and other free enhancements that include some future bugs to the product. This way you can ensure that the customer will call you when the problem surfaces and you can charge them heavily for providing a solution from your R&D labs.