

## 5 The Party Culture – Are you having a good time?

It was the end of the fiscal year. I was wandering through the very exclusive Galactic Hotel when I happened to notice a couple of parties going on. Corporate hospitality was obviously flowing freely, or so I thought but on taking a closer I overheard the following conversation snippets:

### Party 1

KAM Team getting drunk, noisy, whooping it up.

*“It’s been a good year! We’ve done great! We’re in line for the company prize; Bonuses on the way. Who’s buying the next round? Customers? Where are they? I’m sure they’re here somewhere.”*

Customers sitting in a dark corner looking very cheesed-off.

*“Dunno’ why we’re here, they always ignore us. They don’t listen to what we say on a good day far less for when they’re having fun which is almost always. Our goods arrive late, sometimes damaged. Look at all this money they’re spending – we clearly need bigger discounts.”*

### Party 2

KAM Team looking morose; keep peeking at their watches to see if they can leave yet; drinking orange juice and still water.

*“The customers always have the whip hand. They’re always demanding more margin and our management kowtows to them. We should have back-up but it never comes. Fred and Amy are counting down their notice period. Think I’ll look around as well.”*

Customers – whacking into the lobster and smoked salmon, steadily working their way through the cases of champagne, face are red, voices raised, laughter raucous.

*“Ah it’s been a great year. Profits are up and we’ve been squeezing some great margins out of these guys. The salesmen keep whingeing but they are only thinking of their bonuses. They don’t seem to realise that we are the ones who have to take flak for their iffy products. Open another bottle Patty – they’re footing the bill.”*

These are funny old relationships, I’d like to see their balance sheets in six months’ time!



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