

PASSION &  
PURPOSE

PIKES PEAK CHAPTER



Cog Road

CHAPTER NO. 321130  
MARCH 2011

SPECIAL POINTS  
OF INTEREST:

- IAAP Pikes Peak Chapter meets the second Tuesday of each month, Sept thru June 5:45 p.m.
- Co Springs Utility (CSU) Leon Young Service Center  
1521 Hancock Expressway
- Visit us online:  
<http://www.iaap-pikespeak.org>

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## Message from the President

Hello Chapter Members,

Here we are, ready for spring, and it's snowing outside! I guess that's why they always say that March comes in like a lion and goes out like a lamb, right!

Spring time is for renewal. The flowers begin to peak through the snow and bloom. The trees begin to blossom for yet another year. Something that each of us can do for ourselves this time of year is to renew our skills. Whether it's just a few simple tips or a full fledged class on a particular topic, we do ourselves a favor by refreshing our minds or learning something new. Each time we review a specific topic, we are able to pick up something new from what we hear. This month I would like to renew your memory with some simple tips from the American Society of Administrative Professionals for simplifying the dreaded "Taking Meeting Minutes!"

Taking minutes is not only a valuable business skill, it's also a process that can afford the minutes-taker a better, more complete understanding of the issues faced by his/her organization. The following tips can help anyone take more concise, accurate meeting minutes.

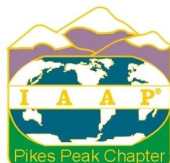
- *Prior to the meeting: Prepare a list of attendees, a meeting agenda, and the minutes of the last meeting. Use the meeting agenda as your outline for your minutes. Choose how you want to record your notes: A laptop, tape recorder, or simply a steno pad, whatever you are most comfortable with.*

- *At the meeting: Check off attendees as they arrive. Note for the record those who arrive late or leave early. Include the specific date, time, place, purpose, organization's name, leader's name, approval of previous minutes, and the time the meeting is adjourned. Be careful to only outline points that happen during the meeting, not a transcript. Record motions, decisions, key points raised, and issues tabled to future meetings. Record these items as they happen; if you wait until afterward you'll be more likely to make mistakes.*

- *After the meeting: Review and record the minutes as soon as possible after the meeting, while it's still fresh in your mind. Attach any needed documentation. Proofread for omissions or errors. Have the meeting chair review your minutes for changes before approving them. Distribute minutes to the attendees. Keep your notes in case you are asked to refer to them at a later date.*

- *The key here is to keep it simple – it doesn't have to be a difficult task!*

Enjoy the weather ups and downs of our Colorado springtime! Take some flowers to work to renew and invigorate your office for the next several weeks while the snow flies. I have a beautiful bouquet of pink tulips on my desk that reminds me of spring. We can be spring-like even if the weather doesn't cooperate.



Gloria Viebrock, CPS  
Pikes Peak Chapter President



# Chapter Meeting and Event Schedule

Sept 14, 2010	Welcome to the New 2010-2011 Year	(No Speaker)
Oct 12, 2010	Ergonomics Education: <b>**Human Factors And Ergonomics Program and Fall Fundraiser - "Scentsy"</b> <b>**NOTE: RECERTIFICATION POINTS WILL BE AWARDED</b>	Keith Osborne
Oct 16, 2010	Enhance Your Career / Chapter Membership Drive	
Oct 26, 2010	Happy Hour Social, 5-7pm Elephant Bar, 7585 N. Academy	
Oct 30, 2010	APW Kickoff Meeting and Historian Scrapbooking	Lockheed Martin Corporate Office
Nov 9, 2010	How to Write the Perfect Resume and Cover Letter and Retirement Trust Foundation Presentation	Victor Granados, OfficeTeam Rita Banister CPS/CAP and Carla Hall CAP
Nov 20, 2010	6th Annual CPS/CAP Certification Breakfast	Olive Branch
Dec 14, 2010	Annual Holiday Social, Gift Exchange, Silent Auction & Dessert Contest	
Jan 11, 2011	Past Presidents Recognition Safe Surfing Online in an Always-on, Wireless World	Kate Keeley Qwest Small Business Community Rep
Feb 8, 2011	Professional Dress Code and Dressing For Success	Julie Sauget, Dress Barn
Mar 8, 2011	Advanced Admin Skills: "Admin Requirements when Supporting Sr Management"	Tommy Crawford VP, Lockheed Martin & Retired Maj Gen USAF
Apr 12, 2011	Violence in the Workplace: Using Critical Thinking Skills for Prevention	Officer McDonald Fountain PD
Apr 27, 2011	Administrative Professionals Day Seminar and Luncheon	Crowne Plaza Hotel
May 10, 2011	Generation "Y" and Election of Officers 2011-2012	Cindy Oakes, OfficeScapes
Jun 14, 2011	Installation of Officers 2011-2012	

## COMMITTEE ANNOUNCEMENTS

Do you qualify for the:

### 2011 PIKES PEAK CHAPTER IAAP SCHOLARSHIP

\$750 to a HS Senior  
\$750 to a College Student

**Criteria: Must be enrolled, full-time or part-time, in an Administrative Assistant program, Legal Assistant/ Paralegal program or Business Administration program and attending college in the Colorado Springs Area**

**Don't delay—  
apply today!**

**Deadline is Apr 8, 2011**

### Administrative Professionals Annual Award Nominations

**Administrative Professional of the Year (APOTY)** - The APOTY is a coveted award given to the individual who best meets the criteria in: Education, Publications; Professional Experience; Civic and Charitable Work; and who best exhibits Interest in and Support of, the Administrative Profession. Individuals may be nominated by their supervisor and/or co-worker or colleague able to provide a personal recommendation. The 2010 APOTY was **Eileen Verosko, CPS**. Deadline for nominations is April 13, 2011.

**Executive of the Year (EOTY)** - The EOTY Award is presented to the Business Executive who best meets the criteria of: Education, Publications; Professional Experience; Civic and Charitable Work and shows Interest in and Support of the Administrative Profession. Executives can be nominated by their employee(s)/administrative assistant(s) or other individual who can provide the best recommendation based on the above criteria. The 2010 EOTY was **Peter Husak**, President of OfficeScapes. Deadline for nominations is April 17, 2011.

**Member of the Year (MOTY)** - MOTY is awarded to an exceptional member of the Pikes Peak Chapter, IAAP based on outstanding accomplishments and promotion of IAAP through the current Chapter year. Only Chapter members may nominate other members. The 2010 MOTY was **Marilyn Sullivan, CPS**. Deadline for nominations is April 13, 2011.

### Community Service

Submitted by: Lily Wright

#### SWEET DREAMS COLORADO

We had a wonderful response to Sweet Dreams Colorado last year and plan to conduct a second pajama and book drive for the children currently living in group homes, foster care or orphanages in Colorado. Most of these children are abandoned, abused or waiting and hoping to be adopted into a loving family. Sweet Dreams Colorado is a not-for-profit organization run solely by volunteers who deliver new books and pajamas to children ranging in age from newborn to 18 years old.

For the simple price of a latte, YOU can help. Pajama sizes needed range from newborn up to Adult XXXL. For health purposes, the pajamas must be new and have the sales tags on them. Monetary donations are always welcome, as often the receiving organizations may request sizes that are not available.

We encourage each member to bring in at least one pair of pajamas and a new book. Please also spread the word among your family, friends and co-workers. A collection box will be available at the March meeting. As always, we are grateful for your support of this very special community service effort.

**ALL NOMINATION  
FORMS and  
SCHOLARSHIP  
APPLICATIONS  
CAN BE  
DOWNLOADED AT**

**[www.iaap-  
pikespeak.org](http://www.iaap-pikespeak.org)**



*Presenting:*

Todd Hunt

*Our 2011 Administrative  
Professionals Day Seminar Speaker  
(4th in a series)*

## Meeting tips from the professionals

Organizing a successful event is more than booking a ballroom and ordering hors d'oeuvres. It's the details that make the difference. I recently spoke at a conference of Meeting Professionals International (MPI) and asked attendees to share lessons they've learned. Here are their top five speaker tips for efficient meetings:

1. Record actual number of people (not just number of chairs) at each session, to better plan next year.

We've all sat in meetings where empty seats outnumbered filled ones. I once did a keynote in a room set for 290. I taped off 150 chairs in the back, attaching to each row a sign: "Reserved for Audience Volunteers" (*nobody sat there*). Of the remaining 140 chairs, 100 were filled. The room looked respectable because everyone was sitting up front. A smart planner notes in her master file: "290 chairs; 100 people. Next year set for 150 maximum."

2. Eliminate (or simplify) speaker gifts.

Gifts are a nice gesture for volunteer presenters, but paid professional speakers don't expect gifts. If you insist, a gift card for a coffee shop or bookstore is useful and requires no wrapping. It's also easy to carry home on the airplane.

3. Don't overload the opening session.

The treasurer promotes the raffle; the education director gives an update; the sponsor plays a video...service awards are given, room changes announced and a plaque presented to the outgoing president. Before you know it, the featured presenter's hour is shaved to 30 minutes. Professional speakers can adjust, but why not get the full value of your investment? Plan for these extra activities upfront or move them to a separate session.

*(continued on page 5)*

**Editor's Note:** We will run monthly segments from Todd Hunt from December 2010 thru April 2011 leading up to his seminar Presentation on April 27, 2011.

Business humorist Todd Hunt will be featured at Pikes Peak Chapter Administrative Professionals Day Seminar on April 27 at the Crowne Plaza Hotel. His "Communication Bleeps and Blunders in Business" program has been a hit at more than 15 IAAP chapters and divisions across the country. Hear a preview at <http://toddhuntspeaker.com/media/HuntIAAPPikesPeakWelcome.mp3>

WORD OF THE MONTH:

**COMMUNICATION**

*“Two way process of reaching mutual understanding, in which participants not only exchange information but also create and share meaning..”*

## Meeting tips from the professionals *continued from Page 4*

One client had me speak from 5:30 to 6:15, just before dinner. Perfect! Everyone came from the hors d'oeuvre reception (so they weren't starving), and were very attentive. Dinner was served promptly at 6:15. As dessert came out, the president spoke, gave awards, and conducted other necessary business. I wasn't competing for their time, nor they for mine.

Another client had me deliver the opening day keynote from 9 to 10 am. Nothing else -- not even a presidential welcome. The second morning was devoted to association business (president's report, officer election, legislative update and so on).

4. Accept the fact that people don't read. But don't use that as an excuse for not preparing clear promotions and programs.

Some people *will* read, of course. Having complete information on paper also helps staff and volunteers answer the myriad questions that arise.

5. Send your venue representative a diagram (even for simple setups), to minimize misinterpretations.

A "draped table on stage" sounds simple enough. But do you want a six-foot table for a panel? How many chairs? Table microphones? Or do you mean a cocktail round for the speaker's props? Maybe you need an eight-footer (make that two) for trophies. Should they be stage right, stage left or center? Downstage or upstage?

You can never be too specific. I once did a program for which I requested a CD player. When I arrived, I spotted it behind the stage, wedged in a corner, with no space to reach it. I told the technician my assistant would be playing CD tracks throughout the program, which would be impossible given its obscure location.

"They didn't tell me that!"

Now I specify a CD player on a small table, easily accessible by an operator seated in the front row. And an extension cord to reach the power outlet, plus cable connecting player to the house sound system so audience can hear the CD, but not interfere with the presenter's microphone.

And red M&M's in my dressing room.

**KNOW YOUR IAAP HISTORY:** Do you know the history/origination of Administrative Professionals (formerly Secretary's) Day/Week? (See page 8 of this month's COG Road Edition.)

**TRIVIA:** Each year, the Pikes Peak Chapter of IAAP selects an Administrative Professional of the Year (APOTY), Executive of the Year (EOTY) and Member of the Year (MOTY). Can you name the 2010 APOTY, EOTY and MOTY? (Don't miss the answer in next month's COG Road.)



**Pikes Peak Chapter IAAP**

Invites you to join us in honoring  
Administrative Support Professionals

**2011 Administrative Professionals Day  
Professional Education Seminar and Luncheon  
Wednesday, April 27, 2011  
The Crowne Plaza Hotel  
2886 S. Circle Drive, Colorado Springs, CO**



**Morning Seminar Featuring:**

**Todd Hunt, Motivational Speaker and Humorist  
"Communication Bleeps and Blunders in Business"**

You said one thing; your boss or coworker heard something else. Nobody was wrong, but now everybody's confused... and you have to fix it! Laugh and learn as Todd Hunt shares real-life examples from business, revealing how we can improve our communication with customers and colleagues to become more successful.

**Luncheon Keynote Speaker:**

**Diane Dillinger**

**"Mind Reading is Not a Form of Office Communication"**

The key to successful communication involves a lot more than just talking and keeping your ear lids open. Learn some creative and practical ways for getting and giving messages in the business world.

Luncheon program with special guest Emcee, **Craig Coffee of Fox21 Morning News**, will include honoring:

[Executive of the Year](#), [Administrative Professional of the Year](#),  
[Pikes Peak Member of the Year](#),  
and [Pikes Peak Chapter Scholarship Award Recipient](#).

**Menu:**

Garden Fresh Greens with Cucumbers & Cherry Tomatoes served with Ranch or Raspberry Vinaigrette Dressing, Roasted Baby Red Potatoes and a Bouquet of Vegetables, Assorted Dinner Rolls, Dessert, and Coffee, Hot Herbal Tea or Ice Tea.

**Entree Selections:**

Sliced London Broil with Teriyaki Glace,  
Fresh Herb Roasted Chicken Breast  
or  
Pesto Pasta Primavera

**Deadline for Registration is April 18, 2011.**

**\*\*No Refunds after that date\*\***

**Each person attending must complete a reservation form.**

For any questions, please contact Christine Schemmel at either 719-201-3561 or [cschemmel@a.com](mailto:cschemmel@a.com).

Visit us online at: [www.iaap-pikespeak.org](http://www.iaap-pikespeak.org) to download a copy of the  
**Reservation Form.**

**\$40 Seminar Only / \$35 Luncheon Only / \$65 Seminar and Luncheon  
IAAP Member Discount—\$55 for Seminar and Luncheon**

## **Working on my Wait Problem!**

*Contributed by: Chief Master Sergeant Bob Vasquez, US Air Force, Retired*

Yes, like so many Americans, I've got a wait problem! But I'm working on it. It's one of my regular New Year Revolutions: I won't make people wait for me this year! Some people attribute my problem to procrastination. According to Wikipedia, procrastination "refers to the act of replacing high-priority actions or tasks with low-priority actions, and thus putting off important tasks to a later time." In other words, procrastination is a choice. We replace what we think is important with what isn't. That's not really my problem, I don't think. Oh, wait a minute! Maybe THAT'S my problem! I don't think!

I don't procrastinate. I just plan everything for the last minute. Check it out! One gets to a point in life when we may not know if we have another minute. Why plan on something that may not occur? Now, you're much younger than I so, DO plan ahead.

But planning isn't the problem either. When I DO plan, I even have it in electronic form! I write it down! The problem is that I DON'T DO IT! Is that procrastination? I'm not sure.

Here's my problem. People, for instance, my lovely-bride-of-thirty-three-wonderful-and-fulfilling-years, Debbie, will ask me to do something. Now, usually, she means NOW! I know the secret of staying together for thirty-three-plus years, so nine times out of ten I do what she asks immediately. It's that tenth time that bothers me. Not that I'm striving to impress her. Already did that! BEEN doing it for thirty-three years! It's that I feel badly when I disappoint her.

At work we have an INCREDIBLE Administrative Assistant that I'll call Miss Kathy because that's her name. We would fail without her, no doubt! I, obviously, think highly of her. Yet I often make her wait for reports that are important for us, as an organization, to submit. Hey, Man, I've got a lot on MY plate too! I work for a slave driver, just like you do!

My wait problem stems from not thinking. Not thinking about the consequences of my inaction. I don't know about you, but in my world we don't have enough people to get done what we do. Some folks refer to our dilemma as "having to do more with less." It's the truth. That being the case, and you have to know I'm a caring guy, I really am, it makes sense that I try to make Miss Kathy's life as easy as I have the power to do. And I do have the power. It's almost interesting that when I think about what else Miss Kathy must have to do, although I really don't know what all that entails, I do better at getting my reports to her on time.

When I think about how blessed I am to have a life partner like Debbie doing her part to make MY life easier I do what she asks as quickly as I can, not when I feel like it.

Maybe my wait problem isn't the wait part. Maybe it's the think part. When I think about the effect my actions, or inactions in this case, have on those I care about, I tend to be proactive. Once last year, I submitted my time card BEFORE Miss Kathy sent me her every-other-week note to do so. Just this year, I've done two honey-dos before Deb even thought of asking me. It felt good both times. What may propel me to do that more often is if I think about how good it might make THEM feel.

Hark! I hear someone calling me! It's Deb! Excuse me, please. I don't want to keep her waiting!



CMSgt (Retired) Bob Vásquez is currently the Course Director for the USAF Academy Center for Character Development's freshmen seminar, VECTOR! (Vital Effective Character Through Observation and Reflection!). He served in the US Air Force for more than 31 years before retiring on 1 Nov 2002. He's been a proud member of the USAFA team since 16 Nov 2002. Bob is an adjunct professor at the University of Colorado at Colorado Springs. He's the author of *Heirpower! Eight Basic Habits of Exceptionally Powerful Lieutenants*, recently published by Air University Press which went into its second printing within ninety days of its release. A musician, speaker, life coach and mentor, Bob's highest accomplishments are raising two daughters, Tesa and Elyse, two granddaughters, Nieves and Rainbow, and growing closer to his lovely bride of more than 33 wonderful and fulfilling years, Debbie.

**History of  
Administrative  
Professionals Day/  
Week**

Administrative Professionals Day/Week was originally organized in 1952 as "National Secretaries Week" by the National Secretaries Association (now known as the International Association of Administrative Professionals) in conjunction with public relations executive Harry Klemfuss and a consortium of office product manufacturers. It was established as an effort to recognize secretaries for their contributions in the workplace, and to attract people to secretarial/administrative careers.

The association successfully campaigned U.S. Secretary of Commerce Charles Sawyer to proclaim the first National Secretaries Week on June 1-7, 1952. He designated Wednesday, June 4, as National Secretaries Day. Sawyer, Barrett and Woodbridge participated in ceremonies held in Washington, D.C.

Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.

In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.

Over the years, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars and individual corporate activities recognizing support staff.

Today, there are more than 4.1 million secretaries and administrative assistants working in the United States, according to U.S. Department of Labor statistics, and 8.9 million people working in various administrative support roles. More than 475,000 administrative professionals are employed in Canada. Millions more administrative professionals work in offices all over the world.

APW is always the last full week in April. In 2011, **Administrative Professionals Week is April 24-30** with Administrative Professionals Day on **Wednesday, April 27**.

**March Birthdays:**

- 5—Korynn Neil
- 8—Myriel C. Velez
- 9—Rebecca Schmalle CPS/CAP
- 14—Ellen Polyard
- 27—Gloria Viebrock CPS



***Congratulations!***

**Member Anniversary Milestones:**

- Myriel Velez—1 year
- Micki Vogt—2 years
- Bobbie Pratts CPS/CAP—4 years
- Rhonda Lavoie—4 years
- Maxine Bryant—6 years
- Barbara Singmaster CPS—35 years

**WELCOME**

**New Member**  
**Robin R. Petrovich**

**Pikes Peak Chapter Board of Directors**

**PRESIDENT:**

Gloria Viebrock, CPS  
C: 322-8771 H: 382-5588  
dohertyone@msn.com

**PRESIDENT-ELECT:**

Bobbie Pratts, CPS/CAP  
bjpratts@att.net  
H: 388-1400 W: 637-7051

**VICE PRESIDENT:**

Cheryl Sanfilippo  
Cheryl.a.sanfilippo@lmco.com  
H: 265-5076 W: 277-9914

**RECORDING SECRETARY:**

Susan Farr  
sfarr@d49.org/farrfamily@elpasotel.net  
W: 491-0067

**CHAPTER LIAISON:**

Susan Hengel  
susanhengel@yahoo.com  
H: 260-0330

**TREASURER:**

Paula O'Keefe, CPS/CAP  
Pkokeefe53@comcast.net  
W: 594-8759 C: 229-7876

**PARLIAMENTARIAN:**

Carla Hall, CAP  
Carla.hall@usav.org  
W: 228-6800 H: 637-1571

**CWM Division Officers**

**PRESIDENT**

Leticia "Tish" Neff  
Book Cliff Chapter,  
Grand Junction, CO

**INCOMING PRESIDENT**

Eileen Verosko, CPS  
Pikes Peak Chapter, Co Springs, CO

**FIRST VICE PRESIDENT**

Carol Hardin, CPS/CAP  
Pikes Peak Chapter, Co Springs, CO

**SECRETARY**

Deanna Anthony, CAP  
Rim Rock Chapter, Billings, MT

**TREASURER**

Andrea Latine, CPS  
Denver Chapter, Denver, CO

**PARLIAMENTARIAN**

Sharon Hunvald, CPS  
Denver Chapter, Denver, CO

\*\*Note: For contact info for the CWM Division Officers, visit their website at: [www.iaap-co-wy-mt.org](http://www.iaap-co-wy-mt.org)

**2010-2011**

**International Board of Directors**

**PRESIDENT**

Mary Ramsey-Drow, CPS/CAP

**PRESIDENT-ELECT**

Tamra Goodall, CPS/CAP

**VICE PRESIDENT**

Karlena Rannals, CPS/CAP

**SECRETARY**

Antoinette Smith, CPS/CAP

**TREASURER**

Judith Yannarelli, CPS/CAP

\*\*Note the Intl Board of Directors also includes the District Directors for Canada, Great Lakes, Northeast, Northwest, Southeast, Southwest and one Affiliate Representative.



# Monthly Meeting Notice

**DATE: Tuesday March 8th!!**

**PROGRAM:** Advanced Administrative Skills: "Administrative Requirements When Supporting Senior Management"

**SPEAKER:** Tommy F. Crawford, VP, Lockheed Martin & Major General (Retired), US Air Force

**LOCATION:** Leon Young Service Center  
1521 Hancock Expressway  
Colorado Springs, CO 80903

**TIME:** 5:45 p.m. Social Time  
6:00 p.m. Chapter Meeting

**MENU:** Rotisserie Chicken, Garlic Dill New Potatoes, Steamed Vegetables

**COST:** \$12.00

**DRINKS:** Will be available for purchase at the meeting for \$0.50 for all members.

**HOSTESS:** Lily Wright

**GREETER:**

**BEVERAGE HOSTESS:**

**RSVP:** By logging on to our chapter website, [www.iaap-pikespeak.org](http://www.iaap-pikespeak.org) and click on "meeting notice." You may RSVP to attend the meeting only (no meal). If this is your preference, please inform the Chapter Liaison when you make your meeting reservation. You may also contact the Chapter Liaison at (719) 232-6520 or [shengel@wayfm.com](mailto:shengel@wayfm.com).

**DEADLINE FOR RESERVATIONS: THURSDAY, Mar 3. Take a moment to RSVP now!**

**NOTE:** Any member or guest who is unable to attend the meeting, must inform the Chapter Liaison to cancel their reservation by the reservation deadline as noted above to avoid being billed for their meal. Please note if your name is on the Permanent Reservation List, you must notify the Chapter Liaison if you will not be attending.

**Permanent Reservation List**

- |                        |                        |
|------------------------|------------------------|
| *Cathy Andrew          | *Pat Andries CPS/CAP   |
| Carla Hall CAP         | Carol Hardin CPS/CAP   |
| Susi Hengel            | Paula O'Keefe CPS/CAP  |
| Jean Reed CPS          | *Bobbie Pratts CPS/CAP |
| *Lily Wright           | Chris Schemmel CPS/CAP |
| Cheryl Sanfilippo, CPS | Marilyn Sullivan CPS   |
| Gloria Viebrock, CPS   | Eileen Verosko CPS     |
| Dianne Hagmaier        | Phyl Butler            |
| *Susan Farr            |                        |

\*denotes w/out meal