

What are your general impressions of ODPM?

- I am awed by the building itself - it is both modern but traditional - and lets in lots of natural light.
- I am impressed by the website - it is very professional and I think that the graphic designer did a brilliant job. It is full of information and gives you a true insight into ODPM. This is a very good source of information for customers.
- ODPM works like a machine - everyone plays their part, whether it is doing paperwork or answering calls or cutting the grass, and they work together to get the job done.
- ODPM is a very efficient company and it smoothly sorts out everything. Everyone is very calm as they work which I was quite surprised about

What are your general impressions of the staff at ODPM

- I was very interested in the relationships between co-workers. By the end of the week I can see how they are all connected by ODPM and have become friends because of it.
- I think the staff here are of an extremely high quality. They accepted me immediately and made me feel as if I was part of the team. I felt really comfortable in the office as it is a relaxed, friendly atmosphere.
- Lucy, the Property Services Team Manager is extremely encouraging and makes everyone feel as if they are doing a good job. This is an amazingly good quality and I think that everyone could take a leaf out of her book.
- There were quite a few new staff joining the company this week and they all threw themselves wholeheartedly into their work - their dedication is extraordinary. They show great determination and none of them are afraid to voice their opinions in meetings, which is a good thing.
- I was surprised by the energy and enthusiasm the staff exudes and I was impressed by their work ethic. I admired their ambition and they definitely strive for success. They are all very organised and prepared for the work they do each day.

What are your impressions of ODPM's working environment and ethos

- ODPM is very professional. Everything from its website to its staff to its office is PROFESSIONAL.
- They have managed to create a lovely working environment where you don't feel intimidated or afraid to ask what to do.
- The meetings that I attended were great examples of people working together to get a job done. A lot of people voiced their opinions or ideas and they were noted immediately. This shows that ODPM values new ideas and its staff. It shows that everyone contributes to a company and that whatever input you have is useful.
- The staff who answer the calls are very friendly and helpful on the phones - they show that they care about the people calling and I think that they handle pressure well.
- I think that ODPM's professional approach to property management is why it is one of the best in its field. It really cares about its customers
- The customer care team are extremely nice and calm and they truly help the people having problems in their property. They all seem very compassionate
- Everyone in the office seems well trained.

What kind of qualities do you think you need to work at ODPM?

- I think you need to be able to look at things from other peoples' perspectives so that you can see where clients are coming from.
- You need to be quite self assured as you only hear the complaints and rarely the compliments.
- I think that people who want to be successful would want to work for ODPM as it is a company that is very successful and it is working its way up all the time. It has come a long way in the last 20 years, when Siobhan O'Dwyer started the company. It is always improving its services, and this is clearly shown in its client number increases over the years.
- Determined, hard working and qualified people would want to work here and ODPM values hard work.
- I think that ambitious people would want to work here as there are a lot of doors open to people in this business.

Any other comments

- I know I was only doing work experience but ODPM made me feel special. I think that anyone would be extremely lucky to work here as it is a great place to work
- I had a really interesting and different week, and it was not at all what I expected. I thought that I was going to be in a stuffy, dark, dusty office but I was actually in a lovely bright office, which was modern and clean.
- I felt very accepted and got an extremely warm welcome when I came in on my first day and I felt useful straight away. Everyone was so nice to me and I am so grateful that I was allowed to come here for the week. I had such a good time and met a lot of new people.
- I loved being able to go into the meetings with the different departments and feel that I have a real insight into the inner workings of an office.
- I really enjoyed getting the chance to observe an office environment and feel that this is probably one of the nicest offices to work in. I don't think I should expect every office to be as nice as this one and so I should take this experience with a pinch of salt so that I am not disappointed if I ever work in another one.
- I would like to say a special thanks to Siobhan, who allowed me to come in and work here. Also to Amy, who made the initial contact with Siobhan about my coming here. Also to Sarah Falkiner, who informed everyone that I would be here for the week, and for organising my week for me and letting me sit in on the meetings and showing me the ropes. I would like to thank Sarah Fallon for helping me get to know the computer system. I would also like to thank Joanne for giving me work to do and then helping me do. I would like to thank the rest of the PST, Eileen, Vera and Cara, as they were all really friendly and included me and I really appreciated all their help with all my work.
- I would like to thank everyone for their friendliness and acceptance of me - I had a great time and will hopefully come back here some day!