

The Office Professional



Volume 29, Issue 11

May 2002

Winter Park IAAP
www.virtualgateways.com/iaap

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

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WAY TO GO,
WINTER PARK!!!

FIRST PLACE WINNER OF THE
AVERY GREAT RESULTS
CHAPTER ACHIEVEMENT
AWARD



"Fraud - - Learn How to Read the Signs"

Chapter Program

More Details on Page 3

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From the President's Desk

Congratulations to you, the Members of the Winter Park Chapter, for winning the prestigious 1st Place Avery Great Results Chapter Achievement Award!

Each year Avery Dennison and IAAP sponsor a contest to recognize five chapters that best demonstrate excellence. The awards program recognizes chapters that display excellence in specific areas of chapter operations, including membership recruitment and retention, outstanding educational programs, promotion of professional certifications, and community service.



We submitted an application and essay, along with 88 other IAAP chapters. Three Past-International Presidents and Avery Dennison representatives reviewed the submissions, and they selected the Winter Park Chapter as the 1st Place winner in chapters with over 40 members.

Along with recognition at the 2002 International Convention and Educational Forum in Nashville, our chapter name will be published in the August/September issue of *OfficePro*[®] magazine, and the spring online *IAAP Bits & Bytes* newsletter. Best of all, we will receive a \$2000 award to be used to present an educational seminar for our members.

We certainly had our share of challenges in the past several years, but we met the challenges head-on, at full speed, with new strategies and hard work. Thanks to the dedication of our members, Winter Park Chapter is now shining brighter than ever! Let's finish the 2001-02 year by sparkling at the Florida Division meeting in June when we bring home the silver!

Hope to see you at the May meeting when we celebrate our sweet success!

*Doreen Miller CAP
President
Winter Park IAAP Chapter*

The difference between the impossible and the possible lies in a person's determination.

Tommy Lasorda

International News

Winter Park Chapter will be making international news at the upcoming International Convention and Educational Forum in Nashville, July 21-23, when the WPC receives the Avery Dennison Award. Why not consider attending and participating in this special event? See IAAP-hq.org for convention details.

Expanding Our Horizons

The 15th Annual Briefing for Administrative Professionals was a huge success with over 65 IAAP members and guests gathering on April 24th at the Disney University to celebrate Administrative Professionals Day. Thank you to all of the Winter Park Chapter members who attended and supported this first joint venture of the I5 Council!

A special thanks goes to Marilyn Bell CAP, Cheryl Haley CAP, Judy Cornils, and many others who coordinated or attended chapter APW activities. Thank you for making this a memorable Administrative Professionals Week.

April Meeting

Dubsdread Golf Course

549 West Par Street
Winter Park

May 14, 2002

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

Menu

House Salad
Chicken w/ Pineapple
Baked Potato
Yellow & Zucchini Squash
Rolls & Butter
Cake

Cost: \$19.00

Checks payable to
Winter Park IAAP

RSVP to Marilyn Bell CAP

By 5:00 pm, Fri., May 10th

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

"Fraud"

Presented by Joe Ganci, Manager
Special Investigations Unit, Zenith Insurance

Each day each of us comes in contact with individuals who are only out for themselves. With the proper tools to identify these individuals, you can not only save your company money, but possibly yourself.

Ask yourself . . .

- Have you ever seen or heard about the person who fell in the grocery store? Did she really fall or was she just out for the money?
- Have you ever had a supposed vendor call and ask for your company's tax ID information because the vendor was just updating his records?

Knowing how to spot a fraud is not as easy as you might think. Mr. Ganci will give a few tools to use to identify possible problem individuals.

See you on the 14th!



HEART AND SOUL AWARD RECIPIENTS

For their many years of service to the Winter Park Chapter, Linda Fitzgerald CPS, Betty Palmer CPS and Bobbie Corbitt CPS (l to r) were honored at the April meeting with the Heart and Soul Award. Thank you for your dedication and support for so many years.

WPC Makes the News . . .

Have you seen it? The Winter Park Maitland Observer published an article about our APW Proclamation and MVP Award. See Doreen Miller CAP if you would like a copy.

Jobs !!!

As an added benefit to our chapter members, your company could advertise job openings on our website for free! If you would like to post a position, please email doreen_miller@att.net for more details.

***Congratulations, Marilyn S. Bell
Winter Park Chapter 2002 Most Valuable Professional***

Marilyn joined the Winter Park Chapter in 1996 and immediately became active in the chapter by serving on the Membership, Civic and IMPACT Committees. She then worked on the Education Committee assisting with the 2001 Education Seminar and is currently chairing the Social Committee. Marilyn, in her spare time, studied and earned her CPS certification in May 2000 and then her CAP certification in May 2001.



Several reasons stated on the anonymous nomination forms submitted for Marilyn were that she has a great attitude and is always highly motivated, she is very meticulous and detailed oriented, she has high standards and integrity, and is extremely dedicated to IAAP and the Winter Park Chapter.

Each nominee was required to submit an essay as part of the nomination packet. Following is Marilyn's winning essay.

***BENEFITS OF JOINING THE WINTER PARK IAAP CHAPTER
By Marilyn Bell***

The Winter Park Chapter of International Association of Administrative Professionals™ (IAAP) offers a wide range of benefits that will enhance you and your career. Our chapter strives toward continuing education in relation to our job requirements and technical advancements. We also participate in various community activities and social functions.

Our monthly meetings consist of educational speakers that will help our members expand their knowledge of their profession along with networking and social time. We are also proud of our educational commitment by funding two scholarship programs to help other administrative professionals obtain college degrees. IAAP offers certification in our profession with the same standards as a CPA or Professional Engineer. The Winter Park Chapter supports its members who take the CPS/CAP exams, which are offered twice a year. This certification expands the candidate educationally, promotes self-worth and challenges career objectives.

Volunteering to work on a chapter committee can enhance a member's planning and organizational skills, public speaking to small or large groups, prepare power point presentations, improve writing and strengthen teamwork skills. As an elected member of the Chapter Board of Directors you will be able to sharpen abilities in accounting, finance, record keeping, and managing committees.

We also contribute our time by volunteering in community activities such as: Winter Park Rose Garden, Festival of The Trees, Leu Gardens, Disney Marathon, Arthritis Foundation and many others.

The members of the Winter Park Chapter also enjoy having "fun". We offer many social events during the year for members with activities that include our family's involvement.

Winter Park Chapter offers its member's the opportunity to expand their educational/professional needs, enjoy the company of other professional's like themselves or just come to have fun.

Congratulations again, Marilyn, as this year's IAAP Winter Park Chapter Most Valuable Professional.

Florida Division 50th Annual Meeting

The Florida Division Annual Meeting will be held in St. Petersburg, June 21-23. Register now as you won't want to miss this terrific event when Winter Park Chapter's very own Debbie Wilkerson CAP is installed as 2002-03 Florida Division President.

Raffle tickets for the laptop are still available and can be purchased from Doreen Miller CAP. Cost is 6 tickets for \$5.

The USF Area and Clearwater Chapters are co-hosting the Annual Meeting. If you would like the opportunity to volunteer as a Page, Timekeeper, or Recorder, please contact Florence Jandreau CPS at 813.974.1642.



Become More Involved

As I finish my second year on the Board, I hope that each of you takes the opportunity to become more involved in our Chapter and possibly serve on the Board or on one of the committees. When I became a member of the Winter Park Chapter, I was coaxed by Committee Chair Laurie Boehm CAP into helping on the Ways and Means Committee. This helping led to my two-year reign as Ways and Means Committee Chair followed by two years on the Board. The experience has been a very character-building one for me.

I commend those of you who have taken the opportunity to serve on the Board and I hope you enjoy the experience as much as I have.

Cheryl Haley-Hollister CAP
Vice President

Executive Advisory Board Update

The newly formed Winter Park Chapter Executive Advisory Board (EAB) met for the first time on April 18th. The EAB mission is to provide guidance and input into the strategy and development of the Winter Park Chapter.

Executives serving on the EAB are: Tanya Black, Community Health Centers; Denny Dettro, Delta Airlines (retired); Ernie Kelly, Orlando Regional Healthcare; Deborah Ruthenbeck, Orlando Regional Healthcare; and Barbara Thompson, Orlando Tech.

The members of the Winter Park Chapter would like to extend sincere thanks to these executives for sharing their time and talent with us.

Civic Committee

Many thanks to those who donated to "Dress for Success". Please let me know if you need a receipt for tax purposes.

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.

And remember, 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

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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

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 Mother's Day | 13 | 14 Chapter Meeting | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 CPS/CAP Orientation | 22 Board Meeting | 23 | 24 Articles Due | 25 |
| 26 | 27 Memorial Day | 28 | 29 | 30 | 31 | |

May Birthdays

13th
15th

Marcia Kiniry
Patty DeYoung

May Anniversaries

'92 Mary Brennan
'98 Debbie McKeown
'00 Barbara Backhaus
'01 Patty Pittman

June 2002

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----------------|-----|--------------------|------------------|-----|------------------------|------------------------|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 Chapter Meeting | 12 | 13 | 14 Flag Day | 15 |
| 16 Father's Day | 17 | 18 | 19 | 20 | 21 Fl. Div. Conference | 22 Fl. Div. Conference |
| 23 30 | 24 | 25 Articles Due | 26 Board Meeting | 27 | 28 | 29 |

CPS/CAP Program

Good luck to our members sitting for the CAP and CPS exams on May 3rd and 4th, respectively.

For those interested in attending the review sessions for the November exams, 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 9 of this newsletter.

Linda Hayes CAP, Co-Chair
Certification Committee

Winifred Writes ...



Business practices have changed over the years due to the increasing numbers of women in the workplace. The traditional salutation of "Gentlemen" is no longer suitable. Instead of "Gentlemen", consider some of the following acceptable forms of address:

Dear Partners:
Dear Doctors:
Dear Directors:
Dear Educators:
Dear Shareholders:
Dear Members:

Next time you need a generic salutation, try to use a specific and nonsexist title.

*Source: Better Business Writing
by Susan L. Brock*

Welcome Mat . . .

Please extend a big welcome to two new members - - a Professional Member and an Associate Member - - **Tania Ramsey and Carolyn Campbell**, respectively.

Tania Ramsey, Executive Assistant to the Vice President of Managed Systems at Orlando Regional Healthcare, joined the Winter Park Chapter because of the friendship and warmth she received from the members on her first visit. Through her membership, Tania hopes to gain more exposure and to network with others who are in the same profession. As far as sharing her talents with others, she is proficient in Word, PowerPoint, and some Publisher. She likes creating newsletters. On a professional side, Tania loves reading, hiking, and jogging. If there was something she would like changed, it would be more quiet time for reading.

Tania would like to see the Chapter become more active in the community, as well as bringing in more programs focused on personal and professional development. Tania's work keeps her quite busy; and on weekends, she attends school, so if she can fit it in, she would like to get involved on some committees. She has already volunteered for the 2003 Florida Division Annual Meeting Committee, and is taking an active role in coordinating the Open House event. Welcome aboard, Tania!

Carolyn Campbell, Executive Assistant to the President of Central Florida Healthcare Federal Credit Union, is our most recent Associate Member. Her past membership in the Association of Professional Secretaries (APS) program in the West Indies, in which she was exposed to many beneficial educational activities hosted by such an association, as well as an invitation to attend the April meeting, influenced Carolyn to join the Winter Park Chapter.

Carolyn hopes to share some of her opinions, knowledge, ideas, inspirational moments, and visions with the members, with the hope of learning something in return. Some new activities she would like the chapter to accomplish in the future include:

Chapter meetings via teleconferencing
Marketing IAAP as an HR benefit or business investment for organizations/corporations
Establishing a Youth Association to target college students or graduates
Establishing a cross-learning or mentorship activities with senior or retired educators

Carolyn recommends future speakers/programs possibilities as self-development, cultural diversity, general protocol for meetings, dinners and correspondence. She would like to be a part of the improvement and promotion of diversity education nationwide - - diversity as it pertains to age, race, culture, income, and nationality.

Carolyn has an Associates Degree in Business Administration. In her spare time, she enjoys reading self-improvement and inspiration books, volunteerism, listening and helping persons in need. Carolyn is ready any time to get involved on the committees. In fact, she is an ideal candidate for the Membership Committee. Before we even received her membership application, Carolyn had forwarded IAAP information to several business acquaintances, and is bringing a guest to the May meeting. Way to go!

Welcome, Tania and Carolyn! We look forward to your participation and involvement and to sharing your talents with us. We know it will be inspiring to all of us!

Karen Dettro CAP
Membership Chair

Qualifications of Candidates for Election to the 2002-03 Board

Every person is responsible for all the good within the scope of her abilities, and no more.

— Gail Hamilton

Awards

Remember to turn in your activities for the past year to ensure the Chapter earns all the points it is entitled to at the Florida Division Annual Meeting in June.

Contact Laurie Boehm CAP at laurie.boehm@disney.com for more details.



***Remember,
Mother's Day is
May 12th!***

PRESIDENT

Melanie A. Campbell is employed as a Development Associate Supervisor for Community Health Centers, Inc., Apopka, Florida. She has been a member of the Winter Park Chapter since August 1998, and has served as a member of the Chapter Board of Directors as Treasurer during the 2000-01 term, and as President-Elect during the 2001-02 term. Melanie's committee experience includes serving as the Chair for the Most Valuable Professional Committee in 2002. She has worked on the Education, Administrative Professionals Week, Membership Retention, and IMPACT Committees as well as assisting in the development of the Greater Lake Mary Chapter. Melanie was recognized as the Winter Park Chapter IAAP Most Valuable Professional for 2001 and is currently attending Valencia Community College to attain an Associate in Arts degree.

PRESIDENT-ELECT

Tamara E. Hall became a member of the Winter Park Chapter in July 1997, and has served as a member of the Chapter Board of Directors as Treasurer during the 2001-02 term. She is employed as an Administrative Assistant at Philip Crosby Associates II, Inc., Winter Park, Florida. Her participation in the Chapter includes chairing the Social Committee from June 1998 to May 2001. She also served as Florida Division Newsletter Committee Chairman 1999-2000. Tammy earned her Bachelor of Science degree in Music Business at Trevecca Nazarene College, Nashville, Tennessee.

VICE PRESIDENT

Fran Miller is employed as an Executive Administrative Assistant to three Project Managers at Siemens Westinghouse, Orlando, Florida. She has been a member of the Winter Park Chapter since June 1998. Fran left the Winter Park Chapter for a year to help in the development of the Greater Lake Mary Chapter. She has been a volunteer for many of the civic events, such as the Disney Marathon, Habitat for Humanity Holiday Gift Wrap, and helping out in the Winter Park Rose Garden. Fran has also been delivering Meals on Wheels on Christmas Day for the past 12 years.

SECRETARY

Marilyn S. Bell CAP is employed as a Senior Sales Assistant by American Reprographics, Winter Park, Florida. She has been a member of the Winter Park Chapter since January 1996. Marilyn attained her Certified Professional Secretary designation in May 2000 and her Certified Administrative Professional designation in May 2001. Her committee experience has included chairing the Membership Committee for two terms (1997-1999) including both IMPACT events. Marilyn has also served on the Civic and IMPACT Committees and has worked on the Education Committee assisting with the coordination of the 2001 Education Seminar. She is currently chairing the Social Committee and co-chairing the CPS/CAP Committee, and is working on the committee for the upcoming Florida Division Annual Meeting in 2003.

TREASURER

Deborah J. McKeown CAP became a member of the Winter Park Chapter in May 1998. She is employed as a Projects Information Specialist in the Engineering & Construction Department of the Greater Orlando Aviation Authority, Orlando, Florida. She attained her Certified Professional Secretary designation in November 1999 and her Certified Administrative Professional designation in May 2001. Debbie has chaired the Newsletter Committee for the past two years (2000-2002) and the Committee for Nominations in 2002. She has also served on the IMPACT and Membership Committees. Debbie earned her Bachelor of Science degree in Business Studies at the University of Maryland College Park, Berlin, Germany, campus.



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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**

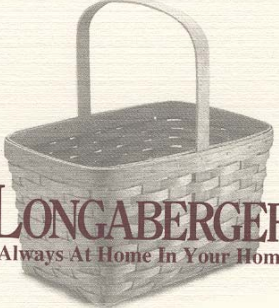
*To order books, call 1-800-947-7700. Request the fourth edition of the books. **Allow 2 weeks for delivery.**

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.

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


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