



IAAP Peel-Halton Newsletter



December 2008

to submit info contact mariefinlay@rogers.com

10 DECEMBER 2008 SOCIAL EVENT

A small group of us met for a social evening on 10 December 2008 at the Mandarin Restaurant in Brampton. Members who attended were Angie Babic, Nancy Barrington, Marie Finlay, Kim Giles, Sandra McCullough, Jackie Monahan, Nadia Musharbash, Joan Paliwoda, Debbie Taylor, and Darice Withers. We all enjoyed ourselves very much. It gave us a chance to get to know each other a little bit better.





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FUNDRAISING

Our fundraising efforts for September, October and November resulted in \$165.00 going towards subsidizing our December Dinner Social Event for members who attended.

\$\$\$\$\$\$\$\$\$\$\$\$ FINANCIALS \$\$\$\$\$\$\$\$\$\$\$\$\$

Bank balance at end December 2008 is \$3,586.21

14 JANUARY 2009 MEETING

The meeting will be held at the Stage West Hotel (Muskoka Room) at 5400 Dixie Rd - Mississauga, ON, L4W4T4.

Theresa Syer will be discussing "Creating the WOW Customer Experience". She will talk about:

- understanding the difference between great service and a 'wow' customer experience
- identifying how to turn ordinary into extraordinary
- understanding the driving principles, processes and practices that generate unusual customer engagement, loyalty and significant brand equity.

Presented with PowerPoint and detailed 'follow along' handouts will be provided. There will be great audience interaction and involvement.



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AGENDA

6:00 pm Registration

6:15 pm Meeting begins

- Budget Update
- Chapter Newsletter
- Ontario Division Barb Horton Raffle - \$2.00 each or 3 for \$5.00
- IAAP - The new web site has been launched - It looks VERY professional!
- The Members Place still needs to be refurbished but I understand that is in the works and will be changed soon. In the meantime, take a look at our new look!
- Online membership to IAAP to the individual chapters is now working
- Administrative Professionals Week Commemorative Pin
Deadline for receiving your chapter order will be no later than Monday, February 23
- Nominations For Ontario Division
- Request April event meeting date be changed to Wednesday April 15th
- New Website
<http://www.IAAP-peelhalton.org> – under construction

6:40 pm Networking

7:00 pm Education Program: Theresa Syer - "Creating the WOW Customer Experience"

8:00 pm Wrap Up

**WORDS OF WISDOM
(from the 2009 Handbook)**

Live with the 3 E's - Energy, Enthusiasm and Empathy