



IAAP Peel-Halton Newsletter



November 2008

to submit info contact mariefinlay@rogers.com

12 NOVEMBER 2008 MEETING

Our chapter met on 12 November 2008 at the Stage West Hotel at 5400 Dixie Rd - Mississauga, ON, L4W4T4. (Due to renovations, our regular room at Peel Region is not available to us until approximately February of 2009).

MEMBERSHIP/ATTENDANCE

Our chapter currently has 51 members. Angie Babic, Nancy Barrington, Mary Cotton, Marie Finlay, Kim Giles, Heather Jordan, Donna Lucreziano, Karen Magee, Jackie Monahan, Nadia Musharbash, Joan Paliwoda, Linda Skelton, Debbie Taylor and Darice Withers attended the meeting. Guests included Sabrina Naeem (Sheridan student) and Judy Yu (CITI).

Everyone introduced himself or herself and as an icebreaker, highlighted any current issues they were having at work so the group could offer insight on how the problems could be solved.

FEATURE PRESENTATION

Will Daignault completed his 3-part series presentation on Office of the Future: 2020 - Part 2 New Admin Roles/Ensuring Future Success. He addressed some of the major changes in the administrative profession over the next few years.

SHERIDAN COLLEGE - MOCK INTERVIEWS

On 06 November, Marie Finlay and Heather Jordan volunteered their services to Nancy Barrington from Sheridan College and spent the day conducting mock interviews for their students to practice interviewing techniques for when they go through the job application process.

DECEMBER DINNER SOCIAL EVENT

We will not be holding a regular meeting in December. Instead, we are holding a social evening on 10 December at the Mandarin Chinese Restaurant, 238 Biscayne Crescent (SW corner Hwy 410 and Steeles Ave.) in Brampton (905 451-2222) from 5:00 pm to 9:30 pm. The cost of the meal is \$22.78 with taxes before the chapter subsidy (does not include tip). All drinks must be paid by the individual. All interested parties must notify Kim Giles of intention to attend at k_giles@rogers.com.



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FUNDRAISING

Our fundraising efforts for September, October and November will result in the monies going towards subsidizing our December Dinner Social Event for members who choose to attend. This will not be a regular meeting, but will provide time to network and get to know each other better. We raised \$40.00 in September, \$75.00 in , and \$50.00 in November for of \$165.00.

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

1 member yet to pay \$15.00 for monthly dues

2 members paid \$15.00 (\$30.00) for monthly dues

1 guest paid \$15.00 for meeting dues

Raised \$50.00 in cash for fundraising

Total income from November's meeting was \$95.00

Bank balance at end November 2008 is \$3340.93

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