



## WHICH TOOLS ARE MOST VALUABLE TO YOU AND WHY?

**Tanweer (Dhaka):** The Web, for obvious reasons. It's fast, easy, informative, and a ready source of information. Also, speaking as an LES, it's easily and readily accessible.

**Romeo (San Salvador):** I would definitely say WIN on-line and IBOC are the most valuable to me. When it comes to routine matters, WIN has been very useful, but with specific matters, the folks at IBOC have been my "salvation." They have simplified my work, and I would like to take this opportunity to thank them for their prompt responses.

## DO YOU HAVE A BEST PRACTICE TO SHARE?

**Tanweer (Dhaka):** I don't know whether to call it my "best" or "worst" practice. Being 12 hours and 12,000 miles away, I have found that providing my cell number to my regular clients and the consent to call me after office hours, in case of an emergency, has helped resolve many business issues, whether thorny or in need of immediate action. It also provides the Canadian companies that extra comfort, which is essential to encourage them to do business in Bangladesh.

**Romeo (San Salvador):** Yes. Never be afraid of adding the "personal touch" when delivering a service. Also, be honest. Local conditions are not always favourable to all products and services.

## WHAT'S YOUR GREATEST CHALLENGE?

**Tanweer (Dhaka):** On a personal level - recovering from jet lag after returning from Canada. At work, it's encouraging Canadian companies to adopt the long-term approach for Bangladesh.

**Romeo (San Salvador):** To be able to give the best advice possible and meet the five-day deadline!

## WHAT'S YOUR FAVOURITE PART OF THE JOB?

**Tanweer (Dhaka):** The job itself - in its entirety. Sorry, I have no favourites.

**Romeo (San Salvador):** I actually have two favourite parts. First, I like the fact that I am continually exposed to new products, services and ideas. The second is that these experiences invariably entail meeting new people, which is something I really enjoy.