



The Key Page

Sara-Keys Chapter Newsletter

Volume 6, Issue 11

International Association of Administrative Professionals

May 2009

President's Corner

Sandy Nall CPS/CAP

WOW!!! What an awesome event we had for Administrative Professional's Day!! We had an absolutely fabulous turnout; three fantastic speakers and a wonderful afternoon!

Marci Moore and Pam Williams were AWESOME! Mary Tischbein was hilarious and got us in the mood to hear some good advice and learn something, too! Plus we earned 2 (count 'em TWO) re-cert points. Because of a glitch on my part, not all who attended got their certificate. The re-cert certificates will be available at our May meeting! Please be sure to see me to get your copy.

The Saturday before our APD event, 7 (yes SEVEN) of us went to Cocoa Beach to hear 6 Past Division Presidents (including one transplanted from the Georgia Division) and earned 6 re-cert points. There were 94 Florida Division members and guests in attendance! (I think I heard that was a record in itself.) We had a super weekend learning all sorts of things, from how to set a table properly to how to have FUN! Some of the "real" topics were: Retention and Recruitment of members, Business Etiquette, Professional Image, IAAP Camp and How to Think Like Leonardo. Our basket (Kentucky Derby Theme) earned us \$84 +/- WOOOOO HOOOOO!!!!

The Florida Division Annual Meeting is approaching rapidly. I hope all of you have registered to attend. The Friday evening Open House event is going to be a *Krewe*

Parade, which means we should have a parade float (wagon) and dress appropriately. I am not entirely sure what this means, but our Division President is looking forward to our interpretation of the Krewe (?!! She has been asked how far we can go and is okay as long as it is kept a G- or PG-rated "float."

Donna has suggested we do something Fourth of July-rated for our Ways and Means basket. Maybe we could incorporate that theme in our float, too????? More ideas, please!

Until next time,
Sandy

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The Secretarial and Office Professional Ethics

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The ethics of a Secretary and Office Professional are moral principles relating to the job that you will be bound by. These requirements are automatically taken on board when you accept any position as a Secretary or Office Professional and you will be expected to uphold them at all times. You really do take the Secretarial Oath when you become a Secretary.

Ethics - No 1

- **Confidentiality** - Always keep information private and confidential about the firm you work for and its clients. Never repeat sensitive information even if you are in a discussion where everyone is wondering what is happening and you know. Always be trusted.

Ethics - No 2

- **Honesty** - do not take the credit for something you did not do and do not let someone else enjoy the credit for something you did do! Always tell the truth. Trust me, you will be more credible with both your boss and fellow workers.

Ethics - No 3

- **Loyalty** - always be loyal to your boss and company. Never sell them out at any cost. However, having said this, your boss also has to prove to you he/she is worthy of your loyalty. Do not get caught up in the office gossip. If you display your loyalty you will receive the same in return.

Ethics - No 4

- **Reliable** - show you are reliable. Be punctual for work and meetings at all times, and remember, always take the relevant documentation with you to the meetings. Do not abuse the 'sickie'. You just never know what your future holds in relation to your health. Ensure every task you are given is completed on time and to the best of your ability.

Ethics - No 5

- **Responsible** - Prove you are responsible by setting priorities and

carrying out tasks in a timely manner. Always meet deadlines when they are given. Your boss puts his/her confidence in you. Write yourself a 'to do' list - even if its priority changes 10 times a day. Do not delegate if the job cannot be done as efficiently and accurately as you would have done it. If you do delegate, always check that the project is on track time wise. Do not just forget about it because someone else is doing it.

Ethics - No 6

- **Work unsupervised** - Always keep your work up to date and be productive. Meet deadlines. Priorities, and priorities. Every day write up a list of the tasks you need to undertake to ensure none are overlooked and have them in priority order.

Ethics - No 7

- **Be Co-operative** - always assist and share your expertise with your colleagues wherever it is possible. Always be happy to carry out duties asked of you....but also know when to say 'No' (gently) and explain why you can not do the task asked of you. Do not overload yourself. It is becoming more popular in the workplace these days for Secretaries to take on the training role within their organization.

Ethics - No 8

- **Flexibility** - If its 5.00pm and your boss needs an important report typed and faxed immediately - do it! The best jobs are where you have a 'give and take' arrangement. You just never know when you may want an hour off at a minute's notice to attend an emergency.

Ethics - No 9

- **Multi-Skilling** - Learn as much as possible about computer programs and other positions in the organization. You just may need this knowledge when you apply for advancement within the firm. This is also particularly useful as you are usually the one who has to show the boss how to use some of the computer programs. The trend these days is for the boss to have more 'hands on' with software e.g. e-mail, spread sheeting. Like I said above, you could be asked to take on training too if you were familiar with the programs.

Ethics - No 10

- **Bribery** - Do not be tempted to accept gifts or favors from internal or external clients just in case there's an underlying reason. Always follow your Company's procedures and policies. Very rarely you will ever get something for nothing - there is usually always a trade-off. You may end up paying the ultimate price - your job!

Incorporate the above ethics in your role and you will find both your boss and your work colleagues will respect you as a person and your position as a secretary.



Meeting Recap

During the April 21, 2009, SaraKeys Chapter meeting, the membership assisted with the setup of the Administrative Professionals Day (APD) event, which was held at the USF Sarasota-Manatee Campus on April 22nd. Members discussed the program and put together 'goodie' bags to be distributed at the door.

The Administrative Professionals Day luncheon was held on Wednesday, April 22nd, and we had a great attendance. Everyone had a wonderful lunch provided by Boston Market and enjoyed the comedy of Mary Tischbein a/k/a 'Long Island Mary'. The attendees were also provided a very interesting and interactive presentation by the Innergized Team of Pam Williams and Marci Moore regarding managing conflict. They provided great tips for everyone to handle conflict not only in the workplace, but in their daily life.

May Chapter Meeting

Date: May 19, 2009

Time: Networking at 6:00 p.m.
Dinner at 6:30 PM
Program at 7 PM

Location:
Holiday Inn - Lakewood Ranch
6321 Lake Osprey Drive
Sarasota, FL 34240
Phone: 941-782-4400 for directions

Program: 'Healthy Eating Habits'
presented by Jill from the All
Faiths Food Bank

Election of Officers

Cost: \$15 per person

**RSVP by noon on Thursday, 5/14 to
Rhonda Miller CAP at rhmillier@scgov.net**

Community Service

On April 18, 2009, President Sandy Nall CPS/CAP, Vice-President Pam Gleason CPS/CAP, Bernadette Azai CPS/CAP, Treasurer Judi Seel CAP, Recording Secretary Kim Stafford CAP, Rick Musior CAP and Donna Chipman CPS/CAP attended the Florida Division Spring Seminar in Cocoa Beach, Florida. We had the opportunity to listen to, and participate in, presentations from a variety of speakers, including Florida Division Past Presidents.



This was our Kentucky Derby basket that was provided for our Ways and Means table



Continue collecting your food donations for the All Faiths Food Bank. Food drive will be held during the May Chapter meeting.



Birthdays

| | |
|-----------------------|--------|
| Judi Seel CAP | May 11 |
| Myrtle Owings CPS/CAP | May 14 |
| Kathleen Hall | May 17 |



Anniversaries

| | |
|-------------------------|----------|
| Bernadette Azai CPS/CAP | 19 years |
| Jeanette Ristow | 13 years |
| Shirley Wansaw | 12 years |

Never Never

From the Office Professional Newsletter

Never modify an adjective with another adjective. Modify adjectives with adverbs.

INCORRECT: The conference was *real* good.

CORRECT: The conference was *really* good.

CPS / CAP Exam Information

Good Luck to those taking the CPS/CAP exams on May 1-2, 2009.

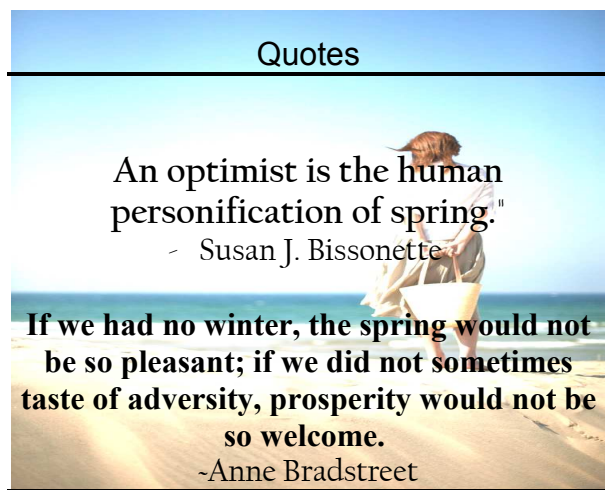
For those interested in applying for the CPS/CAP exams for November 6-7, 2009, the deadline for submittal of your registration forms is August 15, 2009. The CAP exam will be given on Friday, November 6, 2009 and the CPS exam will be given on Saturday, November 7, 2009. You can obtain the forms

through the IAAP website at
<http://www.iaap-hq.org/Cert/CertAppPacket.pdf>

Calendar of Events

2008-2009
57th Florida Division Annual Meeting
(FDAM)
June 26-28, 2009
Host: Winter Park Chapter
Location: Hilton at Walt Disney World
Hotel Rate: \$149/night
Registration Fee: \$175
<http://www.iaap-floridadivision.org>

2009-2010
58th Florida Division Annual Meeting
(FDAM)
Host Chapters: Bartow and Lakeland



Recipe Corner

Raspberry-Stuffed French Toast with Custard Sauce

From Kraftfoods.com

4 oz. (1/2 of 8-oz. pkg.) PHILADELPHIA 1/3 Less Fat Cream Cheese, softened

Visit <http://www.IAAP-sarakeys.org> or www.iaap-hq.org

1/2 cup sugar
2 tsp. vanilla
1 tsp. ground cinnamon
2 eggs plus 2 egg whites
5 cups fat-free milk, divided
1 loaf (1 lb./24 inches) French baguette, ends trimmed, cut into 18 slices, divided
1 pkg. (12 oz.) frozen unsweetened raspberries, divided
1 pkg. (4-serving size) JELL-O Vanilla Flavor Instant Pudding

BEAT cream cheese, sugar, vanilla and cinnamon with electric mixer until well blended. Add eggs and egg whites, one at a time, mixing well after each addition. Gradually add 2 cups of the milk, beating until well blended.

ARRANGE 9 of the bread slices in greased 13x9-inch baking dish. Sprinkle with half of the raspberries; top with remaining bread slices. Pour cream cheese mixture over bread. Let stand 30 min. Preheat oven to 350°F.

BAKE 40 min. or until golden brown. Meanwhile, bring remaining 3 cups milk just to boil in saucepan; gradually add dry pudding mix, whisking until well blended. Remove from heat; let stand 5 min. Microwave remaining raspberries in small microwavable bowl on HIGH 15 to 20 sec. or until warm. Serve topped with the custard sauce and raspberries.

Almond Chicken Salad Sandwiches *From Recipecottage.com*

Spread: Combine 3/4 cup butter, 2 teaspoons lemon juice, a pinch of salt, and 1/2 cup fresh basil leaves or 2 tablespoons dried basil.

Filling:
1 cup finely chopped cooked chicken meat
1/2 cup mayonnaise
1/2 cup slivered almonds
Salt and pepper to taste

20 slices bread, your choice

Combine the filling ingredients. Spread each slice of bread with a thin layer of the butter mixture. Add the filling to half the bread slices and top with the other half, buttered sides in. Remove the crusts and cut the sandwiches as desired.

Makes 40 tea sandwiches.

Crab Martini

Recipe by Paula Deen

- 1 pound jumbo or regular lump crabmeat
- 2 lemons, zest grated and juiced, plus juice for coating glass rims
- About 1 tablespoon mayonnaise (just enough to hold it together)
- About 1 tablespoon Dijon mustard
- 12 asparagus stems, bottom halves chopped, tops left whole
- Seasoned salt
- 4 Swiss chard leaves, to serve
- 4 whole olives, for garnish
- 4 lemon slices, for garnish
- Water crackers or toast points, to serve

Directions

Just before serving, gently combine the crabmeat with the zest, juice, mayonnaise, mustard, and chopped asparagus stems; add seasoned salt, to taste.

To serve: spread some seasoned salt onto a plate, rim the martini glasses with lemon juice, and dip them into the salt. Line each glass with a chard leaf and fill with the crab mixture. Garnish each martini with 3 asparagus spears, an olive, and a lemon slice. Serve with water crackers or toast points.

Cook's note: Don't put this together until the last minute.

If anyone would like to share their favorite recipe, please email to Donna Chipman at Chipman430@yahoo.com

2008-2009 Officers

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Vision

To inspire and equip all office professionals to attain excellence.

Purpose

To provide education and training, and set standards of excellence recognized by the business community on a global perspective.

Chapter's Mission

To be the acknowledged, recognized leader of office professionals and to enhance their individual and collective value, image, competence and influence.