

The Office Professional



Volume 29, Issue 10

April 2002

Winter Park IAAP
www.virtualgateways.com/iaap

P.O. Box 33
Winter Park, FL 32790-0033

Message Line: 407.672.4331

Winter Park IAAP Chapter
Administrative Professionals Week



April 21 - 27, 2002
See Page 3 for more details

**"Problem Solving & Critical Thinking in
Today's Workplace"**

Chapter Program

More Details on Page 3

Features

From the President's Desk	2
Chapter Meeting	3
Golden Girls	3-5
MVP	6
Calendar of Events	7
Welcome Mat	8
Creating Magic	9
Winifred Writes	9
APW Live Broadcast Info	10
CPS/CAP Info Flyer	11



From the President's Desk

50 Years of Recognizing Excellence!

On April 24th, millions of offices around the world will celebrate a half-century of accomplishments by administrative assistants, secretaries, and other office support personnel.

It all began in 1952, when Mary Barrett, president of the National Secretaries Association (now called the International Association of Administrative Professionals) and C. King Woodbridge, president of Dictaphone Corporation, were serving on a council charged with addressing a national shortage of skilled office workers. With the help of Harry Klemfuss, public relations account executive at Young & Rubicam, the idea for a secretary's week campaign was born. Their goal was to recognize the secretary whose skills, loyalty, and efficiency the functions of business and government offices depend, and to call attention to the tremendous potential of the secretarial career.

According to our International President, Christine Jackel, "During the past 50 years, the administrative professional's role has evolved with the changing needs of technology and business. While administrative professionals have played essential roles both in 1952 and today, the level of responsibility, autonomy and technological expertise we hold in 2002 is immensely greater." Today, IAAP remains the sole sponsor of Administrative Professionals Week and Administrative Professionals Day and continues to believe in the importance of this event in calling business attention to the increasing value and contributions of administrative professionals in today's workplace.



IAAP members from all over the Orlando area will be gathering on April 24th, to view the 15th Annual Briefing for Administrative Professionals via satellite at the Disney Institute free of charge. This is an excellent opportunity to network and learn with our fellow administrative professionals. Will you take advantage of this opportunity?

Michael J. O'Brien once said, "*Change is inevitable; growth is optional.*" Grow with us so you won't need to worry about change.

*Doreen Miller CAP
President
Winter Park IAAP Chapter*

***15th Annual Briefing for
Administrative Professionals***

- Date:** April 24th, 1:00 - 3:00 p.m.
- Location:** Disney Institute
- RSVP to:** Doreen Miller at 407.563.6303 (w) or email at doreen_miller@cfins.com.

As a member of the Winter Park Chapter IAAP, you and a guest are invited to attend this excellent educational event FREE of charge. This is the first-ever joint event of all five Orlando area chapters. Why not ask your executive to recognize your hard work with a few hours off to take advantage of this excellent FREE opportunity. See Page 10 for more details.

April Meeting

Dubsread Golf Course

549 West Par Street
Winter Park

April 9, 2002

Networking
5:30 - 6:00
Dinner
6:00 - 6:45
Program
6:45 - 7:30
Meeting
7:30 - 8:30

Menu

Pork Loin
Red Roasted Potatoes
Green Bean Almandine
House Salad
Rolls & Butter
Carrot Cake

Cost: \$19.00

Checks payable to
Winter Park IAAP

RSVP to Marilyn Bell CAP

By 5:00 pm, Fri., Apr. 5th

Phone: 407.644.5366

Or Email:

marilyn@americanrepro.com

No shows for dinner will
be invoiced for the meal.

Dinner option -- no charge
for attending the program
and business meeting.

Chapter Meeting Program

"Problem Solving & Critical Thinking in Today's Workplace"

Presented by Professor William Hepburn, Rollins College

Professor Hepburn will present techniques and strategies developed to help you methodically organize information from various sources when seeking solutions to challenges in the office environment.

See you Tuesday!

Administrative Professionals Week 2002

Schedule of Events sponsored by the Winter Park Chapter

- Cheryl's Game Night -- April 20th
- Dinner and a Movie -- April 23rd
- Administrative Professionals Briefing -- April 24th
- Progressive Dinner -- April 27th

THE GOLDEN GIRLS

Bobbie Corbitt - member since 1971 - 31 years
Linda Fitzgerrell CPS - member since 1978 - 24 years
Betty Palmer CPS - member since 1976 - 26 years
Joyce Sammet CPS - member since 1979 - 23 years

Gold-en -adj.—(1) Exceptionally valuable, advantageous, or fine, (2) having glowing vitality; radiant, (3) Highly talented and favored; destined for success; (4) something likened to this metal in brightness, preciousness, superiority.

In designating the term "Golden" to the long-standing members listed above, we pay tribute to them for over 100 years of cumulative service to the International Association of Administrative Professionals. Their leadership, mentoring, loyalty, and friendship over the past three decades are of great value and preciousness to the Winter Park Chapter. Their "Gold" standard exemplifies the role of the administrative professional, and they are truly an inspiration to us all. Their exceptional value shines brightly in our eyes, and *reflects* upon the *character* and success of one of the finest Chapters in the IAAP organization.

When **Bobbie Corbitt, Linda Fitzgerrell, Betty Palmer and Joyce Sammet** became members in the 1970's, the name of our international organization was The National Secretaries Association (NSA). Since that time, there have been two name changes — one in 1981, when our name was changed to Professional Secretaries International, which at the time was a major step forward; and again in 1999 when we became the International Association of Administrative Professionals (IAAP).

"Meet" the Golden Girls on the next two pages.



Upon reflection, **Bobbie Corbitt** states that our organization has always focused upon education. We have had the Certified

Professional Secretary designation for many years; and last year, a new certification was established for those having attained the CPS rating — the Certified Administrative Professional. In the first year of the new program, the Winter Park Chapter has 10 of the 41 CAP's in the State of Florida.

Another change has been membership. Bobbie states that when she became a member, prospective members were required to have written personal and professional references. Before being voted on for membership by other members, they were also required to attend an orientation program.

In Bobbie's opinion, technology is the major change in today's workplace. In most of Bobbie's career, there were no computers, fax machines, voice mail, copy machines (we used carbon paper) or other modern equipment that we have today. When electric typewriters were introduced, she thought that was just about as modern as it would get. Bobbie states, "I certainly am glad we don't have to depend on the 'good old days' to get our work done today."

Even though Bobbie is now retired, she is still a proud member of IAAP. Bobbie says, "We have a great organization that becomes involved not only in education, but with the community as well. Having attended many educational workshops and conventions at all levels — International, District, Division, and Chapter — I have had the opportunity to meet and make friends with so many wonderful people and continue to see these friends each year. I would encourage anyone to become an active member of IAAP. As the saying goes, 'You only get back what you put into something'."

Linda Fitzgerald CPS knew when she was a little girl that she wanted to be a secretary! When others were playing with their dolls, she was playing "office". In 1977, while Linda was employed as a secretary at Florida Gas Company, she and approximately 18 others from the company enrolled in the CPS Review course. Ultimately, she was the only employee out of that group who finally achieved certification.



By the time Linda had passed the CPS exam in 1979, Dorris Scott CPS had joined Florida Gas as secretary to the president; thus, there were now two CPS holders in the company. Linda gives her credit for her influence in gaining the respect of the Florida Gas executives relative to the significance of the CPS rating. That year, they were privileged to attend the NSA Southeast District Conference in Atlanta - at company expense! The next year, they went to New Orleans for the International Convention, and with the exception of maybe two or three, Linda has attended every International Convention since then — nearly all at Florida Gas expense.

At the risk of receiving snickers from our younger members, Linda admits that when she started her career, they were still using carbon paper to make copies of typed documents. She trained on a manual typewriter in high school, but occasionally got to type on one of two electric typewriters that were available in the classroom. However, a "claim to fame," Linda was the first employee at Florida Gas to have a "mag card" typewriter; then, went to the "Displaywriters", and finally to computers.

Linda recalls that during her career, the role of "secretary" evolved from more of a "speak when spoken to" role to the "take charge" role of an administrator that is most prevalent in today's office environment. She has always been proud to be a secretary or an administrative assistant — or whatever administrative title was given her.

During part of Linda's career at Florida Gas, her title was "Government Affairs Representative," and she was officially registered as a lobbyist in state government. At the time, she retired from Florida Gas Transmission Company, her title was "Manager, Administration", and she managed a staff of ten people.

Linda states, "My involvement in what is now IAAP was extremely instrumental in my success as an administrative professional. The practical training I received by serving as committee chairman on several committees, chapter officer (including president), as coordinator for a Southeast District Meeting, and as co-coordinator for an International Convention equipped me with professional skills that made me a more valuable employee for my company.

I have been blessed with many mentors who provided valuable assistance in my rise in the corporate world. I also have been blessed with wonderful friends and supporters in my professional association, IAAP. The culmination of my experience with all these wonderful people has resulted in what I am today. The results would not have been the same without my IAAP experience."



Betty Palmer CPS became interested in the National Secretaries Association when she attended a seminar about the CPS examination. Subsequently, she joined the Winter Park Chapter in July 1976, and passed the CPS exam in 1978.

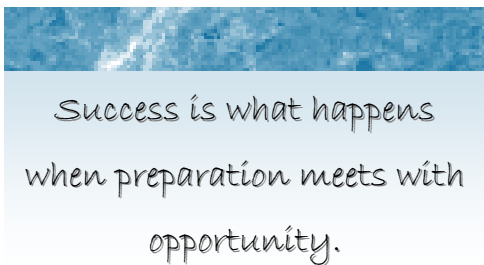
Throughout her 25 years with the Chapter, Betty has served faithfully as an active member — participating on various committees in a number of capacities, as well as serving on the Board of Directors as Vice President and President.

Betty's most memorable experience during her term as President was when she and the chair of the CPS Committee presented a proposal to Valencia Committee College to grant college credits for the CPS certification. Betty recalls, "Obtaining that certification was the incentive for me to attend college at night while working at Valencia. I was the first graduate at the college to use those credits receiving both an AS and AA degree." Way to go, Betty!

Throughout Betty's tenure with the Chapter, she has been an active proponent of establishing scholarships at Valencia Committee College and Seminole Committee College. Betty states, "Being involved in the chapter's scholarship programs has also been very rewarding."

Friendships and professional growth have been very important to Betty during her 25 years of membership in the Chapter. She believes the organization has been proactive in moving forward and keeping step with the times through the name changes, and is proud to be a member of the Association.

This year, Betty will be retiring from Valencia Committee College, and we wish her well on the next leg of her journey. We know the path will continue to lead to the Winter Park Chapter.



Joyce Sammet CPS joined the Winter Park Chapter in 1979, when she was sponsored by Betty Palmer's sister, Elsie Gentile. From that moment on, Joyce became actively involved in the Chapter — serving as Secretary, and two terms as President. In 1989, she was encouraged to run for Treasurer of the Florida Division; progressed to Secretary, Vice President, President-Elect, and finally to President in 1993-1994. During those years, Joyce attended all the Southeast Conferences and the International Conventions. In 1994, she co-hosted the Trips and Tours for the International Convention held in Orlando at the Buena Vista Palace Hotel.

Photo
Not
Available

Although Joyce retired from Hubbard Construction Company in 1989, and moved to Franklin, North Carolina in 1995, she has continued to be a loyal member of the Winter Park Chapter. Joyce states that Franklin is a small city where she does volunteer work and is a member of the Beta Sigma Phi Chapter. Her life is still busy, but very enjoyable.

On several occasions before her move to North Carolina, Joyce graciously opened her home in Lake Mary and hosted our meetings and dinners. Many of us fondly recall her fine hospitality, as well as getting drenched in the rain, which always seemed to coincide with our meetings at the Sammets. We certainly miss getting together with Joyce, who has extended an invitation to all of us to her home in Franklin — possibly a potential Board retreat!

Joyce continues to keep up with the Chapter through the monthly newsletter and minutes of each meeting. During Joyce's 23 years as a member, she has made many friends in the Chapter and throughout the State of Florida. Seminars have taught her a great deal, and the fellowship is excellent. Speaking before groups is no longer an ordeal with all the friendly faces in the audience. Joyce expresses her thanks to all her friends and wishes the Winter Park Chapter well.

The "Golden Girls" encourage each member to be involved in your association, and that means serving as a member of a committee, chairing a committee, and then serving as an officer. It will be time well spent, and the results will be amazing!

Karen Dettro CAP, Chair
Membership Committee



Most Valuable Professional (MVP)

There are many members in our chapter who have gone above and beyond in their efforts to make our chapter successful. In order to recognize those efforts, the Winter Park Chapter has instituted the Most Valuable Professional Program.

This award is points based and open to all current professional members. It covers chapter / volunteer activities between April 1, 2001, and March 31, 2002.

At the March meeting, the following members were nominated by secret ballot: Linda Anderson CAP, Marilyn Bell CAP, Karen Dettro CAP, Linda Fitzgerrell CPS, Cheryl Haley CAP, Tammy Hall, Debbie McKeown CAP, Doreen Miller CAP, Wendy Piel CAP, and Debbie Wilkerson CAP. Congratulations on your nominations!

The announcement of the Chapter's 2002 MVP selection will be made at the April meeting.

Florida Division 50th Annual Meeting

The USF Area and Clearwater Chapters are co-hosting the 50th Annual Meeting of the Florida Division in St. Petersburg, Florida, on June 21 - 23, 2002. If you are planning to attend and are interested in volunteering to serve as a Page, Timekeeper, or Recorder, please contact Florence Jandreau CPS at 813.974.1642. More information on the Annual Meeting will be available in early April.

Civic Committee

I want to thank everyone for the generous contributions to the *Hope Totes* project. I know there will be a lot of happy people because of your donations.

For those of you who enjoy volunteering for HABILITAT FOR HUMANITY, a Construction Hotline for Seminole County activities is now available at 407.330.4919. The Hotline is updated every Wednesday for current locations. You don't need to contact them, just show up. No experience is necessary.



Remember to bring any "VERY gently used" office attire which has been cleaned, on hangars and in plastic bags to the April Chapter meeting. The clothes will be donated to "Dress for Success", a charitable organization located in Winter Park which assists women in the lower income bracket.

If you have any old cell phones or eyeglasses, please bring them to our May Chapter meeting. The cell phones are given to people who may need protection and must contact the police immediately. The glasses will be donated to a charitable group who will distribute them to lower income people in need of corrective eyesight.

Nancy Vobornik, Chair
Civic Committee

Chapter Officers

President

Doreen Miller CAP
Phone: 407.563.6303
Email: Doreen_miller@cfins.com

President-Elect

Melanie Campbell
Phone: 407.889.8427 ext.226
Email: m.campbell@chcfl.com

Vice President

Cheryl Haley CAP
Phone: 407.740.6110
Email: cherylh@nodarse.com

Secretary

Linda Anderson CAP
Email: lmacpscap@earthlink.net

Treasurer

Tammy Hall
Phone: 407.679.7796
Email: tammyhall@philipcrosby.com

Florida Division Board of Directors

President

Betty Green CAP
Email: byetti@gbso.net

President-Elect

Debbie Wilkerson CAP
Email: dwilkerson@hubbard.com

Vice President

Ron Hyman CPS
Email: rjtampa3@yahoo.com

Secretary

Nan Grover
Email: nancfl@aol.com

Treasurer

Debbie Eifert CPS
Email: debeifert@philipcrosby.com

Southeast District Director

Sandra P. Chandler CAP
Email: sandy.chandler@suntrust.com

Winter Park IAAP 2001 - 2002 Committee Chairs

Awards & Recognition

Laurie Boehm CAP

Bylaws & Standing
Rules/Parliamentarian
Linda Fitzgerald CPS &
Bobbie Corbitt

Civic

Nancy Vobornik

CPS/CAP Service
Marilyn Bell CAP &
Linda Hayes CAP

Education

Cheryl Haley CAP

MVP

Melanie Campbell

Membership

Karen Dettro CAP

Newsletter

Debbie McKeown CAP

Committee on Nominations

Open

Social & APW

Marilyn Bell CAP

Program

Melanie Campbell

Publicity/Speakers Bureau
Judy Cornils

Scrapbook

Melanie Campbell

Ways & Means
Linda Anderson CAP

Website

Doreen Miller CAP

April 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7 Daylight Savings Time	8	9 Chapter Meeting	10	11	12	13
14	15	16	17	18	19 Articles Due	20 FI Div CPS/CAP
21	22	23	24	25	26	27
Administrative Professionals Week						
28	29	30				

April Birthdays

8 Paula Bowman
8 Sherry Jenkins
14 Mary Bell

April Anniversaries

'93 Doreen Miller CAP
'94 Karen Dushek
'95 Nancy Vobornik
'97 Cheryl Haley CAP
'98 Marcia Kiniry CPS
'99 Paula White
'01 Veronica Fazio
'01 Lauri Rose

May 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2 Board Meeting	3	4
5	6	7	8	9 Post-It Party	10	11
12	13	14 Chapter Meeting	15	16	17	18
19	20	21	21 CPS/CAP Orientation	22	23 Articles Due	24
25	26	27	28	29	30	31

International News!

The IAAP International Board of Directors has announced the hiring of Donald W. Bretthauer as the association's new Executive Director. Mr. Bretthauer officially starts work at the Headquarters office in Kansas City, Missouri, on April 15, 2002. More details are available on the International website — www.iaap-hq-org.



There are two ways to live life:

One is to believe there are no miracles.

The other is to believe everything is a miracle.

— Albert Einstein

CPS/CAP Program Orientation

The next CPS/CAP Program Orientation is scheduled for Tuesday, May 21st, at 6:00 p.m. at Orlando Tech. RSVP directly to Barbara Thompson at 407.246.7060 ext. 4930. More information regarding the orientation and the schedule of review sessions is available on Page 11 of this newsletter.

Linda Hayes CAP, Co-Chair
Certification Committee

Fast Facts

Today, there are more than 3.9 secretaries and administrative assistants working in the United States, according to the U.S. Department of Labor statistics (2001). A total of 8.9 million people work in various administrative support roles, including office clerks, customer service representatives, receptionists, and other office staff.

Source: www.iaap-hq-org

Welcome Mat . . .

Our featured members this month are: Sandy Clements and Fran Miller.

Sandy Clements, an Administrative Assistant for 10 years at Orlando Regional Healthcare, states she was influenced to join Winter Park Chapter by the friendship and warmth received from the members on her first visit. "I felt as if I was already a member on my first visit." She hopes to gain more exposure and to network with others who are in the same profession. She would like to see the Chapter become more involved in the community.



As far as areas of expertise, Sandy has her AA Degree in Business Administration, Radiology Technician, and certified LPN. She is proficient in Word, PowerPoint, Publisher, and enjoys creating newsletters. She hopes to become involved in a number of committees, although her schedule is quite tight due to her commitments to her church and family. Don't be surprised to see her as a future Board member—Secretary or Treasurer—positions in which we certainly can use her talents.

On the personal side, Sandy is happily married to Leonard Keith, Sr., mother of 2—Krystal (21), Leonard Keith (8), and adopted nephew, Timothy (16). Her church activities include: Church Clerk, Senior Choir President, Usher Board Member, Youth Choir Director, and Youth Sunday School Teacher.

In between her professional and personal roles, she manages to enjoy family gatherings, sewing, reading, and shopping. And speaking of shopping--You may recall, Sandy was the *Supreme Shopper* at our March auction! Because of her expert shopping techniques, not to mention her high bids, she managed to go home with a few goodies. In fact, I think it took a few trips to the car! In the process, you may also have noticed, Sandy likes to have fun, and her enthusiasm is contagious. We all had as much fun as she did!

Fran Miller, Administrative Associate for one year at Siemens Westinghouse, was looking for an organization that she could relate to as an Administrative Professional, as well as making new friends. She chose the Winter Park Chapter, and we're delighted to have her as a member. Through her membership, Fran hopes to make new friends, network, and contribute to the community through mentoring and doing volunteer work.



Fran suggests that the chapter get involved with some children's programs, more volunteer programs in the community, and perhaps do some "joint meetings" with other IAAP chapters. As far as involvement in the Chapter, Fran has stepped right in from the beginning to help with the Fall Festival and was very successful in getting several nice prizes donated. The art of writing letters is one of Fran's talents that she is willing to share with us. In fact, she still writes to her pen pal, which she began when she was 11 years old.

On a personal note, Fran is married to her first husband for 38 years. They have raised two children, both graduated from college and are both successful in their own careers. Fran's hobbies include gardening, reading, biking, and writing. Her favorite saying: "It's so depressing being depressed!" She encourages everyone to "enjoy every day like it's your last. One never knows what tomorrow will bring."

CREATING MAGIC

WE NEED MORE THAN A MAGIC WAND!

We need your expertise and talents for the 2003 Florida Division Annual Meeting. The Winter Park Chapter will be hosting this event in June 2003. Chairmen and volunteers are needed for the following committees:

Advertising
Arrangements
Awards
CPS/CAP Breakfast
Dignitaries/Color Guard
Door Prizes
Exhibits
Hospitality
IAAP Recognition Luncheon
Installation Banquet
Invocations/Devotional Service/
Memorial Service
Mailouts/Printing
Open House
Publicity
Registration/Badges

Join us on **Monday, April 29th**, 6:00 p.m., at Nodarse & Associates, 1030 N. Orlando, #A, Winter Park, for our next planning meeting. If you are interested in participating on any of the committees, please notify Laurie Boehm CAP, at laurie.boehm@disney.com, or Karen Detoro CAP, at kld0116@aol.com.

Together We Can . . .

Think BIG,

Create Magic,

Do More!

Do You Have the Savvy for Today's Virtual Job Market?

IAAP Fort Myers Chapter and Florida Division are co-hosting the CPS/CAP Seminar at Edison Community College in Ft. Myers on April 20, 2002. This presentation will provide ideas, strategies, and technology for today's office professionals. For more details, call 941.560.4613 or email kesmcs6@aol.com.



Winifred Writes ...

According to Susan Brock, author of *Better Business Writing*, "Often in business we must break bad news to good people." Tone, tact, and humanity is all important.

Note the difference between the following positive and negative phrases:

Negative

You failed to notice
You neglected to mention
You overlooked the fact
You missed the point
If you persist in
I see no alternative but

Positive

May I point out that
We also can consider
One additional fact is
From another perspective
If you choose to
Our clear plan of action

Remember: Even criticism can be delivered positively.

Source: Better Business Writing by Susan L. Brock

Aware . . . Prepared . . . Safe! A Sexual Assault Safety Workshop

Did You Know?

- ... one in four women will be the victim of sexual assault?
- ... a sexual assault occurs every 90 seconds?
- ... each year 12,000 sex offenses are reported in Florida?

The Aware . . . Prepared . . . Safe! Workshop is a hands-on workshop facilitated by officers from the Orlando Police Department. This dynamic presentation will include strategies and techniques for self-defense, personal safety and sexual assault violence, followed by a question and answer session with individual attention from Orlando Police Officers and staff members from the Sexual Assault Treatment Center and the Healing Tree/Sexual Trauma Recovery Center.

- Date/Time: Wednesday, April 17, 2002
5:30 - 7:30 p.m.
- Location: Expo Center at Orlando Centroplex, Room 200
500 W. Livingston Street in Downtown Orlando
- Cost: FREE — This is a grant-funded event.
- Who's Invited: Everyone! Please bring your mother, sister, co-workers, neighbors and friends. Every woman should attend this potentially life-saving seminar.
- Sponsors: Sexual Assault Treatment Center and the Healing Tree/
Sexual Trauma Recovery Center at Howard Phillips Center for Children & Families
- Contact: Jill Hamilton, Marketing Specialist
Howard Phillips Center for Children & Families
407.317.7430 ext. 2220

The Annual Briefing for Administrative Professionals



via Satellite

Wednesday, April 24, 2002
1-3 PM

TAKE CHARGE OF YOUR LIFE

Keynote speaker Suze Orman, contributor to *NBC News' Today* and author of *9 Steps to Financial Freedom*, will advise you on the practical steps you can take to stop worrying, control your finances, and enjoy greater financial freedom. Workplace experts will join Orman to help you effectively prioritize your tasks and resolve conflicts to create a healthy work environment.

Join IAAP Members of the Greater Orlando Area

to view the LIVE Broadcast at
The Disney University at Walt Disney World

Admission is Free – compliments of WDW Centers of Excellence in partnership with 5 local IAAP chapters: Lake Buena Vista Chapter, Orlando Chapter, Winter Park Chapter, Greater Lake Mary Chapter and the Orlando High Flyers Chapter

RSVP to your Chapter President by April 17, 2002

- Come early and network with IAAP Members from 12:30 till 1:00 PM
 - Directions and parking information will be forthcoming
 - Certificate of Completion from AMA

*The Annual Briefing for Administrative Professionals is presented by
PBS The Business & Technology Network
In association with AMA - American Management Association
With participation from IAAP*



International Association of
Administrative Professionals



Orange Technical Education Centers

Orlando Tech

301 W. Amelia Street
Orlando, Florida 32801

***CERTIFIED PROFESSIONAL SECRETARY®
CERTIFIED ADMINISTRATIVE PROFESSIONAL***

Schedule of Review Courses, Fall 2002
[Tests November 1 and 2, 2002]

PROGRAM ORIENTATION
Tuesday, May 21, 2002
6 p.m. – 8 p.m.
Orlando Tech, Room 550
No Charge
To register, please call Barbara Thompson
at (407) 246-7060, Ext. 4930.

Tuition is based on Florida residency of one year or more.
Tuition and class dates are subject to change.

FINANCE & BUSINESS LAW
ISBN 0-13-084314-8
(12 sessions)

Tuesdays
6 p.m. – 9 p.m.

August 13, 20, 27
September 3, 10, 17, 24
October 1, 8, 15, 22, 29
Tuition: To be determined plus textbook*

MANAGEMENT
ISBN 0-13-084323-7
(6 sessions)

Thursdays
6 p.m. – 9 p.m.

August 15, 22, 29
September 5, 12, 19
Tuition: To be determined plus textbook*

**OFFICE SYSTEMS &
ADMINISTRATION**
ISBN 0-13-084324-5
(6 sessions)

Thursdays
6 p.m. – 9 p.m.

September 26
Oct 3, 10, 16(Wed), 24, 31
Tuition: To be determined plus textbook*

ORGANIZATIONAL PLANNING
(10 sessions)

Mondays
6 p.m. – 9 p.m.

August 12, 19, 26
September 9, 16, 23, 30
October 7, 14, 21
Tuition: To be determined plus textbook**

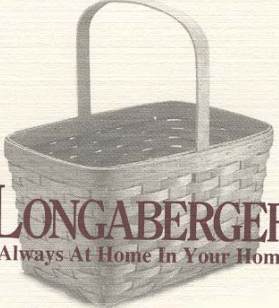
*To order books, call 1-800-947-7700. Request the fourth edition of the books. **Allow 2 weeks for delivery.**

To order review materials, call 1-435-753-2222 or go to <http://www.cpsreview.com>. We suggest you order the full package for Part IV – Organizational Planning. **Allow 3 weeks for delivery.

FOR ADDITIONAL INFORMATION, CALL
BARBARA THOMPSON AT (407) 246-7060, Ext. 4930.

PERSONAL ASSISTANCE REQUEST: Services will be available to sensory impaired participants in advance. Services offered are interpreter for hearing impaired, reader for vision impaired. If it is determined that no sensory impaired person plans to attend this meeting, the services will not be supplied.

The School Board of Orange County, Florida, does not discriminate in admission or access to or treatment or employment in its programs and activities on the basis of race, religion, sex, age, national origin, marital status, handicap or other reason prohibited by law. The Equal Opportunity supervisor responsible for compliance is Emma Newton, and she may be reached at 407-317-3322.



Joanne Rhodes
 Independent Sales Consultant
jrhodes257@aol.com
Will travel

LONGABERGER®
 Always At Home In Your Home™

843 Avenida Cuarta #205
 Clermont, FL 34711
 (352) 243-1219

Advertise in The Office Professional
 \$30 for one year (12 issues) or \$3 per month (Standard Business Card Size). Contact the Newsletter Editor for more information.

Editor:
 Deborah J. McKeown CAP
 Office Phone: 407.825.3826 / Office Fax:407.855.3531
 Office Email: dmckeown@goaa.org

MARY KAY®
 America's
 Best-Selling Brand



CHERYL A. HALEY
 Independent Beauty Consultant

chaley@marykay.com

www.marykay.com/chaley



Shelley Powell
 CREATIVE MEMORIES UNIT MANAGER
 3012 Dellwood Drive
 Orlando, FL 32806
 (407) 895-0500

Home Classes & Workshops • Photosafe Albums & Supplies
 Group Presentations • Business Opportunities



H&R BLOCK

Deborah J. McKeown CAP
Tax Service Specialist

SHOPPES OF EASTWOOD
 1945 S. Alafaya Trail, Orlando, FL 32828
 Telephone: (407) 281-8181 / Fax (407) 249-2586

For year-round service District Office
 681 S. Semoran Blvd., Orlando, FL 32807
 Telephone: (407) 273-3930 / Fax: (407) 249-2586

Printing and Postage donated by
 Philip Crosby Associates II, Inc.



IAAP - Winter Park Chapter
 P.O. Box 33
 Winter Park, FL 32790-0033

International Association of
 Administrative Professionals®