

April to September, 2001



Volume 6, Issue 2

Special Edition

Reve News

Inland Revenue's Newsletter

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Inland Revenue Says Good-Bye!

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Saturday, May 5, 2001 will forever be etched in the minds of staff. On that evening the Department bade farewell to Mrs. Eldah Philbert or Ms. Chalon as she was known to her many friends.

The activity was dubbed as "TOP SECRET" as staff went about planning and executing the event with the support of her family. What an event it turned out to be!

There were streamers of green and silver hanging from the ceiling and balloons were used to decorate the entrance and interior of the Conference Room. There was table laden with sumptuous eats and instrumental music played in the background. We were ready to set the show on the road.

From the onset, the large turn out of present and past staff members including Mr. Eldon Mathurin, the role model of Mrs. Philbert, all set the mood of the party. The eloquent delivery of the Master & Mistress of Ceremonies, remarks of the specially invited guests, representatives of Management Team and general staff body all added to the pomp and ceremony of the occasion.

So well orchestrated was the event that at times guests had to pinch themselves and wonder if they weren't in another time . . . Another place.

Of course that did not prevent the gathering from taking to the floor and dancing the night away as we came to the close of a most



Mrs. Philbert and her family at the Head Table.



Mrs. Philbert and her family having some goodies.



Kerrick, Marcia, Joan and Lisa listening to a pan rendition done by Mrs. Philbert's daughter.

Our Mission

The Inland Revenue Department stands committed in its impartial treatment of its customers.

We aim to provide an efficient, professional and courteous service, while administering the relevant tax laws on behalf of the Government and people of Saint Lucia.

Editorial: Mr. Kenrick Haynes

Ag. Assistant Comptroller, Administration

INLAND REVENUE 2001 AND BEYOND

On a typical Friday afternoon lme in the village of Anse-la-Raye, amazingly the discussion was about Information Technology. The group consisted of eight members of staff whose contributions all echoed that Tax System Modernization has tremendous potential for increasing our levels of productivity and efficiency. This would then lead to an ultimate reduction in taxpayer's burdens as the computer systems are modernized. Not only will unnecessary or inaccurate contacts from the Department be eliminated but also taxpayers will be able to conduct their tax business more expeditiously.

Gone are the days when the Department was paper driven. Every memo, every notice, in fact every action generated a piece of paper. Now we have all sorts of programs and pieces of technology to assist us in our daily tasks and a hard copy is only produced when we cannot deliver electronically. Certain officers now carry personal digital companions; yes the handhelds are here. The benefits are far reaching; we can synchronize information between our computer and handheld. To top it all we can beam information from one handheld to another, **StarTrek** days are reality. Time management can be maximized at the touch of a button.

With the right mix of staff and technology we can make sure that the majority of **routine** questions can be handled by telephone within set guidelines rather than by mail. In the not-too-distant future, more modern information systems will be the springboard to installing an agency-wide concept of one stop service – all tax matters resolved at any of our agencies.

We can even dream a little further and by the time we wake up the following will be are realities:

- Electronic Filing.
- The use of Credit and Debit Cards.
- Electronic access to premises.
- Electronic storage of all IRD matters.
- The conversion of every paper process to a digital process wherever possible. This will eliminate administrative bottlenecks and free up staff for other functions and tasks.

As we aim to explore further and further into the world of technology it is vital for members of staff to develop and equip themselves for the challenges ahead.

Editorial Committee

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Benita Monerville,

Property Tax & Tax Roll



Heather Nicholas,

Collections



Dilia Jn Baptiste,

Administration



John Lawrence,

Vieux-Fort Tax Service
Centre



Staff Profile: Mr. Thomas Joseph

It was our great pleasure to interview Mr. Thomas Joseph, Tax Officer, who is currently attached to our Vieux-Fort Tax Service Centre. Mr. Joseph affectionately known as “Tom” or “Joe”, has been employed with the Inland Revenue Department for the past 12 years. Prior to his tenure with the Department he was employed with the Vieux-Fort Taxi Service Association where he was responsible for the maintenance of their books. He says that his move to the Department was a step to further himself.

Mr. Thomas Joseph has been one of the more privileged officers to have been attached to all the Sections within the Department with the exception of the Objections Unit. However, in his present post he has had the opportunity to conduct a few objections. When asked which was his favourite Section over the years, Mr. Joseph quickly answered that he would always hold the Collections Section close to his heart.

Mr. Joseph feels that his experience in the Collections Section coupled with the knowledge and training he received from being a participant in the Collections Investigations Course, assisted in enhancing his skills in interacting with persons. He noted that he found great pleasure in the challenge of convincing persons to fulfill their obligations to society and pay their taxes. Mr. Joseph strongly feels that all Collections Officers should undergo this Tax Investigations Course which was offered by ECEMP. He thinks, that like him, their investigative skills would be enhanced.

Thomas has been around from the inception of the Vieux-Fort Tax Service Centre which is responsible for the districts of Micoud through to Anse-la-Raye including Soufriere. He is of the view that the Southern extension of the Department can be very beneficial to the Department as a whole, especially with the upkeep and maintenance of the Tax Roll. He noted that services are faster in Vieux-Fort owing to the fact that it is a small town. He also noted that there is always the “personalised touch” unlike the Castries office. Thomas also thinks that the link between the Castries and Vieux-Fort Offices has improved over the years.



Mr. Joseph feels that if persons pursue their personal enhancement there would always be a place for them at the Department. However, there are some persons who may not be able to pursue this self-development because of personal reasons. He thinks that there should be some measure in place within the Department where persons could be promoted on the merit of their good appraisals. Thomas has pursued his own self-development by enrolling in the ACCA Programme.

One person who influenced Thomas greatly was former tax officer, Ms. Cheryl Mathurin. He says that she had a great impact on his professional life.

Thomas’ advice to the more inexperienced staff members is that they should not look upon their job at Inland Revenue as just a job. They should have an open mind and try to make the most of the experience. They can learn how to deal with different persons and most of all how to work under pressure.

Mr. Joseph is married and has one child. Being married has been a very interesting experience for him. He is of the view that it has made him a better person. He thinks that his marriage has taken him to another level, a level which he would never have experienced if he were single.

News from the Sections

Data Processing

The section bade farewell to Ms. Louise Clovis who left us in May to pursue her studies. We welcomed two new temporary summer students namely Ms. Nadirah Rene who joined us on the 11th of June and Mr. Sheldon Mitchell who joined us on the 18th of June. We must admit that their contribution so far towards the upkeep and maintenance of the Data Processing filing room as well as the assistance given to staff members in retrieving files has been well noted and that we greatly appreciate their hard work and dedication in execution their duties.

During the month of April 2001 the section along with other members of staff continued the cleaning of the filing room. The exercise had commenced in February but had to be stopped. The persons involved worked very hard in trying to complete this project and have now made it a little easier to retrieve files and returns from the filing room. We can proudly say that all 1997 and 1998 returns have been filed and all the files have been numbered. We do hope that with the assistance of the other staff members we can keep the filing room in proper order so as to make the service more efficient and effective.

For the month of June the Data Processing Section along with the Audit Section began calculating and entering in a special database, revised tax codes for taxpayers using the 2000 PIT returns. This initiative was undertaken mainly as a result of the increase in the Personal Allowance from \$10,000 to \$12,000 for the upcoming Income Tax period 2001.

For the same month, the Section also began entering the 2000 PIT returns in Loyus Approach Inventory so as to make it easier to retrieve returns for processing, etc.

Just to note, the Systems Unit is still doing their best in ensuring that the network and SIGTAS are running smoothly and so we wish them all the best for the upcoming quarter.

Collections

Missed us ..didn't you. Well our sincere apologies to the many readers of REVENUE for not reporting on the activities of the Collections Section for the period ending March 2001. However we're back on our feet and ready to go ...

Pitter... patter... pitter... patter... Were babies visiting the officers of the Collections Section??? Not at all rather these were the sounds of the many taxpayers who availed themselves of the services of the revenue officers as they interviewed for Work Permits, exemption letters regarding Mortgages and/or Duty Free Concessions and of course the ever popular Citizenship Letter. Judging by the number of requests for letters regarding Citizenship, it would seem that our beautiful island is definitely the most popular destination in the Caribbean.

It seemed to be a game of Cowboys and Crooks as our Field Officers continued their diligent collection of the arrears of taxes. Every effort was made to have companies and self employed individuals comply voluntarily to the payment of taxes. This exercise to date has showed some measure of success. The officers have remained undaunted and have performed their tasks creditably.

However it would seem that some of our clients wish to be treated as OUTLAWS and are of the misconception that they are above the law . . .well as in the old westerns the swift arm of the law would have to be utilised in ensuring that the obligations of these individuals are met.

Of course all things being equal we commend our loyal clients who continue to meet their obligations by readily remitting the amount for their Advance Payment of Tax for the period ending June, 2001. So successful was this exercise that the estimated revenue projected for that period was surpassed. To our model taxpayers we say keep it up in ensuring the sustainability of our economy!!!

It would seem that not only were our external customers moving with the times, but so were our internal customers...namely Mr. Bernard Cornibert, who was betrothed. Congratulations on your marriage and God's richest blessings to you in your new life.

News from the Sections

Audit

Knock ...Knock.....Knock was the sound as Officers Vite, Regis and Quinlan came calling. Were they the police? Members of the S.S.U.? Of course not!!! These were the calls of the officers from the Miscellaneous Tax Unit of the Audit Section who paid visits to the many companies conducting audits....which from all accounts brought in some needed revenue to the government coffers. Hats off to you guys and keep up the good work!!!

It would appear that the private sector is becoming more aware of the importance of these taxes and the role of the Department in ensuring that they meet their obligations.

Day in day out we have continued the auditing of our many clients. These efforts were greatly assisted by Mr. Winster Frederick who, though currently on two years study leave, missed us so much that he had to lend a hand for the summer to his fellow Auditors.

Ring-a-ling-ling the school bell rang with Teacher Jill at the helm when the school term commenced for the Audit Section. Students having just been on a long break, looked for some means of escape but all attempts failed. Armed and rearing to go Teacher Jill coordinated an interesting and lively tax session to a most receptive Class. Way to go Jill..... your diversified students are looking forward to other lessons.

Whilst some Auditors stayed home and participated in internal Tax discussion organised by the Sectionit would seem that others had to leave and go to Market for Mr. Dickson took the sky and attended the "Auditing In E-Commerce Conference" in Antigua and Ms. Mathurin the "Training of Trainers" programme. We are confident that the knowledge and skills which were acquired would be imparted to fellow staff members in the not too distant future.

Auditors like all true citizens need some time for fellowship. This was definitely achieved with the Quarterly Birthday Bash which was hosted for the sole recipient Marva Mathurin. Hope you enjoyed your day Marvs. You have indeed gotten wiser with age!!



Property Tax & Tax Roll

"ON THE ROAD AGAIN" theme of the officers attached to the Property Tax Unit as all effort was placed on the assessment of approximately fifteen (15) properties in each out-district for the period as the Unit prepared for the new Tax Roll.

This seemed an impossible mission for with the assistance of two temporary staff members, the new kid on the block Ms. Benita Monerville and the Valuation Surveyors, approximately one hundred and ten (110) new assessments were raised in the space of one month.

In order to prepare the communities of Anse-La-Raye, Dennery, Choiseul and Micoud for this exercise village meetings were held. This proved to be informative to both the Officers of the Department and the residents of the respective villages as it allowed for one on one interaction. This initiative by the Department was commended by the representatives of the various communities who requested that if possible the Department should engage in such discussions on other tax-related issues.

Work continued on the upgrading of the existing Tax Roll by the officers attached to the Property Tax Assessments Unit. Their efforts were greatly enhanced



by the tremendous assistance received from some Town & Village Clerks. It is envisaged that this revised Tax Roll would accurately reflect the tax position of property owners.

Our Tax Roll Unit has been kept alive with the continual registration of taxpayers. However, the quantum of returned mail has had such a negative impact on the officers of the Unit that at last a plan of action would be implemented to address this persistent challenge!!

Administration

“No person was ever honoured for what he received. Honour has been the reward for what he gave”

Some thought it was the Grammy Awards . . . others the annual Music Awards as past and present Officers turned out to bid farewell to Mrs. Eldah Philbert, Supervisor of the Taxpayer Assistance Unit.

A memorable and fun filled event which paid tribute to this stalwart individual who after twenty years of dedicated and committed service to the Government of St. Lucia has left the shores of the Inland Revenue to pursue a lifelong ambition with her family. Mrs. Philbert will be missed not only by staff, but also by our many customers who reside in Castries and Vieux Fort.

As a conscientious Department which continues to play its role in the development of young persons, we welcome with open arms two students of the Vieux-Fort Secondary School who joined us as part of an ongoing On-the-Job-Training initiative. This collaborative endeavour which began in . . . has become a fixture on the calendar of activities of the Section. Milda and Krissy, we hope you enjoyed your short stint with us!!!

With the addition of Milda to the fold, the Refunds Unit got a boost and so did our many clients.

It was indeed a pleasure for taxpayers as they received numerous telephone calls urging them to come in and collect their refund cheques which were returned by the Postal Service. Imagine a taxpayer forgetting to check their mail!!! Unbelievable!! Good work guys. It would appear from feedback received that your calls came at an opportune time.

It really seemed as if we were going places . . . and just where did we end up this time?? It was the 2001/2 issue of the **YELLOW PAGES** of the St. Lucia Telephone Directory. Imagine we're slowly but surely making a niche in the regional market with the dissemination of Tax Information! Hats off to the Taxpayer Relations Unit .. Just what would you guys think of next!!

Our Human Resource base continued to improve for during this period officers benefitted by attending training programmes in EFFECTIVE SUPERVISORY SKILLS (4); CERTIFICATE IN APPLIED TRAINING & DEVELOPMENT (1) and ENTRY LEVEL SKILLS CERTIFICATE PROGRAMME (9). The Training Coordinators are endeavouring **by any means necessary** to ensure that full advantage is taken of Regional & International Training during the current financial year. This year for sure many more officers would be taking to the sky.

Amidst all the joy .there was sorrow ..and it is with a heavy heart that the Editorial Committee extends condolences to Mr. Haynes, Ms. Popo & Ms. Harte on the death of their loved ones.

Happy Birthday to You!!!



Vieux-Fort Tax Service Centre

Having received commendations from their clients for the assistance rendered during the peak filing period, the officers of the South Service Center continued their selfless and professional service to the taxpayers of this community.

The professional development of Ms. Shalan Neptune was given a boost by her attendance at the six-week Entry Level Skills Certificate Programme which was organised by the St. Lucia Chamber of Commerce. Congrats Shalan on the successful completion of this training programme!!!

Empowered with a more skilled human resource base the officers of the Tax Service Center have taken the lead and embarked on the assessing of income tax returns filed for income year 1999, commenced the review of Tax Returns filed for income year 2000 and completed the issuance of revised Tax Code Numbers for individuals employed with companies in the south . . . What an accomplishment! Keep up the good work!!!

With open arms Ms. Trisha Joyeaux was welcomed back to the fold having completed a two-year Programme in Computer Technology. Trisha, ecstatic to be back with her fellow team mates, has been able to adjust to the current work situation as if she had never left.

Health Watch

Cervical Cancer courtesy www.health.com

Symptoms

In its early stages cervical cancer often has no symptoms. That is why the Pap smear is so important in detecting early, precancerous changes. In later stages of the disease, you may notice one or more of these signs:

- ***Abnormal vaginal bleeding after intercourse, between periods, or after menopause;***
- ***Abnormal vaginal discharge, which may be watery, bloody, heavy, or foul-smelling;***
- ***Menstrual bleeding that is unusually heavy or long lasting;***
- ***Pain in your back or abdomen;***
- ***Loss of weight or appetite (after the cancer has spread);***

None of these symptoms is a sure sign of cancer; they may have other, less serious causes. If you have any of these symptoms, see a doctor as soon as possible. That way, if it is cancer, you can start treatment right away.

How a diagnosis is made

If a pelvic exam or Pap smear shows anything abnormal, your doctor will probably use a special instrument, called a colposcope to examine you. The colposcope magnifies the cervix and allows the doctor to look carefully for any abnormal cells.

If abnormal cells are found, your doctor will remove a small piece of the cervix for a pathologist to examine. This is called a biopsy. It can be done with local anesthesia in your doctor's office.

In some cases, a larger tissue sample is needed to make a diagnosis, so your doctor may suggest a conization, or cone biopsy removing a cone-shaped piece of tissue from the cervix. If the patch of abnormal cells is small enough to be completely removed, your doctor may use a cone biopsy as treatment. Conization can be done with local or general anesthesia, in your doctor's office or in the hospital.

Your doctor may also use a special tool to scrape some cells from the inside of the cervix, or to sample some cells from the lining of the uterus with a dilation and curettage procedure-a D and C. The D and C requires local or general anesthesia and can be done in the doctor's office or in a hospital.

Staff Retreat 2001

Our facilitator for the day - Ms. Lydia Anslem and her assistant Ms. June Daniel.



Mr. Haynes, Ag. ACIR Administration welcoming everyone to the Retreat.



There we are—moving around trying to find our match. A group activity



Melissa, Innocenta, Benita, Lesley and John were enthusiastic about their group activity.



Two ACIRs in a group?! - Not fair!!!



Diplomatically discussing the issues.



The issues seem very interesting.



Discussing the issues under the shade of a tree.



More group activities -

What is Julian saying to Adria?



Here we see Stan, Cynthia & Wayne



We're meeting our commitments!!!



Ms. Sonson soliciting officers assistance in filling out departmental questionnaire.

Is this a group activity or are they taking in the scenery???



Yet another group hard at work—trying to find the characteristics of a professional.



Mr. Serieux making a presentation on behalf of his group on the Characteristics of a Professional.

A special committee was setup to come up with the Most Professional Male and Female at Inland Revenue.



The committee finally nominated:- Mr. Agosta Degazon as Mr. Professional & Ms. Adria Sonson as Ms. Professional.

Caught you Pri!!!

Picking 5-fingers!



Here we are filling-out our questionnaire.

Mr. Clery Auguste handing over a Certificate of Appreciation to Ms Milda for her valued service.

Lesley Ann & Verne looking for fruits.



After the Retreat the folks enjoyed themselves.



Customer Service at its Best!



Asst Admin

Antoinette Joseph
950 SW104th, Apt#301
Miami, Florida
33199


August 27th 2001

Mr. Trevor Braithwaite
Comptroller
Inland Revenue Department
Castries Waterfront.

Dear Sir,

I am thanking you and staff for a quick response in processing my request. Reference:
Processing of outstanding Income Tax returns.

Thank you.


Antoinette Joseph
Florida International University (student)

Congratulations are in order to the officers of the Refunds Unit. They have been excelling in the area of Customer Relations as seen here in these two letters from our valued customers.

Let's all take the cue from these officers in discharging our duties.

Continue the good work ladies.

We're meeting our commitments!



October 2, 2001


Mr. Trevor Brathwaite
Comptroller
Inland Revenue Department
Waterfront
Castries

Dear Mr. Brathwaite,

The purpose of this letter is to express my appreciation for the excellent customer service I have received over the last couple weeks from one of your staff members, Miss Leonard. She assisted me in resolving my situation, and did so with courtesy and professionalism. I was also impressed with the fact that she followed up, calling me back whenever necessary.

It is not often that one comes across customer service of such a high standard, and I wanted to bring it to your attention. Miss Leonard is certainly an asset to your staff.

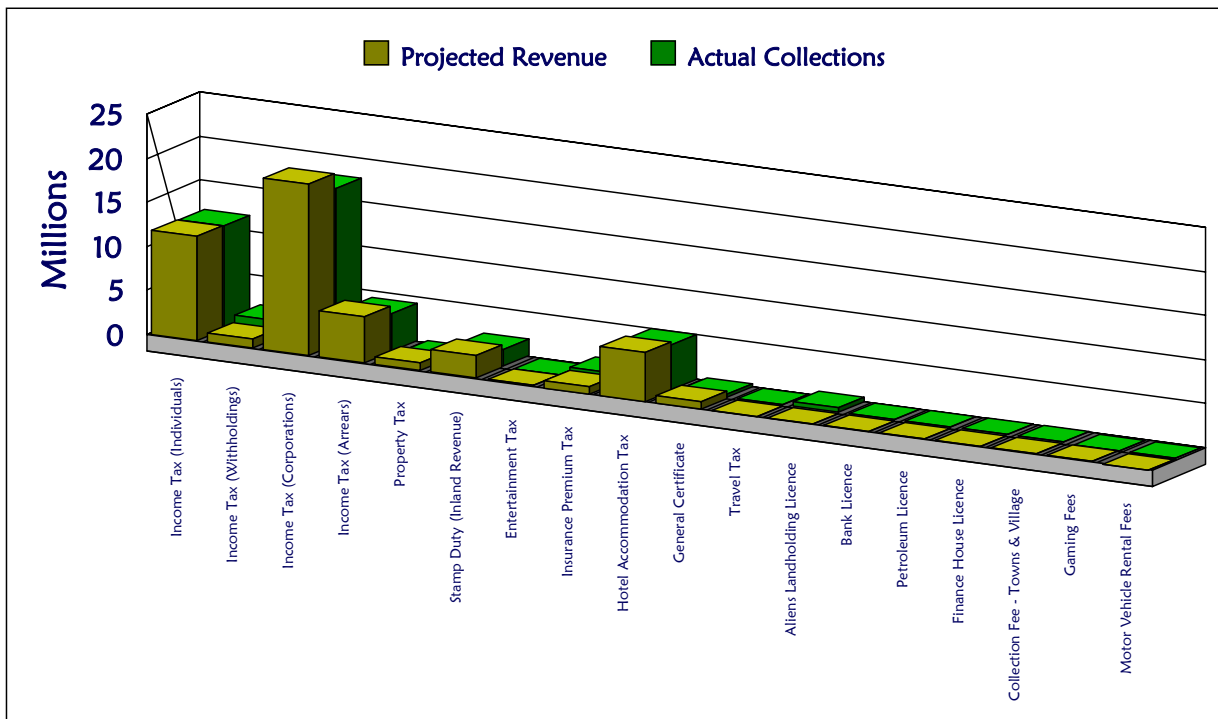
Sincerely,


Lisa Springer

From the desk of...
Lisa Springer
Hyatt Regency St. Lucia
T: 758 455-2003 / F: 455-2001
email: lspringe@luciapo.hyatt.com

Revenue Collections

April to September 2001



We continued to excel in our Revenue Collections for the period April to September 2001 as shown in our graph. Let's all keep up the good work.

Social & Community Activities

The call was made. **“RESUSCITATE THE CLUB!!!!”** was the plea from the staff. That call was indeed heard for out of the darkness came a group of individuals who have pledged to meet the objectives of this once vibrant entity within our Department...of course this would only be accomplished with the support and commitment of fellow staff.

Our congratulations to the Executive members namely:

Cyprien Montrope	-	President
Benedict Joseph	-	Vice President
Lisa Goodman	-	Secretary
Chinida Joseph	-	Assistant Secretary
Jill St. Catherine	-	Treasurer
Wayne Quinlan	-	Assistant Treasurer
Kenrick Haynes	-	P.R.O.
Trevor Brathwaite	-	Auditor

These guys have gotten off the ground with a bang for date the Club has been instrumental in meeting the social needs of members. This was achieved

either through the hosting/participation of members in Games Nights, After work Limes and TGIF activities.

Keep the good times coming guys!!!! But don't forget to throw in the Sports as the Editorial committee is convinced that our members need to get out there, stretch our lazy bones and get with the programme.

On the service minded side....staff were treated to a delicious Hot Bakes & Cocoa Tea Sale by the members of Special Assistance Committee. This is part of the plan of action to sustain the Special Assistance Fund.

The Editorial Committee commends the efforts made and support received for initiatives of this Committee. Remember fellow staff members that we should all support these activities for you never know when sickness will come knocking at your door.

Getting to know the positions at Inland Revenue

Valuation Surveyor

Under the direct supervision of the Valuation Supervisor, the Valuation Surveyor performs market analyses and valuation of properties.

Valuation Officer's Duties:

- Determine valuation of properties for Property Tax.
- Maintain valuation records, electronic and otherwise.
- Compile market data and carry out market analyses.
- Research and maintain a database of building cost and development costs.
- Appear as the expert witness in matters of Appeal at the various District Courts.
- Perform other related duties as assigned from time to time by the ACIR- Property Tax & Tax Roll and the Valuation Supervisor.

La Cuisine De Inland Revenue

Creole Fish Stew courtesy sluonestop.com

Ingredients:

2 whole red bream or large snapper
prepared and cut into 1 inch pieces
2 tbsp spice seasoning
2 tbsp malt vinegar
flour, for dusting
oil, for frying

For Sauce:

2 tbsp vegetable oil
1 tbsp butter
1 onion, finely chopped
10 oz fresh tomatoes, peeled and finely chopped
2 garlic cloves, crushed
2 thyme springs
2 1/2 cups fish stock or water
1/2 tsp cinnamon
1 hot chilli pepper, chopped
8 oz green and red pepper, finely chopped
salt
oregano springs, to garnish

Method:

Sprinkle the fish with the spice seasoning and vinegar, turning to coat. Set aside to marinate for at least 2 hours. When ready to cook, place a little flour on a large plate and coat with fish pieces, shaking off any excess pieces.

Heat a little oil in a large frying pan and fry the fish pieces for about 5 minutes until golden brown, then set aside to finish cooking in the sauce.

To make the sauce, heat the oil & butter in a large pan and stir-fry the onion for 5 minutes. Add tomatoes, garlic, and thyme, stir well and simmer for 5 minutes. Stir in stock or water, cinnamon and hot pepper. Add the fish pieces and the chopped peppers.

Simmer until the fish is cooked through, and the stock has reduced to a thick sauce. Adjust the seasoning with salt. Serve hot, garnish with oregano.



View Point

By: Leton Clovis, Assessments Officer

Leading Your Team to Professionalism

As we today still hold fresh in our minds the positive outcome of our Annual Staff Retreat and me, being entrusted with the responsibility of giving my viewpoint on a specific issue, I thought that we needed a moment to reflect. We learnt a lot at the last retreat about ***Professionalism in the Workplace*** and at the end of which were given the opportunity via questionnaires to address our concerns and suggest ways in which we feel would foster a better relationship among staff within the Department. With this in mind, I thought that my viewpoint would be on: **Leading Your Team to Professionalism** and would be addressed directly to both the upper and lower levels of management as my contribution to some of the things they can do to help this Department become more professional in the work environment and to help bring all of us together as a unit.

A famous writer once said, ***"When a crew and captain understand each other to the core, it takes a storm and more than a storm to put their ship ashore."***

Your main job as a top manager is to see that your Department performs as productively and as efficiently as possible. What is your company (or Department)? It is people! They need to be led, not driven! With just a little extra effort, management can help them to have a more enriched experience in the workplace. When done correctly, **your team** will be more dedicated, satisfied and productive. If not, your company will have a higher turnover rate, more expense to train new employees and less productivity. It is less expensive to equip your lower management and supervisors with some tools to help them learn to lead - not drive - the workers. If your workers are not satisfied, they will never satisfy your customers!

Create team spirit

View **your team** as professionals on a **team** mission. Never refer to the **team** as "my employees or my staff". They want to feel important and significant, not just as if they are hired hands. The most successful managers refer to employees as members of **our team**. This helps increase the **team** spirit. This lets the **team** feel better about their work. A **team** works together not as independent workers doing certain mundane jobs, but as cooperative members who have a sense of pride in the joint effort made creating the final product or service.

Team members are professionals

Think and refer to **your team** as professionals. Even the janitors who keep our work place clean and safe to work in are professionals. If you have surgery in a hospital operating room, you had better hope and pray the janitor was a professional! Remind **your team** members to maintain a professional appearance with their actions, talk and dress. Remember the cliché: If it walks like a duck and swims like a duck, it is a duck! By asking **your team** to act and look professional they will be more professional. They will also have a higher commitment about their work. Your customers will also notice a professional image about your business.

Give 5 compliments a day

Each day give five sincere compliments to various workers in your section. Be on the look out for something they did well and give them a bit of praise. This will boost morale faster than anything you can do! All individuals need to feel sincerely appreciated! This also works miracles at the home front! When you are critical of a worker, it can devastate their ability to be creative and productive. When there is a need to correct, try to correct the action and not the person. This let's them know you want them to improve and be successful.



Be observant and listen

Be observant and listen between the lines of the words the **team members** are saying. Don't be too quick to respond to a question without trying to really hear what the question is about. Even if you know the answer, listen respectfully and hear out their question. This will help you open up communications between you and the workers. Lack of communication can be a big problem in the workplace.

Give some, to get the mission(s) accomplished

The way a task is handled, may not be exactly the way you wanted it handled. However, if it gets done in an acceptable way, don't be quick to say, "I think you should have done it my way". This of course depends on the situation. Sometimes newer managers get caught up with wanting to show the worker who is the boss (They really do know). Besides as managers get more comfortable with their role, they will be the first to notice the staff under them really does know how to get the job done better. Your role needs to be supportive and provide assistance and direction. You're not giving up control, but allowing creativity of letting them do their work.

Make their job better

Meet with your individual workers randomly and informally, (perhaps over a cup of coffee) and ask what can the company do to make their job easier and more efficient. This lets the **team** know you sincerely value and appreciate their input and effort.

Reward a great job

If one of the **team** in your section has been doing extra duty then give them a few days off. Tell them to take their spouse to the next out of town meeting and then have a day on the town. You are not only, helping **your team** member feel better about their job, you also helping the spouse to feel more supportive of their mates work. Do something a little unexpected to let them know you appreciate the extra effort. Upper management most times become too focused on results and putting out fires, sometimes forgetting about the horse that provides the results is getting tired and burned out. Always be concerned about what is going on and how the troops on the front lines are holding up. Management needs to roll up the sleeves and get to the front line to see the action (or output) that causes the results.

Support their needs

If a person on **your team** asks for a piece of equipment, a resource or additional training don't always make them justify your 64 questions as to why they need it. It will kill morale. If you can't get what they need at the time, say so because of funds or what ever the reason. If it seems remotely helpful to them - get it. It will let them know you trust them and want to be supportive.

Trust to be trusted

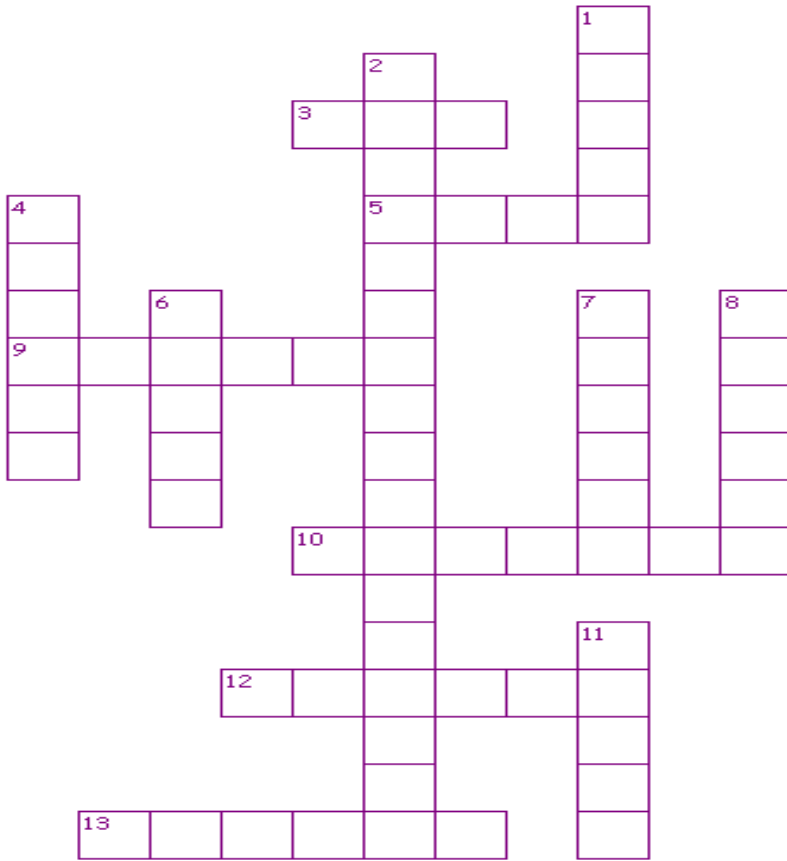
Trust your **team** members and they will trust you. Be suspect of them, and they will live up to your expectations. The main point is to respect them as professionals and give them the tools and time to do the job. They just as all humans are going to make a mistake or two in the course of the job. Be careful that you allow the room to make and correct mistakes without killing their self-esteem. Sure we want them to be professional and not mess up but they just as you will make a mistake. If you always hammer them for every mistake, you will start seeing them pass the blame. That is one mistake leaders should never do. Pass the blame. Sometimes leaders want the authority without the responsibility!

Finally, persuade them to action

Set clear goals and show the employees the benefits the company and they themselves will get for their action. Then support them to get those returns processed, taxpayers audited, tax-related questions addressed, refunds paid and taxes collected.

Now though I may have focused on management, we all must work together as a **TEAM** for it is the only way we can achieve **SUCCESS!!!**

BIBLE CROSSWORD by Kervin R. Mitchell



ACROSS

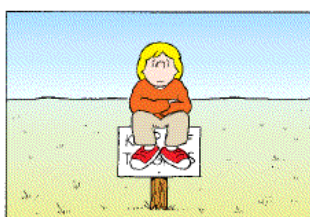
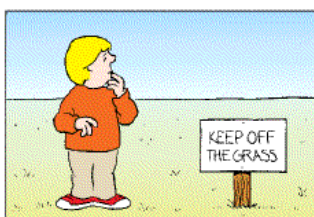
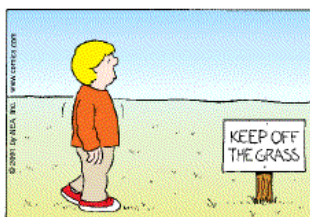
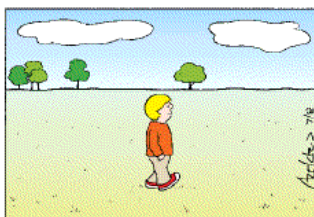
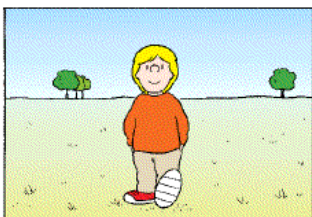
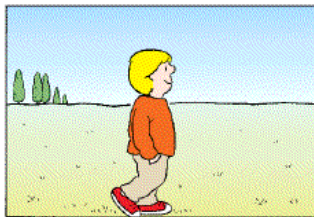
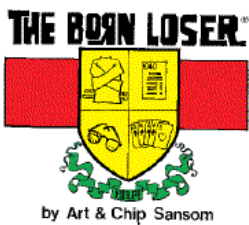
3. I set my tent at the gate of the worst city ever;
5. I was the first man to build a cargo ship;
9. Because of a few dreams my siblings turned against me;
10. I am so beautiful, a man spent 14 years working for me;
12. I would not let him go unless he passed on some of his anointing and his mantle;
13. I am so appetizing, yet lions would not eat me;

DOWN

1. Because of disobedience at one point in time I was vomit;
2. Has anyone seen my head anywhere? I seem to have lost it;
4. While running away from a woman, the wind caught me away;
6. My name means Laughter;
7. In order to win a war the sun mocked my hands, when they went up the sun stood still when they went down, the sun set;
8. Many people live in and I am surrounded by my enemies;
11. When my wife saw me dancing she was ashamed of me;

Giggles! Giggles! Giggles!

Courtesy www.comics.com, *Born Loser* by Chip Sansom



Other Publications

The following brochures/booklets are also available from the Inland Revenue Department: -

- Know Your Taxes
- A to Z of Taxation
- Tax Facts - Personal Allowances & Deductions
- Tax Facts - Corporations
- Tax Facts - Small Business Enterprises
- Tax Facts - RHOS Plan
- Income Tax Return Guide for Individuals
- Property Tax - Our Vision for the future

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