If you promise to keep the secret, you will have all the business!

With me consider it buried and gone!
HARMLESS ARRANGEMENTS
“Harmless Arrangements” is a title of Tiri for the Aga Khan Development Network Civil Society Programme. It includes a series of other comic strip booklets that challenge the reader on the role of ethics and integrity as contributors to success in the conduct of business.

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MISS MANJERI AKEREUT (A RESERVATIONS MANAGER) IS IN DEEP CONTEMPLATION, WHEN HER LIVELY FRIEND ADENGO MARION WALKS INTO THE OFFICE

Wassup Manjeri? Seems you are thinking too hard?

Hi Adengo! True I am thinking hard about my future!

Well, for me things are already moving. I have been lucky by God’s grace!

Your speed works for you! Adengo!

Well, let us look to God!

Come to think of it! This year I must be promoted!

Got a new job, new car. But I think your job is still better than mine.

Yeah, I am not complaining, only I feel it could be better!
Good! Let us talk to your bosses.

That won't work! The promotions in this place depend on room occupancy... Rooms must be full.

OK! Then let's go and look for more clients. This will boost your standing with the bosses!

It is not that easy. The hotel business is very tricky - it is in the package - and getting big customers.

Let us get our own Karoli University to work with us, they have many workshops and conferences!

True! But they are already with our competitors.

Did I hear you say competition? Leave that to me - competition is my middle name - it is time to go catching big fish!

Let us wait and see.
Hey!...
I did it!

What!
Tell me!

My homework! Are you forgetting so soon?

About the conference centre and the hotel?

Alright! I found that while hotels claimed to have better facilities... it is actually the special arrangements they have with the event organisers, from the universities! You get me?

Well I met the bosses! One of them drinks like a fish, the other is involved in a cross-generational relationship! I fixed an appointment for you - 10.00 am tomorrow.

What are you up to? Be a little clearer.

So what do we do?

Arrange some private space for the relating old man, do you hear?

EARLY NEXT DAY AN EXCITED ADENGO RETURNS
That is how the others are making it. Manjeri, it is a give and take world.

How do I start such a difficult topic! Supposing he refuses the offer?

You will use very flowery language to charm the old fellow, give him offers... compliment him about his youthfulness and how he could use the gym to tone his muscles... room services and total privacy... Tell him he can even keep the room keys unlike Hotel Mazongoto!

Hotel Mazongoto? Why mention this one!

Hotel Mazongoto! This is the place where he gets escapades with the mistress!

That is the point! He will become vulnerable to your suggestions! With his cover blown he will be at your mercy- good for him!

This is dangerous! I am a bit frightened!

Won't he get shocked?

Grow up Manjeri!

Grow up!
Are you on appointment? So you are Manjeri!

I am here to see Mr. Ekosile Solomon.

Tell her to come in!

Did I hear you well? Mazongoto?

Many people trust Hotel Mazongoto! But this is a hotel that gives no personal protection to the client's image - if you were my client by now you would have a personal room!

Wait a moment! You know something about Margie?... Anyway hoteliers and their rumours! You mean you can protect her better? I will do anything for my little lamb! Leave your rates and phone numbers!

Well Mr. Solomon, be my guest! Thank you Mr. Solomon!
Cool, though it made me feel a bit guilty!

Never mind Adengo. I have made a choice! The problem is that he reminds me of my dad.

Manjeri! Welcome back. How did you find it?

What would you be after in such an old man?

Mr. Solomon is quite old, must be a family man, and I think the young lady... is after his money. Let us leave it!

I understand how you feel, but your achievements will soothe you, and think of the many families that will be helped by your sacrifice!

Never mind Adengo. I have made a choice! The problem is that he reminds me of my dad.

Manjeri, you have to make concrete choices! To lead or to follow! It is all up to you!
MR. SOLOMON SATISFIED SEVERAL DAYS LATER

No! Thank you Mr. Solomon

END OF YEAR PARTY. MANJERI IS PROMOTED

With great pleasure I announce the new Sales Manager. She has driven the occupancy rate from 60% last year to 75% this... Clap for Miss Manjeri Akereut!

MANJERI GRATEFUL

... I also want to extend my sincere thanks to Ms. Adengo Marion, without whose support it would have been impossible to get this promotion! I thank our clients especially Karoli University....

AFTER THE PARTY

Congs Manjeri, I told you didn't I?

Thank you Adengo!
Harmless Arrangements

a) To what extent did Manjeri do anything “wrong”?
b) Who were the winners and who were the losers from the arrangement?
c) How ethical was the use of information about Mr. Solomon’s affair to market a service?
d) Where and how should the ethical boundaries be drawn in relation to offering/receiving personal benefits to/ from clients in the context of developing better business relationships?