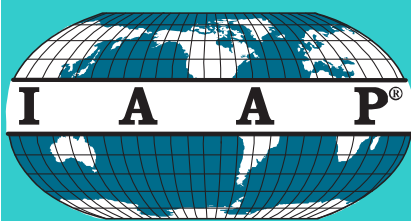


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International Association of  
Administrative Professionals®  
*MN-ND-SD Division*

## MN-ND-SD Notes

*Official Newsletter of the MN-ND-SD  
Division International Association of  
Administrative Professionals, IAAP®*



**Linda Dahlquist, CPS/CAP**  
**MN-ND-SD Division President**

The first quarter of fiscal year 2010-2011 sure has gone by fast! The Division Executive Committee (DEC) has been busy planning and hosting the Leadership Training and the Fall Educational Conference and, of course, our monthly conference calls with the Division Board of Directors. The fall conference was a great success with 72 members in attendance. The focus of the fall conference was on marketing (social media, networking and blogging). The conference offered three educational programs with all three programs receiving recertification points for a total of eight points for the entire weekend. There were two optional training sessions offered: A leadership training session by the DEC and an IAAP Web Community training session by Treasurer Melissa Tofte. In follow-up to the fall conference, President-Elect Dawn Staycoff arranged an online survey for the conference attendees to complete. The DEC

will review the responses for the planning of future conferences.

The DEC and the Brainerd Chapter are finalizing the 2011 Division Annual Meeting, which will be held on May 20-22, 2011, at The Lodge at Brainerd Lakes in Baxter, MN. Registration information will be emailed to members and posted on the division web site soon.

A few reminders for chapters:

- IRS Form 990/990-EZ/990-N (ePostcard) is due on Nov. 15, 2010.
- IAAP Award for Excellence (award for employers) application deadline is Dec. 1, 2010.
- IAAP Committee Service and Retirement Trust Foundation application deadline is Feb. 1, 2011.
- Avery Chapter Achievement application is now available on International's web site <http://www.iaap-hq.org/newsroom/awards/averdetails.html>. Applications are due on Feb. 1, 2011. Submitting this application achieves criteria #13 for the Chapter of Excellence.

The Division is in need of a chair for the Fundraising Committee. Interested members, please contact me.

As the holiday season quickly approaches, I am so grateful for our members and want to take a moment to personally thank you and send you best wishes for a joyous holiday season and a happy new year!

Best regards,  
*Linda Dahlquist, CPS/CAP*

## Ask Abby Admin



Need advice? Sometimes you can't or don't want to talk to friends or relatives. In those cases, ask Abby Admin. She will

provide objective third-party advice on your situation. *Ask Abby* when you really need to talk to someone about your issues.

***Dear Abby: When I'm looking through my computer folders, I like to see the file names with the date and other details displayed. I change the view to "Detail" but the next time I search for a file, the view has reset itself to icons; and it's driving me nuts! How can I get it to stay changed? I use Microsoft 2007. - Am I Losing It?***

Dear Losing It – You are indeed **not** losing it! There is a simple fix for this. Open Windows Explorer (or My Computer) then select the **View** command, and you will see five ways to display your files:

- Thumbnails
- Tiles
- Icons
- List
- Details.

Select the view you prefer best and then, select the Tools command, and Folder Options, which will open a dialogue box.

In the dialogue box, select the **View** tab. You will see folder views with an option to select

*Apply to All*; choose that, then **Yes**, and **OK** and you're done! No more worrying about losing your mind!

*Submit your questions to Abby at [mplsfi@yahoo.com](mailto:mplsfi@yahoo.com) to be shared in the next newsletter.*

## The Button

*A tale of networking*  
by *Judy Twisk, CPS/CAP*  
Reprinted from IAAP Web Community

Having taken the advice from our speakers at the recent MN-ND-SD Fall Conference, I'd like to share my very first blog with you all.

For those of you who didn't or couldn't attend the recent Fall Conference, it was not only packed full of information and good discussions; there was some fun to be had. I encourage you to find out what you're missing and attend the **Spring** MN-ND-SD Division Annual Meeting that will be in Brainerd in May. It's worth a road trip.

The MN-ND-SD Division Fall Conference at Sugar Lake Lodge in Grand Rapids was a great event. What wasn't so great was that a safety pin was all that was holding the button to my sweater. As I looked at all the great offerings in the hospitality and fundraising room, I spied a sewing kit. It was only \$2, but the safety pin I had was already paid for and I could use that \$2 for something else. I talked to the people at the North Suburban chapter table about the sewing kit and I showed them the infamous safety pin. The hard sell was on, but I kept my money - I can't sew, I told

## Mark Your Calendars

**May 20-22, 2011**  
**2011 Annual Division Meeting**  
The Lodge at Brainerd Lakes  
<http://lodgehotelsbrainerd.com/>  
6967 Lake Forest Road, Baxter, MN.

During this three-day event, you will experience our division officers in action with a business meeting, seminars and a special meeting for our "first timers."

**July 24-27, 2011**  
**Montreal Quebec**  
**2011 EFAM**

The International Education Forum & Annual Meeting with an average of over 1,800 attendees.

This event offers more than 50 education workshops focusing on topics from management skills to leadership development.

them! Even if I bought this, the button wouldn't get sewed onto the sweater. Then they "made me an offer I couldn't refuse." If I bought the sewing kit, they would sew on the button for me; right then and there. They made their sale! I gave them money and my sweater. As she sewed on my button, we joked about how at this conference that was all about promoting social media and networking we had 1) networked, 2) practiced negotiation skills, and 3) raised funds for their chapter. I got a sewing kit, a few new "connections" to my network and a secure button on my sweater.

Like we learned that weekend, networking, whether using social media or in person, is really all about relationships. It's

about helping each other out when we can. *"The button"* was a clear example of a mutually beneficial relationship that will last far beyond a weekend.

Thanks to Kathy and her compadres at North Suburban and the fine folks at Division that put on a fantastic conference.

## Committee Service Applications

by Tamra Goodall, CPS/CAP, IAAP International President-Elect

Applications to serve for one-year appointments to the 2011-2012 International Bylaws and Standing Rules Committee, Committee on Nominations or Retirement Trust Foundation Committee are now available. These positions become effective at the close of International Education Forum and Annual Meeting in Montréal, July 2011.

There are two forms. They can be downloaded from this link [Committee Service Applications](#) or document ID 6651 in the IAAP Web Community document library. One is the Application for Appointment to International Committees. This is for appointment to either the Bylaws and Standing Rules Committee or Committee on Nominations. The other form is the Application for Appointment to the Retirement Trust Foundation Committee. The forms each have the functions and responsibilities pertinent to the committees on page 2. Please note

the email deadline is Feb. 1, 2011, for all committee nominations. IAAP does not require chapter recommendations and signatures for those members wishing to volunteer for IAAP International Committees.

No recommendations or signatures are required for the Retirement Trust Foundation Committee either. Once appointed, all committee members are expected to sign and adhere to the following document: Confidentiality Agreement and Conflict of Interest Statement. Applicants applying for any committee must email the entire application **no later than 5:00 p.m. ET Feb. 1, 2011.**

## 2010 MN-ND-SD Division Fall Educational Conference



*A first time attendee's perspective*  
by Joanne Johnson, CAP

I attended the Fall Educational Conference at Sugar Lake Lodge with seven other members from the SouthWest Metro Chapter. I have been a member of IAAP since Feb. 2008 and this was my first educational conference.

The first speaker was Pamela Muldoon speaking about *"3 Steps to a Social Media Marketing Plan."* What a great topic and a very knowledgeable speaker. Social networking is "connecting and building relationships with

other people." Social media is "the internet applications or platforms used to socially network with other people." She also talked about LinkedIn, a professional networking site, and how important it is to be sure your profile is 100% complete as this will help you to get maximum search engine optimization (SEO).

The three steps to a media marketing plan are:

- 1) Defining your multiple target markets whether they are business to business or business to consumer.
- 2) Choosing the right marketing strategies by determining which media is the best way to reach your target market, eg; LinkedIn, Facebook, Twitter, MySpace, YouTube/Video, newsletter, blog.
- 3) Develop a system for each strategy so you will have consistency and will be able to benchmark the success.

The second speaker was Robin Getman talking about *"Is Your Net Working?"* Robin is an excellent speaker who has the ability to keep your attention and get you laughing. Robin stressed that networking is "building relationships that are mutually beneficial." We broke out into small groups to discuss how to be helpful to each other. Each person has their own area of expertise to share. One of Robin's exercises was if you are asked to reach as high as you can and then asked again to reach higher, you will find a way to pass your own expectations.

Steve Gasser spoke on the *"The Power of Blogs."* He was another

great speaker. When blogs came out, they were a big deal, they changed the way people saw the web. With blogs, you can create, react and communicate. Blogs do not require technical knowledge and readers can leave comments. It increases your SEO and it promotes name, brand, product and services.

An effective blog should answer the following questions – What do you want people to:

- Remember
- Know
- Do

I attended the Web Community training by Melissa Tofte. This was very informative and I am so glad I took the time for this. The general business session was a great opportunity to become familiar with our Division officers, and it also gave me a chance to see how our chapter delegate represents our chapter at Division.

If you have never been to a Division Annual Meeting or to a Fall Educational Conference, I highly recommend it. What a great way to become more involved in IAAP, get to know members from other chapters, make new friends, network, benefit from the many professional speakers, be part of the general business session and have fun at the same time.

*“The Internet is like alcohol. It accentuates what you would do anyway. If you want to be a loner, you can be more alone. If you want to connect, it makes it easier to connect.” - Esther Dyson*

## Social Media Terminology

by Marcia Mehlhaff

After our wonderful Division Conference, I thought this was a great time to share some information I’ve discovered.

In the [Commonwealth of Nations](#), "white paper" is an informal name for a parliamentary paper enunciating government policy. Since the early 1990s, the term "white paper" has also come to refer to documents used by businesses as marketing or sales tools. White papers of this sort argue that the benefits of a particular [technology](#) or [product](#) are superior for solving a specific problem.

These types of white papers are almost always [marketing communications](#) documents designed to promote a specific company's solutions or products. As a marketing tool, these papers will highlight information that is favorable to the company authorizing or sponsoring the paper.

There are three main types of commercial white papers:

- Business-benefits: Makes a business case for a certain technology or methodology
- Technical: Describes how a certain technology works
- Hybrid: Combines high-level business benefits with technical details in a single document

I found the above definition so enlightening, I thought I’d look up the word blog.

A **blog** (a contraction of the term "web log") is a type of website, usually maintained by an individual with regular entries of commentary, descriptions of events, or other material such as graphics or video. Entries are commonly displayed in reverse-chronological order. "Blog" can also be used as a verb, meaning to maintain or add content to a blog.

A typical blog combines text, images, and links to other blogs, Web pages, and other media related to its topic. The ability of readers to leave comments in an interactive format is an important part of many blogs.

As of December 2007, blog search engine [Technorati](#) was tracking more than 112,000,000 blogs.

Now if I could only text [Leet](#), I’d be set.

*Information obtained from Wikipedia.*

## Parliamentary Procedures

by Char Wilkinson, CPS

A **quorum** is the minimum number of members of a group or organization who must be in attendance at a meeting in order to conduct any official business. If a quorum is not present, business cannot be conducted. Once a quorum has been established, the quorum exists until the chair or any other member notices that a quorum is no longer present.

**Motions** are the tools that make things happen at meetings. The main motion is the most important element of parliamentary procedure that powers a meeting and is the mechanism by which an organization introduces business for consideration. A subject is not in order for discussion unless it has been introduced. The business of the organization is served by motions or resolutions that create and regulate the actions of the organization and authorize the spending of its funds. To make a motion, a member should stand and be recognized by the chair. A member may speak only when he/she has been recognized by the chair and has been assigned the floor. After the chair acknowledges that the member has the floor, the member should make the motion, using the correct terminology.

An example might be, ***“I move that we approve \$1,000 to send the delegate and alternate to the 2011 EFAM in Quebec.”*** After the motion has been made, a member who agrees the motion should be discussed (not necessarily agrees with the motion) seconds it. The correct terminology for seconding a motion is ***“I second the motion,”*** or ***“Second!”*** A motion made by a committee does not require a second. If the chair does not hear a second, he/she may ask, ***“Is there a second?”*** If there is no second, the motion dies for lack of a second. When the chair has heard a second, he/she restates the motion. ***“It has been moved and seconded that we approve \$1,000 to send the delegate and alternate to the 2011 EFAM in Quebec. Is***

***there discussion?”*** At this point the motion becomes the property of the assembly and the members may debate the pending question expressing ideas and points of view on the subject. The maker of the motion has the right to speak first and last during debate. All debate and questions or inquiries must be made through the chair.

When there is no further debate, the chair “puts the question” to a vote. The chair should restate the motion so that all members have a clear understanding of the wording, and ask for the vote. The chair then announces the results in a clear and understandable manner. ***“The yeases have it and the motion is carried.”***

Even though the affirmative vote sounds or appears unanimous, the chair should ask for the negative vote.

**Voting Methods**

- Voice vote – “Yes (Aye)” and “No (Nay)”
- Show of hands – for small groups
- Rising vote – to verify the vote
- Roll call – checks the attendance as well as vote
- Ballot – assures voters’ secrecy
- General consent – for routine matters

**Type of Votes**

- Majority – any number greater than half votes cast
- Plurality – the most votes cast regardless of majority
- 2/3 vote – 2/3 of votes cast
- Tie vote – same number for and against – motion lost

If you have any questions on parliamentary procedure or would like to have a specific subject covered in future newsletters, please contact Char Wilkinson CPS, Parliamentary Advisor.

**Get Your Read On**



At the MN-ND-SD Division 2010 Fall Conference, several books were shared as good reads.

Check them out.

- ***Brain Rules***, John Medina  
If workplaces had nap rooms, multi-tasking was frowned upon, and meetings were held during walks, we'd be vastly more productive. Brain Rules reveals, in plain English, 12 ways our brains truly work.
- ***A Whole New Mind***, Daniel Pink  
A Whole New Mind reveals the six essential aptitudes on which professional success and personal fulfillment now depend, and includes a series of hands-on exercises culled from experts around the world to help readers sharpen the necessary abilities. This book will change not only how we see the world but how we experience it as well.
- ***Authentic Happiness***, Martin Seligman  
Using the new positive psychology to realize your potential for lasting fulfillment.

*Stories are just data with a soul.*

# Division Nominations Committee

by Joan Gatzmeyer, CPS/CAP

As someone with a penchant for analysis, your division nominations chair thought it would be interesting to analyze the origin of the division presidents from the inception of the division through its current leadership. It should be noted that the MN-ND Division was formed in 1953, and it was not until 2002 that South Dakota was added to form the MN-ND-SD Division.

The first MN-ND Division president was Madeline McLennan of the Minn-Arrow Chapter in Duluth, Minnesota, who was appointed in 1953 and then elected to complete the term for 1953–54. Since that time, there have been only 51 members who have held the title of division president during 58 terms of office completed, although thousands of members have come and gone. Where did these 51 women (all women, so far!) come from?

Ranked in order of most terms represented, their chapters are:

- City of Lakes (f/k/a Minneapolis and Minneapolis Gopher) - 15 terms (11 members)
- Saint Paul - 8 terms
- Minn-Arrow, *tied with Rochester* - 7 terms (6 members)
- Rochester - 7 terms (6 members)
- St. Cloud Quarry (f/k/a Quarry) - 5 terms (4 members)
- Red River - 4 terms

- Sakakawea (includes Bismarck), *tied with TC West* - 3 terms
- TwinCities West - 3 terms
- Crow River - 1 term
- Honeywell (disbanded) - 1 term
- Katoland - 1 term
- North Suburban - 1 term
- South Suburban - 1 term
- Division Member at Large - 1 term

As one would expect, the six longest-established chapters (chartered in the 1940s and '50s) lead the pack in number of members serving as division president. As indicated, seven members served two terms, including two that fulfilled partial terms due to the resignation of the division president (who are not included in the totals above).

Of the current chapters, there are six that have not yet had a member represent them as division president. If you are in one of these chapters, you have a unique opportunity to be the first from your chapter! It's not too soon to begin thinking about becoming a candidate for division office for the 2011–12 year or future years!

Dawn Staycoff will automatically succeed to 2011–12 division president (which will tie TwinCities West Chapter with Red River for most presidents), but nominations will be open in February for president-elect, secretary, and treasurer.

All candidates must be a professional member for at least two years prior to election on May 21, 2011. You must have served as a chapter officer (any role, but director) to qualify for division secretary or treasurer; and you

must have served as a chapter president to qualify for division president-elect.

Serving as a division officer is a remarkable opportunity, and one we hope you begin planning for.

If you have any questions, please contact a member of the Nominations Committee:

- Joan Gatzmeyer, [joan\\_gatzmeyer@yahoo.com](mailto:joan_gatzmeyer@yahoo.com)
- Devie Hagen, [Devie@ElanSpeakersAgency.com](mailto:Devie@ElanSpeakersAgency.com)
- Shelley Rice, [p\\_srice@yahoo.com](mailto:p_srice@yahoo.com).

*Consistency trumps creativity.*

# Division Bylaws and Standing Rules

by Char Wilkinson, CPS

The committee has completed the editing of the division bylaws and standing rules to comply with the new IAAP grammar rules.

We want to remind the following chapters that their bylaws and standing rules are up for their four-year reviews in May of 2011:

- City of Lakes Chapter
- Skyway Chapter
- Valley Ridge Chapter

Please remember that the division bylaws and standing rules committee is always available to answer any of your questions and recommends that all chapters submit a draft of their proposed amendments and/or four-year reviews to the committee for review before they are submitted

to their chapter membership for approval.

This process clarifies the proper wording and any misunderstanding that may occur, as well as allowing time for both the chapter and the division bylaws committee in the review process.

## November is Retirement Trust Foundation Month

by Georgann Wenisch, CAP

The Retirement Trust Foundation (RTF) is a non-profit organization founded in 1947. Its mission is to provide housing assistance for those administrative professionals that are in need, age 55 and older. It is separate from IAAP, and no part of IAAP membership dues are applied toward the Trust. It is a 501(c)(3) tax-exempt charitable organization; as such, all contributions made to the Trust are tax deductible.

The Northwest District RTF Chair, LaNay Robbins, has set a goal for 2010-11 to raise \$8,572.25 for the Trust. LaNay is confident that this goal can be reached if each member in the District donates \$3.25. For our division, we currently have 585 member and at \$3.25 each that equals \$1,901.25. The MN-ND-SD Division has always been a leader in funds donated to the Trust.

Let's throw in another \$98.75 and shoot for a \$2,000 donation from the MN-ND-SD Division membership during this Passion & Purpose year! I'm being very conservative with this goal due to the current state of the economy.

Last year our Division raised \$3,459.26. It certainly would be great if we could match or exceed that amount this year!!

There are many ways that you and your chapter can support the Trust. One of the most versatile programs is **FOG!**



The Family of Givers program recognizes your lifetime cumulative gifts to the Trust.

There are three levels of *personal* recognition:

- Sustaining: \$100 - \$499
- Leadership: \$500 - \$999
- Pacesetter: \$1,000 +

By using the FOG donation form, your donations will be tracked. The Trust has a Wall of Honor at the IAAP Headquarters in Kansas City, MO, where plaques are placed showing that donors have reached a certain level.

**Your chapter and division will also receive credit for individual gifts.** If your employer has a matching gift program, your contribution to

the Trust may be eligible for their program.

***“You can have everything in life that you want if you will just help enough others get what they need.”*** - Zig Ziglar

Remember – the Trust is a 501(c)(3) organization so donations are eligible for a tax deduction. Participation in FOG is very simple; the donation form can be downloaded from the RTF website <http://www.iaap-rtf.org>.

Remember, the Trust is working for you! It provides housing assistance grants to administrative professionals in need and maintains the website and the retirement home in New Mexico.

If your chapter needs a refresher on what the Trust and Vista Grande is all about, there is a PowerPoint presentation available. Also, there are updated brochures for patio pavers and Vista Grande. Please toss any of the RTF brochures.

To make a donation or if you need new supplies for your chapter, including donation envelopes, please contact Georgann Wenisch, CAP 2010-11 MN-ND-SD Division RTF Chair at % Halleland Habicht P.A, 33 South 6<sup>th</sup> St., Suite 3900, Mpls, MN 55402 or on email at [gwenisch@hallelandhabicht.com](mailto:gwenisch@hallelandhabicht.com)

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## Open House

by Jan Rice, CPS

The SouthWest Metro Chapter IAAP's Annual Open House and Vendor Show is scheduled for Thursday, Jan. 20, 2011, from 5:30 – 7:30 p.m. at the Embassy Suites Hotel, 2800 American Blvd. West, Bloomington, MN. Advanced registration is recommended.

The event is free when registering on-line or \$5 at the door the night of the event. Our Open House is a networking and “impact” meeting to recruit new members, and all members are encouraged to bring a guest. Membership and certification committees will be available to share information.

For more information on our Programs and Association, visit our web site:  
[www.iaap-swmetro.org](http://www.iaap-swmetro.org)

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## Finding Our Value

by Dawn Staycuff

I read somewhere that the path to true happiness is often blocked by our own self, that we are our own worst enemies. It went on to say that we, in a sense, have to lose our mind to be happy. Well if that is true, I should have been happy a long time ago!

I did find out later in the book what the author meant by that. When we were small children we experienced life differently, every day was a new adventure and as we got older, we stopped

experiencing things in that same way. Our minds started to define and categorize all the experiences and events that happened to and around us. We learned to be self critical and judgmental of not only ourselves, but those around us. The bottom line was we needed to live life in the "*Here and Now.*" We need to go back to experiencing the world around us on a day-to-day basis as we did before we got all hardened and jaded by life.

Just like a child's first step out on the lawn, the pointy blades of grass tickle us and it's a new wonderful experience. When was the last time you experienced that sensation? In talking to a friend, we discussed how we don't see things about ourselves that others do. Like the way we go out of our way to give to others, to help, to be kind, and to do what we would want someone to do for us...but it seems like normal behavior to us so we don't see it as something bigger than that. We don't see our own value. Does this mean we are missing our purpose? Are we so blinded by our own self that we can't see our purpose?

By finding your purpose in life you find your connection to the bigger picture, to the bubble outside of your own. For me, it is by doing random acts of kindness and hoping that those acts of kindness are being paid forward. Finding things that bring you joy and happiness and then doing that for others. Hoping they find that within themselves and do the same; and it's knowing that you have helped someone and brought a little light into their world.

Also getting out in nature and enjoying a nice sunny day will help you appreciate what beauty there is in the world around you; just being aware of our own surroundings make us more connected.

All of this doesn't happen overnight. It takes a long time and lots of bad choices along the way to guide you to the place that puts you on the right path. It also comes with learning to change your frame of mind from the negative to the positive and seeing things in a different light. That is so easy to write but really, really difficult to do in life.

I've said it before and I will say it again....it's hard to be an adult! Life is a constantly moving ride. If you don't keep your hands inside at all times, you will have a price to pay. Thinking back on life as a kid where all you had to do was learn to tie your shoes or learn to swim, that was easy. Someone did your laundry, made you dinner-well, sometimes, but overall, you were taken care of. You didn't have to think. Life was easy, you rode your bike and played at the park, and things like a ride on the see-saw were your biggest stress factor.

The see-saw is a great metaphor for life; it's the constant up-down-up-down movement that really keeps things interesting and in balance. You always had that moment of panic that your end wouldn't rise up when it was time and then all of a sudden, you were up-feet dangling and nothing at that very moment mattered. I guess as adults we can have moments

like that, we can give and receive, have boisterous times and quiet times. We can dance ecstatically and then spend some time resting in quiet calmness. As long as we have a fire in our belly and tears in our eyes we will have that integrated balance that makes us human.

Please keep your arms and legs in at all times, and as always, no smoking.

Enjoy the ride!

*Always laugh when you can. It's cheap medicine.*

.....

# Congratulations to:

Florann Grettum, CPS, member of the St. Cloud Quarry Chapter, who celebrated 50 years as an IAAP member in October 2010.



Congratulations, Florann!

## MN-ND-SD Division 2010-11 Executive Committee



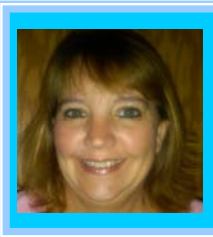
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*Never continue in a job you don't enjoy. If you're happy in what you're doing, you'll like yourself, you'll have inner peace.*

*If you have that, along with physical health, you will have had more success than you could possibly have imagined. – Johnny Carson*



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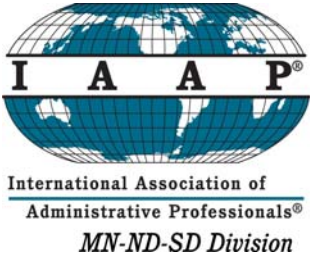


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### MN-ND-SD Division IAAP® and Arby's MARKET FRESH® Partnership



The **MN-ND-SD Division of IAAP** and **Arby's Market Fresh Catering** are pleased to announce a partnership that will benefit IAAP members and help Arby's Market Fresh Catering bring the great taste, exceptional value and unbeatable service of their catering to more companies in Minnesota!

#### *Attention MN-ND-SD Division IAAP Members!*

Use the convenient services of Arby's Market Fresh Catering and **receive a 15% discount on your first order**; and a **10% discount on every order after that!**



Arby's Market Fresh Catering currently serves the Minneapolis/St. Paul metro and Duluth, Mankato, Owatonna, Rochester and St. Cloud, Minnesota. Place your order online at <http://arbyscatering.com/place-order.jsp>, and enter the promo code:

- First order 15% discount                      IAAP1
- Every order 10% discount                      IAAP2



Or for personal service, **call Catering Sales Manager Robbie Douglas at 612.275.7368** and tell her you are a MN-ND-SD Division IAAP member (so is she!). Robbie is committed to helping make you look good by taking caring of every detail right down to the tablecloth so you enjoy the peace of mind that comes from knowing everything will be delivered correctly and on time, every time.

Big or small event, casual buffet or traditional sit-down, you're covered. Need a meal for your second-shift or third-shift workers? No problem, Arby's Market Fresh Catering can help!

Boxed lunches, crisp salads, tantalizing sandwich trays including the signature Arby's roast beef and delicious fresh-baked chocolate chip cookies are some of the options available. For more information, visit [www.arbyscatering.com](http://www.arbyscatering.com).



#### *Interested in an IAAP and Arby's Market Fresh Catering presentation?*

The MN-ND-SD Division and Robbie Douglas are teaming up to share information about the valuable benefits of both organizations with co-presentations to admins at businesses throughout the service area. If you would like to arrange for a presentation/lunch, please contact Division President-Elect Dawn Staycoff at

(612) 532-7153 or [dawn.staycoff@thrivent.com](mailto:dawn.staycoff@thrivent.com). Robbie will also be providing MN-ND-SD Division brochures to admins at her company visits; and promoting IAAP during Administrative Professionals Week® and Day®.



# Division in a snapshot



