



2011-2012

Heart of Peachtree Chapter Meeting January 24, 2012

“Making the Leap to Remarkable” Georgia Division of the International Association of Administrative Professionals



“Customer Service: Forbidden Phrases (What NOT to Say to Your Customers) and Cardinal Rules”

Speaker: Faye Sawyer

Heart of Peachtree Chapter Member

Start out the new year by attending the first meeting of 2012 for the Heart of Peachtree chapter. We have a real treat in store. One of our own members, Faye Sawyer, will be presenting a program on customer service, instructing us on forbidden phrases and cardinal rules of the subject.

Born and raised in Atlanta, Faye began working full-time at Trust Company Bank (now SunTrust Bank) three days after graduating high school. Faye held positions in Retail (branch), Bank Operations, Treasury Management, and Commercial Banking before retiring from SunTrust Bank as a Banking Officer in August, 2010, after 35 years.



Faye currently serves as Treasurer of the HOP chapter as well as chairing the Friendship Service and Ways & Means committees.

The meeting will be held on Tuesday, January 24, 2012. We will meet in Lobby Training Room #1, in Georgia-Pacific Center. Chapter meeting fees are \$20—this includes lunch. Reservations for members and guests are mandatory and must be honored. Please contact Rita Blanding no later than noon on Friday, January 20. You may reach her by calling **404-589-7032** or you may email her at this address: **blanding_rita@bah.com**.

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Heart of Peachtree Chapter, IAAP
Georgia-Pacific Center
133 Peachtree Street NE
Atlanta, GA 30303

Application has been made for one recertification point.

MEETING DATE/TIME

Tuesday

January 24, 2012

11:30 a.m.—1:00 p.m.

MEETING LOCATION

Lobby Training Room #1

Georgia-Pacific Center

133 Peachtree Street NE

Atlanta, GA 30303

MEETING HIGHLIGHTS

- Lunch
- Program
- Brief items of business
- Giveaway for Retirement Trust Fund
- Other giveaways

FOR ASSISTANCE ON

MEETING DAY

Call 678-333-7306

