

# “Headhunt their commercial secretary!”

That was the advice from a column published in the South African press November 25, 1999, for exceptional service provided by our Johannesburg Trade Office.

A Cape Town Atlantic Sun columnist needed information to alert local citizens about a suspected letter scam involving a Canadian company. Thanks to the speedy response of Lilly Rormose, Commercial Secretary for the Johannesburg Canadian Trade Office, he had the information he needed within 10 minutes. The author praised both the Canadian Trade Office and Rormose for their quick, knowledgeable and thorough response. His closing advice: “Perhaps some companies should send their employees to the Canadian High Commission for a lesson. Better still, headhunt their commercial secretary!”

The cooperative efforts of a few units at Headquarters also deserve praise. The geographic desk officer (GGTT), the International Business Opportunities Centre (IBOC) and the Post Support Unit (PSU) all worked in partnership a week earlier to provide Johannesburg with background information on the same company.

This scenario is an excellent example of the benefits of IBOC and the PSU working in collaboration. The PSU and IBOC have a working agreement in place to ensure our offices abroad have the information they need to communicate effectively with local citizens.

Congratulations on a job well done!

## The TCS New Approach Training Program 1999 Team received a citation at the 1999 Minister for International Trade Awards for the Trade Service



Seated (L to R): Pierre Sabourin, Gilles Porvin, Kathryn McCallion, Nancy McNiven, Richard Lecoq, Louis Marcotte.  
Standing (L to R): Gisèle O’Shaughnessy, Jaclyne Campeau, Roger Ferland, Pierre Pettigrew, Monique McGrath, Louise Levasseur, Andrée Cooligan, Robert Wright.  
Absent: Roger Bélanger, Pierre Boyer, Marie-Louise Hannan, Sharon Kessel.