

# The Office Professional



Volume 29, Issue 5

November 2001

Winter Park IAAP  
[www.virtualgateways.com/iaap](http://www.virtualgateways.com/iaap)

P.O. Box 33  
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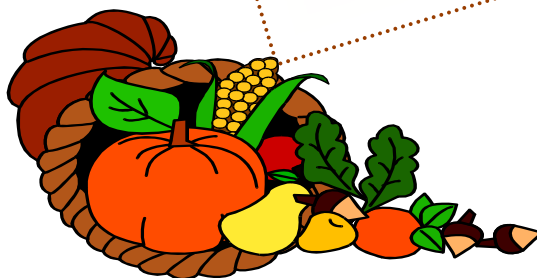
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Great results  
begin with Avery!



**YOU ARE INVITED**  
To Attend the Avery Dennison  
**Business Solutions for Greater  
Productivity Seminar**  
Tuesday, Nov. 13th

See Page Four for More Details



*HAPPY THANKSGIVING*

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## ***From the President's Desk***

### **A Time for Thanks**

Thanksgiving is traditionally a time of thanks, and I would like to thank our members for their dedication and commitment to the Winter Park Chapter. When I was installed as your President just four short months ago, I shared a story about the gazelles and lions in Africa, and I challenged you to run hard with us so together we could make dreams come true for you and the Winter Park Chapter. I asked you to focus on three critical areas: 1) membership; 2) education; and 3) alliances with other area chapters. I am very excited to advise that many of our dreams are already coming true, and I would like to share our results to-date.

### ***Membership***

Our members remain our highest priority. Members recently completed a satisfaction survey, and our leaders are looking for ways to implement the suggestions. Our goal is to provide up-to-date information, meaningful programs and educational opportunities, and leadership and networking opportunities. We recognize our members are facing turbulent times, and it is also our goal to reduce related stress by having fun at our meetings, while always remaining professional. We remain open to any and all suggestions because this chapter belongs to you, our members.



Our Fall Festival was a huge success. Of the 12 guests who visited our chapter, six have already joined and several others expressed interest. We now have a total of nine new members since July 1, which is fantastic! We are "shooting for the moon", and I am confident we will exceed our goal of 12 new members this year.



### ***Education***

To-date, we had four excellent programs, a WPC Leadership Workshop, and a Florida Division Leadership Workshop. The famous FISH program will be presented on November 15 and I encourage everyone to attend. We spend a great deal of our time at work, and this program will teach us how to bring new energy, passion, and a positive attitude not only to our work, but also to our lives. All proceeds from the FISH program will benefit our scholarship funds, and we will be required to make payment to these funds by the first of the year. Your attendance is critical to Winter Park Chapter, and to you, as an administrative professional committed to continuing education.

### ***Alliances***

I am very pleased to announce the birth of the long-awaited I-5 Council. The five chapters in the Orlando area have come together to: 1) enhance existing chapter relationships; 2) facilitate communication and the exchange of ideas between chapters; 3) encourage collaboration in joint ventures to benefit area chapters and IAAP; and 4) support and promote IAAP in the Orlando area. I encourage all members to consider ways we might work together with our sister chapters.

These are very exciting results, and I am grateful you have chosen to accept the challenge to run with us this year to make dreams come true for you and the Winter Park Chapter. There is no limit to what we can accomplish together. I hope you have a wonderful Thanksgiving!

*Doreen Miller CPS  
President  
Winter Park IAAP Chapter*

*Reach high, for stars lie hidden in your soul. Dream deep, for every dream precedes to goal.*

*Pamela Vaull Starr*

## November Meeting

### Dubsread Golf Course

549 West Par Street  
Orlando

November 13th

Networking

5:30 - 6:00

Dinner

6:00

Presentation

6:45 - 7:30

Break

Business Meeting

8:00 - 8:30

### Buffet Menu

Turkey & Stuffing

Mashed Potatoes

Green Beans Almandine

House Salad

Rolls & Butter

Pumpkin Pie

Cost: \$19.00

Checks payable to  
Winter Park IAAP

RSVP to Marilyn Bell CAP

By 5:00 pm, Fri., Nov. 9th

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.



**Remember to register for the nationally renowned "FISH" Seminar, presented by Barbara Thompson, professional trainer and educator.**

Bait your hook, throw in your line, and catch the "FISH" philosophy. Come "school" with us and help to create a workplace that is more energetic, fun, and productive by learning the four principles of "FISH"!

Play  
Make Their Day  
Be There  
Choose Your Attitude



If you reel in "FISH",  
you and your workplace will never be the same!

Register for the seminar by mailing in the "FISH" registration form  
included on Page 10.

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### ***Welcome to our newest members who joined our chapter at our Fall Festival***

Sandy Clements, Orlando Regional Healthcare  
Rose Dorsey, Orlando Regional Healthcare  
Veronica Fazio, City of Casselberry  
Marjorie Galloway, Supercoups  
Judy Miller, Orlando Regional Healthcare  
Tania Ramsay, Orlando Regional Healthcare

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### ***December Program***

#### ***" Annual Holiday Social"***

Do you have a special family dessert that MUST be shared with your IAAP family? This year is your chance to share that specialty and have it voted the "TDF" Favorite of the Winter Park Chapter. At the December Holiday Social, the Chapter will host a "Holiday Bake-Off" as part of the evening's festivities. Bring this special family dessert to the meeting (remember the recipe) and we will all have the opportunity to sample each dessert, then vote for the "TDF" (to die for) Favorite!

We will also enjoy the traditional "Holiday Gift Exchange". If you would like to participate, bring a new gift-wrapped item (cost under \$15) to the Chapter Meeting. Remember to include a card with your name in the gift.

Contact Marilyn Bell CAP for more details.

# YOU ARE INVITED

## To Attend the Avery Dennison Business Solutions for Greater Productivity Seminar



Sponsored by



and



Avery Representative, Joe Franks, will be coming to the *Winter Park Chapter of IAAP* to give a one hour educational seminar featuring *New Products* and *New Ideas* designed to provide greater office productivity, offer cost savings and suggest new solutions to old problems.

### SEMINAR TOPICS INCLUDE:

- **Organization Tips**
  - Tools to better organize your work environment
- **Filing Ideas**
  - Tips that save time and money
- **Customizing Meeting Materials**
  - Create business materials that make a lasting impression
- **Creative Presentations**
  - Everything you need to create powerful, professional quality presentations and documents at your desktop
- **Software and Formatting Solutions**
  - Software enhancing solutions designed to help you make the most of your time



FUN AND  
EDUCATIONAL!

FREE SAMPLE PACK  
FOR EACH ATTENDEE!

**DATE:** Tuesday, November 13, 2001  
**TIME:** 6:45 p.m. Avery Presentation  
**LOCATION:** Dubsdread Country Club, Orlando  
**RSVP TO:** Marilyn Bell via email at  
[marilyn@americanrepro.com](mailto:marilyn@americanrepro.com)  
or by calling (407) 644-5366

Great results  
begin with Avery!



## ***A Legacy to Follow***

When I first sat down to try and figure out what I was going to write about my mind was blank. The past few months of my life have been totally turned upside down because of various major events. I then started to "brainstorm" and came up with a few ideas and then the most obvious subject came to me...

As most of you know, Philip Crosby played a very important role in my life and career, as well as my family's. This article will not be a tribute to him, but more about his legacy and what he taught me the twenty years I knew him.

Mr. Crosby was a very smart man, and I'm glad to say that he did teach me some very important lessons in life both professionally and personally. Following are some of the lessons that I have learned from him:

Be Useful and Reliable – People should be able to count on you. Even though *you* know that you are useful and reliable, be sure to let management know this as well.

Be generous with your money and time. Mr. Crosby was always willing to do his part – as many of our members know. This has taught me that, to the best of my ability, I should be willing to do my part.

"Do It Right The First Time" – Zero Defects should be a mind-set not only in business, but in life as well. If you take the time to do things right, you won't waste time having to do re-work. You can spend more time with your family and other things that are important to you.

Continuous Learning – You should always be willing to learn new things. Even if you don't feel it will benefit you at the time, you never know what the future holds. I love to study and learn new ways of doing things. My goal for the coming year is to get my CAP certification. Beyond that I do have other goals of furthering my education and maybe someday getting my Master's Degree.

Integrity – Your actions reflect your values. Be sure that you stand for what you believe in at all times.

Tammy Hall  
Treasurer



## ***Chapter Officers***

### ***President***

Doreen Miller CPS  
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: ball13@earthlink.net

### ***Treasurer***

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

## ***Florida Division Board of Directors***

### ***President***

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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

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## ***Marketing IAAP***

Be a professional. Your best tool in marketing both IAAP and yourself is the pride you take in your work, in your company, and in your profession. Lead by example, because actions speak louder than words.

There are many items imprinted with the IAAP logo. Have at least one displayed on your desk or in your office. When someone asks you, "What is IAAP?" – be prepared with a brief description of our professional association.

Excerpt from *Members Guide to Marketing IAAP*  
[www.iaap-hq.org/membersplace/tips1.asp](http://www.iaap-hq.org/membersplace/tips1.asp)

**Winter Park IAAP  
2001 - 2002  
Committee Chairs**

Awards & Recognition  
Laurie Boehm CAP

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

Civic  
Nancy Vobornik

CPS/CAP Service  
Marilyn Bell CAP &  
Linda Hayes CAP

Education  
Cheryl Haley CAP

MVP  
Melanie Campbell

Membership  
Karen Detro CPS

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 CPS

**November**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9 RSVP Due	10 Festival of Trees
11 Veterans Day	12	13 WPC Meeting	14	15 FISH Seminar	16	17
18	19	20 Articles Due	21	22 Thanks- giving	23	24
25	26	27	28 Board Meeting	29	30	

**November Anniversaries**

- '96 Marjorie Fitton
- '00 Judy Cornils
- '00 Linda Wyatt CPS

**November Birthdays**

- 8th Sandy Clements
- 8th Judy Miller
- 8th Ginger Winchester
- 10th Patricia Pittman
- 26th Janice Farmer

**December**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7 RSVP Due	8
9 Hanak- kah	10	11 WPC Meeting	12	13	14	15
16	17	18	19 Board Meeting	20 Articles Due	21	22
23 30	24 31	25 Christ- mas	26 Kwazaa	27	28	29

## Perspective

As the old man walked the beach at dawn, he noticed a young man ahead of him picking up starfish and flinging them into the sea. Finally catching up with the youth, he asked him why he was doing this. The answer was that the stranded starfish would die if left until the morning sun.

"But the beach goes on for miles there are millions of starfish." countered the other. "How can you efforts make any difference?"

The young man looked at the starfish in his hand and then threw it to safety in the waves. "It makes a difference to this one," he said

Make a difference this week.

Excerpt from the book, "Good Stuff"

## "Hospitality - IAAP Style"

Here are a few suggestions to ensure your guests have a positive IAAP experience:

Only invite a guest to a program or meeting that is guaranteed to be upbeat and representative of IAAP at its best.



Think about inviting multiple guests to the same event. It might make them feel more comfortable having compatriots.

Offer to have them ride to the meeting site with you.

Avoid any negative talk—about the association, chapter, your bad day at work, etc.

Introduce your guests to outgoing, friendly members who feel comfortable making small talk.

Remember, if you invite a guest, you have accepted the responsibility to serve as hostess and highlight the value of IAAP.

Listen more than you talk.

Get their feedback on their experience.

Thank them for coming. Tell them you'll keep in touch. Walk them to the door or to their cars.

The next day, send a note to your guests thanking them for coming and encouraging them to join.

Excerpt from *The Members Place*  
Found at [www.iaap-hq.org/membersplace/tips20.asp](http://www.iaap-hq.org/membersplace/tips20.asp)

## CPS/CAP Corner

### Test your management skills.

The following questions are from the management section of the CPS exam.

1. The results of a performance appraisal should be communicated to the employee
  - (a) During an interview, at which time the manager and the employee can set goals for the next evaluation period.
  - (b) In writing, so that the employee will have a written notice of what transpired during the appraisal.
  - (c) In writing from top management once the results of the appraisal have been communicated upward.
  - (d) At the same time as the appraisal is being conducted.
2. Most managers feel that the most difficult task they must complete is
  - (a) Conducting job analyses.
  - (b) Development of training programs for the organization.
  - (c) Conducting an employee performance appraisal.
  - (d) Delegating job responsibilities to individual employees.
3. As one of its major purposes, the performance appraisal system provides
  - (a) Justification for employee reprimands
  - (b) Salary raises based on the evaluation
  - (c) Training needed to take on additional responsibilities
  - (d) Support for HRM position decisions

Answers can be found on Page 9.

## November Book Review

WOW- Resumes for Administrative Careers

If you are looking to put together a winning resume, this may be the book you need. If you would like to borrow it, please contact Doreen Miller CPS.

## Punctuation Pointers

The comma (,) sets off or separates words or groups of words within sentences.

Use a comma after a long introductory phrase or clause: "After working all day at the office, I went home for dinner."

If the introductory material is short, forget the comma: "After work I went home for dinner."

Use a comma if the sentence would be confusing without it: *NOT*, "The day before I borrowed my boss's calculator." *BUT*, "The day before, I borrowed my boss's calculator."

Use a comma to separate elements in a series: "I enjoy drinking orange juice, tea, milk, and coffee."

Use a comma to separate independent clauses that are joined by: *and*, *but*, *or*, *not*, *for*, or *yet*. "We shopped for three hours, *but* we didn't make a single purchase."

Use a comma(s) to set off *non-essential* elements in a sentence. Compare these two sentences: "At the podium stood a man wearing a green suit." ("wearing a green suit" is essential to identify which man) "At the podium stood Frank, wearing a green suit." ("wearing a green suit" adds non-essential information about Frank.)

The semi-colon (;) separates two independent clauses, but it keeps those two thoughts more tightly linked than a period can: "I type letters; he types bills." Use a semi-colon before and a comma after words like *also*, *furthermore*, *however*, *otherwise*, and *therefore* if the word comes between two independent clauses. Example: "We have prepared your estimate; however, you should sign it by Friday."

The colon (:) is a tip-off to get ready for what's next, a list, a long quotation, or an explanation. It's used to separate independent clauses when the second clause explains or amplifies the first. Example: "Fred was proud of his sister: she had been promoted to managing partner." Example: "We need additional information: escrow statements, tax returns, approved bank loans, and mortgage agreements."

The apostrophe (') is commonly used to form a possessive of nouns and some pronouns and to mark the omission of letter(s) in a contraction. Examples: "Betty's coat, James's new office, the clients' files, and the Dickens's tax information."

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

## CPS/CAP Corner

The annual Certified Professional Secretary and Certified Administrative Professional Recognition Dinner was held on Wednesday, October 3, 2001, at the Marriott Courtyard in Heathrow. The guest speaker for the evening was Sandra P. Chandler CPS, International Director, Southeast District of IAAP. Her topic for the evening was "Vision Without Boundaries".

The CPS Honorees were:

Linda Hayes CPS\*  
Judith Lee CPS  
Gilbert Mercado CPS  
Susan Nenninger CPS\*  
Judith Stephens CPS\*  
Luci Warren CPS

The CAP Honorees were:

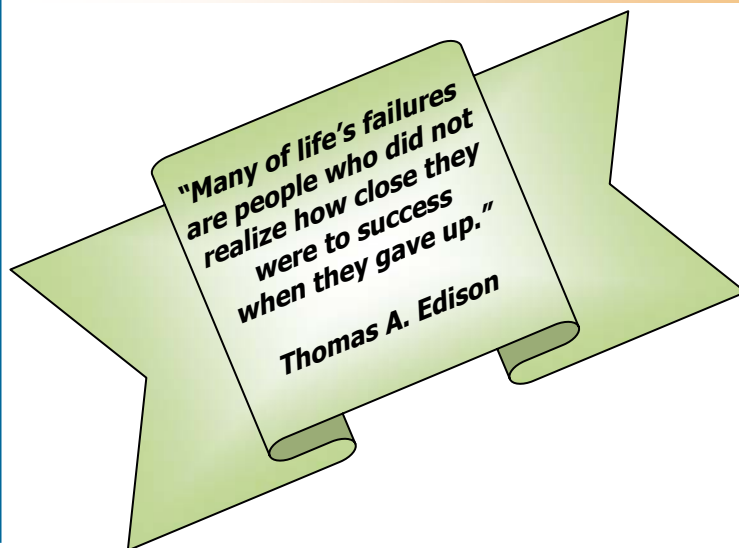
Helen Adams CAP  
Linda Anderson CAP\*  
Marilyn Bell CAP\*  
Laurie Boehm CAP\*  
Cheryl Haley CAP\*  
Linda Hayes CAP\*  
Deborah McKeown CAP\*  
Deborah Wilkerson CAP\*  
Tracie Vann CAP\*

\*In attendance

Congratulations to each honoree on her/his accomplishment. A big thanks and job well done goes to each of the recognition committee members for a superb evening. They were Marilyn Bell CAP and Linda Hayes CAP of the Winter Park Chapter; Jacinta Bland CPS, Orlando Highflyers Chapter; Debbie Eifert CPS, Paula Godbee and Pat Schraff of the Greater Lake Mary Chapter; Pat Mullin CPS, Lake Buena Vista Chapter; and Monna Perry CPS, Orlando Chapter.

The next CPS/CAP exams are scheduled for Friday and Saturday, November 2 and 3, 2001, at Orlando Tech. There are 41 registered to take the exams with 10 going for the CAP. Classes for the May exams should start again in January or February. The dates and classes will be published as soon as they are available. Thanks again to Barbara Thompson at Orlando Tech for all her efforts and coordination.

Linda Hayes  
CPS/CAP Co-Chair



**Make It Happen**

Would you like to have the International President's pin, "Visions Without Boundaries"? Well, all you have to do is recruit a new member into our chapter. It's that simple! By recruiting a new member, you will also be eligible for the "4 for Membership Program". Each month, four IAAP members will be selected to win a nice array of prizes for recruiting new members.

Why not? Take action. Bring a friend or co-worker to our next monthly meeting and encourage her or him to join.

**YOU CAN MAKE A DIFFERENCE. MAKE IT HAPPEN!**

For more information on the 2001-02 Growth Programs, see Members Place on the International's Website,

[www.iaap-hq.org](http://www.iaap-hq.org)

**Winifred Writes ...**

How well do you know your writing abilities? Why not take this quiz, score yourself with "Yes", "No", or "I don't know", and then watch our monthly newsletter for tips for better business writing.



1. I always keep my audience in mind when I write.
2. I have no problem with the basics: grammar, spelling & punctuation.
3. I know the difference between active and passive construction.
4. I choose simple words to communicate clearly.
5. I make it a point to state clearly the specific purpose of my letters, memos, or emails.
6. I recognize and avoid business clichés or jargon.
7. I ruthlessly edit everything I write.
8. I'm confident I can communicate persuasively.

**Punctuation Quiz**

(Answers will be available at the next chapter meeting.)

1. The executive watched the completion but the competition went ahead with the takeover.
2. During our meeting she was genial but shrewd.
3. Today more women are becoming executives in corporations.
4. The job was difficult therefore he quit.
5. My suitcase included files pencils books and papers.
6. We thought we would have to work late consequently we were happy to be home before dark.
7. My boss car was in the shop however she borrowed her husbands.
8. In preparation for the meeting Mr. Jones asked us to do three things set up the equipment dust the chairs and empty the ashtrays.
9. We wanted to go to the partners meeting but we were unable to leave before the weekend.
10. Lois resume arrived yesterday moreover she phoned for an interview next week.

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

**What's New**

As administrative professionals, we strive to find better ways to do things. Please note some of our new initiatives.

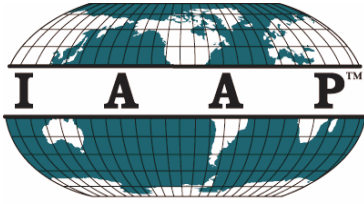


Job openings are now posted on our website and the Job Coordinator committee position has been eliminated. Companies are encouraged to post administrative support positions on our site and members are encouraged to use this new service. Job postings can be emailed to [doreen\\_miller@worldnet.att.net](mailto:doreen_miller@worldnet.att.net).

Email distribution has replaced the Telephone Committee. Emails addressed to all WPC members, containing time sensitive information, should be sent to Debbie McKeown CAP at [dmckeown@goaa.org](mailto:dmckeown@goaa.org). Debbie will collect information and send a WPC E-Blast once a week, as needed, to avoid email overloads. Our newsletter still remains the preferred communication tool.

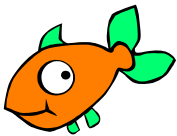
And as always, please let me know if you have any ideas on how to improve the way we do things.

Doreen Miller CPS  
WPC President



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Administrative Professionals™

**“School” with  
the best!  
Winter Park  
Chapter IAAP**

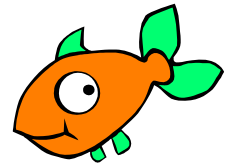


**What:** Nationally known “FISH” seminar  
*(Presented by Barbara Thompson, professional trainer)*

**When:** November 15, 2001 - 6:00 to 8:30 p.m.

**Where:** Orlando Regional Medical Center - Multi-Purpose Rooms  
1414 Kuhl Avenue, Orlando, FL 32806 (Parking available in Garage A  
off Copeland. Enter hospital through main lobby and proceed to  
information desk for directions to the Multi-Purpose Rooms)

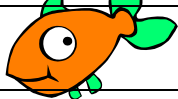
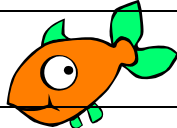
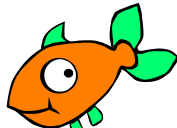
**Cost:** \$29 (before Nov 1) / \$35 (after Nov 1)  
*(Registration fee includes a light dinner)*



Contact Linda Fitzgerald CPS at [lfitzgerre@aol.com](mailto:lfitzgerre@aol.com) for more information or call the  
Chapter Message Line at 407.672.4331.



**“FISH” REGISTRATION FORM**

Name	
CPS/CAP	
Recertification Points Requested (yes/no)	
Company Name	
Address (street, city, state, zip)	
Phone No.	
E-mail	
Amount Enclosed	
Registration Fee (includes light dinner) \$29 (before Nov. 1st) / \$35 (after Nov. 1st)	
Mail registration form and check to: Winter Park Chapter IAAP “FISH” Registration P.O. Box 33 Winter Park, FL 32790-0033	



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

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Editor:

Deborah J. McKeown CAP  
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Office Email: dmckeown@goaa.org

**H&R BLOCK**

**Deborah J. McKeown CAP  
Tax Service Specialist**

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