



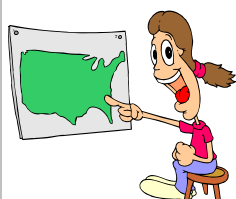
## President's Message

Barbara Fierro

[barb07512@optonline.net](mailto:barb07512@optonline.net)

Another Chapter year is soon coming to a close. It sure did go by quickly. It is also the time again when we need everyone to step up to serve on a Chapter Committee for our next year. At the May Chapter meeting, there will be sign-up sheets on the tables. We need you to volunteer on a Committee. We need your talents; your expertise; your enthusiasm. We need you to help our Chapter keep moving forward with activities and ideas. We need both the guidance and expertise of our experienced members and the ideas and enthusiasm of our newer members. Our key Committees are: Membership, Programs, Ways and Means, Bylaws and Nominations. These Standing Committees are the core of our Chapter. Please consider chairing one of them. You won't be alone – we will all pitch in to help.

Board Meetings – at least one member of a Standing Committee is asked to attend our once-a-month Board Meeting. These meetings are held in Wayne at the Municipal Building. You will enjoy these meetings. Lots of ideas are discussed each month. By participating on the Board, you will truly feel that you are making a contribution to our Chapter and making a difference in our future. Again, we **NEED YOU!**



Yes – volunteering takes time and energy. We all live very busy lives. But with your help, our Chapter can be **the BEST on the map!** I hope I can count on your support and dedication by signing up in May. It takes **ALL** of the members to make a great Chapter

*Barbara*

## Upcoming Chapter Meeting

- Date/Time:** Thursday, May 3, 2012, 6:30 p.m.  
**Place:** The Village Inn, 422 Runnymede Rd., Wayne, NJ  
**Dinner Cost:** **\$25.00**  
**Menu:** Caesar Salad, Penne Pasta with Meatballs and Peas in Vodka Sauce, Assorted Pastries & Chocolate Chip Cookies, Soda/Tea/Coffee  
*Alternative entree – Plain Chicken or Pasta with Sauce*

**Program:** **Office Team** presentation by David Serrano. See page 3 for details.

**RSVP:** Checks made payable to NORTH JERSEY CHAPTER, IAAP should be mailed in time to reach Pam Hoeland, 44 Knox Terrace, Unit 1A, Wayne, NJ 07470 by **April 27, 2012.**

Please confirm your reservation via phone (973-686-1714) or email to [hoelandp@waynetownship.com](mailto:hoelandp@waynetownship.com).

For those members on the Will-Call List, all cancellations must be made by **April 27th** or you will be billed for the dinner cost.

### Inside This Issue

	Page
Acknowledgements	12
Amazon Affiliate	12
Anniversaries	12
Birthdays	12
Certification	9
Chapter Meeting	1
IAAP News	6, 7
Mark Your Calendar	2
Member Articles	3, 4
Membership	6
Mission Statement	10
NJ Division News	8
Nominations	2
Pathways to Excellence	12
President's Message	1
Programs	1, 3
Publicity	9
Quill deadlines	9
Research & Education	8
Reservations	4
Retirement Trust	11
Roster Updates	4



## Mark Your Calendar

May 3, 2012	Chapter Meeting
May 5, 2012	Certification Exams Administered
June 7, 2012	Chapter Meeting
June 8-10, 2012	NJD Annual Meeting & Educational Forum
June 30, 2012	NJD Incoming Chapter Presidents Conference
July 22-25, 2012	IAAP EFAM, Gaylord Texan Resort, Grapevine, TX

## Volunteers Needed



### Committee Involvement - Be Part of the Action!

If you're a member of the North Jersey Chapter IAAP, then you're someone who believes in being active, learning new ideas, meeting new people, **and** you have many talents of your own to share. If you've been involved in committee work before, then you've experienced that renewed energy and sense of accomplishment you feel when you know you've done something well and worthwhile. In careers where we often don't see the end result of our labors, being part of a committee from beginning to end can be very satisfying, not to mention fun! So take a look at the descriptions of committees and join something in 2012-13 —better yet join with another member you already know or would like to get to know.

**Team up**—not only will involvement be less time intensive, but you may find time to unwind and have some fun along the way!

## Nominations

Michele Vogel, CAP-OM, Chair

[michele.vogel@adp.com](mailto:michele.vogel@adp.com)

The following slate of officers for 2012/2013 is presented by the Nominating Committee. Additionally, nominations from the floor will be accepted at the June meeting, just prior to the election.

**Barbara Fierro** will be continuing in her role as President of the North Jersey Chapter for a second term.

The list of candidates for the open officer positions are:

President- Elect: **Maureen Colucci**

Treasurer: **Leigh Baker**

Secretary: **Donna Manturi**

According to our Bylaws, "A candidate for the position of President-Elect shall have served as an officer of this Chapter for at least one full year prior to the time of election." Although Maureen has been APW Chair for several years, she has not held an officer position in the North Jersey Chapter. This exception to the bylaws is being brought to members' attention for review. It will be discussed and voted upon at the May meeting.

Voting and Installation of Officers will take place at the June meeting.

"Volunteers are not paid – not because they are worthless, but because they are priceless."

~ Anonymous

**Get Involved.  
Have Your Say.  
Make A Difference.**

**OFFICETEAM**<sup>®</sup>

Specialized Administrative Staffing

A Robert Half Company

## Upcoming Program

Janice B. Gardner, CAP, Chair

[jbcgardner@gmail.com](mailto:jbcgardner@gmail.com)

**May 3, 2012: Get the Recognition You Deserve will be presented by** David Serrano, Staffing Manger with OfficeTeam.

Administrative professionals are often referred to as the backbone of an organization, but not all employees get the recognition they deserve. Fortunately, there are concrete steps you can take to attract positive attention and get ahead. OfficeTeam and IAAP surveyed managers and administrative professionals about the role of employee recognition in the workplace. The findings provide insight into how you can build your visibility and work with company leaders to ensure recognition benefits both you and the organization, In this presentation you'll learn about getting the recognition you deserve, tooting your own horn, the benefits of recognizing others, and more!

*"The aim of life is self-development.*

*To realize one's nature perfectly*

*- that is what each of us is here for."*

~Oscar Wilde

Guests are always welcome at our meetings!

Invite co-workers and friends in the administrative field who would benefit from association with our remarkable organization.

**June 7, 2012:** End-of-year business wrap-up and election and installation of 2012-2013 officers. Gary Oberndorf, Account Manager at Esselte Corporation will provide insight into increasing efficiency through the use of the latest and greatest office products from Pendaflex.

## A Member's Article

### Going Places – Professionally & Personally

By Maryann Swantek

As I developed my career during the years, I became increasingly aware that I wanted to work for a global company and interact with those around the world. There was some apprehension at first, but I pushed myself to follow this lead. One day in 2000 when I worked in the Pittsburgh office of my company (in the Tax Department), I inquired about a non-global administrative position in our New York City office. In my mind, being able to work in New York made it more global just by being closer the Atlantic Ocean with Europe on the other side! I was offered a different position, accepted only by a message that came to me in a dream, and was thrown into the unknown and great change in what felt like overnight. There was fear as I had come from a small town of local people who did not venture out much.

Little did I know that my company had other plans for me which eventually led me to work for the Americas CFO who later became the Global CFO of our firm. There you have it - from this point forward my aspirations became real and I've worked virtually, and in person, with many assistants and professionals from all over the world, have attended committee meetings and have staffed several global meetings in other states and out of the country.

Whatever your interests are professionally, don't be afraid to follow the unknown - it can lead to much happiness and open up your world tremendously (and literally).



*"During my eighty-seven years I have witnessed a whole succession of technological revolutions. But none of them have done away with the need for character in the individual or the ability to think."*

~Bernard M.  
Baruch

## Another Member's Article

### EMAIL OVERLOAD

By Lisa Carlino-Boyd, CAP-OM

How many emails do you get each day? For some of us it can be over 100 or more. Think of that as 100 envelopes of mail that you need to open and respond to, whether it requires a reply back or just hitting the delete button. It still requires action by you and we all know that our time is precious. Does answering your emails take you away from attending to other pressing matters piling up on your desk? Well, if you are like me the answer is an astounding YES!

A few things that I have tried to incorporate into my daily work routine to counteract that problem are the following:

- Set aside a particular time of day where you will log into outlook and answer your emails.
  - For some of you that may be first thing in the morning or later in the afternoon.
- For others it may be when everyone else who depends on your assistance during the day, leaves for the day. Then that frees you up to check out your emails.
- If you are extremely busy and you don't have time at all, you may have to sit at your desk while eating lunch (if you can) and respond to your emails then.
- For others you may have to log on at home and answer them (as difficult as that may sound, I have done it myself).
- Another very helpful hint is to flag the emails that need an immediate response and create a folder off to the side for the other emails that can wait to be answered.

Whatever your situation is, I'm sure you can find at least one or two of these suggestions that could work for you.

As admins the type of work we do is basically the same, but yet very different depending on our work environment and type of businesses we work for. Therefore, the responsibilities may vary somewhat.

Nevertheless our main objective everyday is to give it our all and to do the best we can in that 8 hour or so time period.

## Reservations

Pam Hoeland, Chair

[hoelandp@waynetownship.com](mailto:hoelandp@waynetownship.com)

**Reminder to all Members:** Reservations for the dinner meetings should be made by the Friday preceding the meeting date and absolutely no later than the preceding Monday. For those of you who are on the "will-call" list, please let Pam know by the Friday preceding the meeting if you will not be attending. Your cooperation is greatly appreciated.

## Roster Updates

Michele Vogel CAP-OM, Membership Chair

[michele.vogel@adp.com](mailto:michele.vogel@adp.com)

If any of your contact information has changed – home or work address, phone number, or email, please be sure to let Michele Vogel know so that our Chapter Roster can be revised to list the correct information.



## Membership

Michele Vogel, CAP-OM

[michele.vogel@adp.com](mailto:michele.vogel@adp.com)

The current roster of the North Jersey Chapter IAAP is **38** members. Gail Clarke is the newest addition to our chapter. She works at Pearson Education in Old Tappan. Gail will be at our May meeting and we look forward to meeting her and welcoming her into the North Jersey Chapter.

Members are the lifeblood of our Chapter. Without a large enough base of active, involved members, our Chapter will find it difficult to survive.

Recruiting and retaining members is the responsibility of each and every member of our Chapter.

Make the MOST of your membership by attending Chapter Meetings and getting involved!! Remember, Board meetings are open to ALL members.

Certainly you know at least one other person who would benefit with membership in our remarkable organization – invite him/her to be your guest.

There is no better time than now – especially with the special 70/70 reduced rate program currently in effect.

## RECRUIT NEW MEMBERS!

### Lucky Number 70!



In celebration of IAAP reaching its 70th anniversary, we're offering administrative professionals a special price when they join the association as a new member. From now until December 31, 2012, new members can join IAAP at the chapter, division, and international level—all for one **\$70** price (for participating chapters and divisions only) – that is a \$30 savings over the regular price. Don't put it off. Encourage your administrative professional friends and co-workers to join today to take advantage of the world's best networking and education for administrative professionals. To learn more about or participate in the promotion, [visit the IAAP website](#).

Along with the reduced dues rate, current members who recruit at least two new members during this special promotion will receive a **70th anniversary commemorative pin**. Chapters that recruit seven new members and divisions that recruit 14 new members will receive recognition at the 2013 EFAM, as well as a choice between a \$70 IAAP Web Community credit or a \$70 discount on 2013 EFAM registration for a delegate.



**Member of Excellence  
Criteria #10**



Recruit at least one new  
member.



## IAAP News

### International Headquarters:

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

### 70<sup>th</sup> Anniversary Membership Campaign

Congratulations for reaching 70 years as an association! The hard work and dedication of you, the members, have made IAAP the premier association for administrative professionals for the last 70 years. Continue your success for another 70 years by increasing membership at the chapter, division and international level with IAAP's new membership campaign: **70/70**.



\*Through March 2012

*"A friend is one of the nicest things you can have, and one of the best things you can be."*

~Douglas Pagels

### Nominations for 2012-2013:

Below is a list of those running for IAAP's International Board of Directors and the Retirement Trust Foundation's Board of Trustees for 2012-2013. Voting will take place at the Education Forum and Annual Meeting in Grapevine, Texas July 21-25. More complete information about candidate qualifications and platforms will be available by April 15, 2012.

- **International President: Karlena Rannals, CAP-OM**  
(automatically assumes the office of President)
- **President-Elect: Judith A. Yannarelli, CAP-OM**
- **Vice President: Antoinette Smith, CAP-OM**
- **Secretary:**
  - **Bianca Constance**
  - **Kristi Rotvold, CAP-OM**
- **Treasurer: Dortha W. Gray, CAP-OM**
- **Northeast District Director: Sharon McPherson, CAP-OM**
- **Northwest District Director: Lisa Hogan, CAP-OM**
- **Southwest District Director:**
  - **Marsha Bryan, CAP-OM**
  - **Michelle Spradley, CAP-OM**
- **RTF Trustees:**
  - **Lynda Boulay, CAP-OM**
  - **Karen Kohn, CAP-OM**
  - **Carolyn Prather, CAP**

### 2012 Proposed IAAP Bylaws Amendments

Here is a link to access the 2012 Proposed IAAP International Bylaws Amendments and supporting documents.

<http://community.iaap-hq.org/IAAPHQ/ViewDocument/?DocumentKey=ed229c60-f9be-496d-a100-cd4046edfe5d>



## IAAP News (cont'd)

The **2012 Education Forum and Annual Meeting (EFAM)** will be held July 22-25, 2012 at the Gaylord Texan Hotel and Convention Center in Grapevine, Texas.

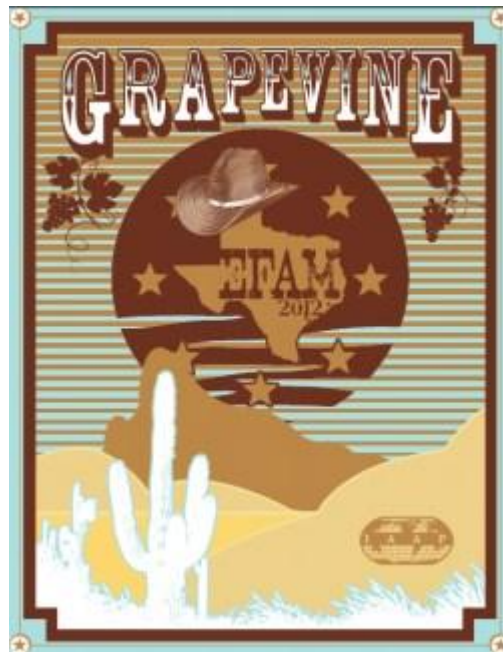


You know the phrase "Everything's bigger in Texas?" That also applies to this year's Education Forum and Annual Meeting in Grapevine, located between Dallas and Fort Worth. We'll be blazing into Texas July 21-25 with a bigger and better EFAM than ever before.

You wanted more education so this year we're giving you three keynote speakers and extra sessions on Sunday. Some of you come to EFAM only for the education and networking, that's why we're offering you the option on Sunday of attending technology training or IAAP business sessions. This year you'll find even more of what you've been asking for: education and networking.

*"Whenever you  
are asked if you  
can do a job,  
tell 'em,  
"Certainly, I can!"  
Then get busy and  
find out how to do  
it."*

~Theodore  
Roosevelt



The Hotel Reservation Link is now up and ready. Find it on the EFAM page on our HQ website. <http://www.iaap-hq.org/events/conferences/efam>





★★★★★★  
**Member of Excellence**  
Criteria #9



Attend a minimum of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination.)

## New Jersey Division

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

### **NJD Annual Meeting & Education Forum:**

***"Making the Leap to REMARKABLE - Influence, Impact, and Innovate: the Key Ingredients to the Road to REMARKABLE."***

Join the New Jersey Division and its members for a REMARKABLE weekend of networking, education, business sessions, and more.

#### **Keynote Speakers:**

Sam Glenn "The Attitude Guy"  
Merelle Rodrigo, JMR Training & Development, and  
IAAP International President, Tamra Goodall, CAP-OM.

**Dates & Locations:** 06/08/2012 - 06/10/2012

**Friday, June 8:** Activities, NJ Division Town Hall Meeting, and pre-conference educational program at the Hilton Parsippany

**Saturday, June 9:** Business session & educational program at Wyndham Worldwide 22 Sylvan Way Parsippany

**Saturday Evening** activities at the Hilton Parsippany

**Sunday, June 10:** Post conference educational leadership program at the Hilton Parsippany

#### **Cost:**

IAAP Members: \$99.00  
Non-members: TBA

#### **Contact:**

Heidi A. Romano, CAP-OM  
Phone: 732-652-6470; e-mail: [hromano@celgene.com](mailto:hromano@celgene.com)

**More info:** [www.iaap-njd.org](http://www.iaap-njd.org)

## Research & Educational Foundation

### **R&E EFAM Scholarship Program**

IAAP wants to ensure that every admin has the opportunity to get the professional training he/she needs. That's why the Research and Educational Foundation has established a new scholarship program to help new or unemployed administrative professionals attend the association's Education Forum and Annual Meeting.

If you've never attended EFAM, this is a great chance to jump start your career by taking advantage of all that IAAP has to offer over the course of several days during the association's premier annual event.

The Research and Educational Foundation wants to help you grow your career! It's a part of the foundation's commitment to helping admins reach and maintain their professional edge. Scholarship recipients should be announced shortly – Watch for it on the Community website!



### **EFAM Scholarship Calendar**

**Oct. 1, 2011**

Begin accepting  
applications

**Jan. 31, 2012**

Application deadline

**March 31, 2012**

Scholarship award  
recipients chosen

**July 22-25, 2012**

EFAM  
Grapevine, Texas



## The Quill

Michele Vogel CAP-OM, Editor

[michele.vogel@adp.com](mailto:michele.vogel@adp.com)

Chapter Members: Please note that I am accepting your articles for publication in our future chapter newsletters. **The deadline for the June edition of The Quill is Monday, May 21, 2012.**

The purpose of *The Quill* is to provide our members with current information regarding the activities of the Chapter and IAAP. If there is anything you would like to see in future editions, please contact Michele Vogel at the email address above.

*Every effort is made to ensure that the information included in this newsletter is accurate. If you find an error or broken link, please notify Michele at the email address above.*

## Publicity

Pam Hoeland, Chair

[hoelandp@waynetownship.com](mailto:hoelandp@waynetownship.com)

### Important Note to Chapter Committees:

Information you would like released to the media concerning programs, fundraisers, education seminars, conferences, etc. should be sent to Publicity at least (2) weeks prior to the meeting date or an event date. This timeframe allows the media to allocate time and space. Information should be e-mailed to Pam at the above email address.



## Certification

Adeline J. Hicswa, CAP

[adelinej.hicswa@rocketmail.com](mailto:adelinej.hicswa@rocketmail.com)

The Institute for Certification believes that a top-level administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading. Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology.

Why wait? Do something for yourself & your career today. **GET CERTIFIED!**

**IAAP Certification Online:** [www.iaap-hq.org/certification](http://www.iaap-hq.org/certification)

**Exam Review Materials:** [www.iaap-hq.org/certification/exams](http://www.iaap-hq.org/certification/exams)

**Why wait?**

Do something for yourself and your career today.





★ ★ ★ ★ ★ ★ ★ ★  
**Member of Excellence**  
**Criteria # 2**  
★ ★ ★ ★ ★ ★ ★ ★

Download the  
Member of  
Excellence  
Commitment form,  
sign and date the  
form.

## IAAP Pathways to Excellence

The **IAAP Pathways to Excellence Recognition Program** is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence or a Division of Excellence. The program has a set of guiding principles. The Pathways to Excellence year coincides with the IAAP fiscal year of July 1, 2011, through June 30, 2012.

A **Member of Excellence** attains a minimum of **8** of the following **11** criteria:

1. Hold a current IAAP certification.
2. Download the Member of Excellence Commitment form, sign, and date the form.
3. Actively participate in the IAAP web community forum discussions or write an article (minimum 200 words), and have it published in an IAAP publication (chapter, division or international level.) Recommending another author's article does not qualify.
4. Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in length) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification.
6. Pay membership dues on or before anniversary date. **This criterion is a mandatory requirement.** This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year.
7. Serve as a chapter, division, or international officer, committee chair or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training at least 60 minutes in length.
9. Attend a minimum of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination.) These meetings, programs or events cannot include an event used to meet the requirement of criterion #4.
10. Recruit at least one new member
11. Integrate IAAP membership and involvement into annual performance plan or review.

### **IAAP Mission Statement:**

*Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building, and leadership*



## Retirement Trust Foundation

Janet Chidiac, CAP, Chair

The RTF exists to help administrative professionals age 55 and older with housing, especially at the retirement home at Vista Grande. Our mission is to provide assistance for housing to administrative professionals, age 55 and older, who are in need. Grants for housing subsidies have been awarded through the HSAN program. The RTF, founded in 1947, operates exclusively for charitable purposes and can help those in need because of the generous gifts from individuals around the world.

The RTF has historically been supported through monetary donations from the generosity of IAAP members. There have been a number of ways to help support the RTF: The Family of Givers program; giving in honor of another; in memoriam, as a legacy by individual members through estate planning and through employer matching gifts.

The RTF is a publicly supported organization and not a private foundation and donations are tax-deductible as long as no consideration is received. Contributions for a specific purpose have been made to the RTF; however, the RTF prefers unrestricted contributions that do not have specific instructions on how the funds are to be used. Such funds can be used in the manner most beneficial to the RTF and its investments.

Donations may come from individuals through the Family of Givers program, a chapter, division, matching donations from businesses, bequests, etc. Typically, monies raised from a fundraiser are donated in the name of a chapter or division.

Vista Grande – the gem of the RTF -- is a retirement center built for administrative professionals located in Rio Rancho, N.M., a picturesque mesa northwest of Albuquerque. The land consists of approximately 11 acres and was built in three phases between 1972 and 1983. It has 168 apartments, a community building, lounge, library, crafts room, laundry center, all faiths meditation chapel, a resident nurse, exercise room, and management offices.

**Vista Grande** is administered by a management firm contracted by the board of trustees. The management firm hires the community manager, maintenance, and service personnel and oversees rentals and on-site details. The board of trustees makes all policy decisions.

The RTF complies with all nondiscrimination laws of the U.S. Federal Government with respect to its requirements for residents at Vista Grande. The center is operated for charitable purposes and to provide assistance for housing to administrative professionals, age 55 and older, who are in need. Preference for retirement living at Vista Grande is given as follows:

1. Active IAAP members and their spouses;
2. Former IAAP members and their spouses;
3. Administrative professionals who have not been members of IAAP and their spouses;
4. Persons who are not administrative professionals.

Vacancies are filled from the list of applicants to Vista Grande in the same order listed above.

Vista Grande is fully occupied, but the RTF desires to see it fully occupied with IAAP members or previous members. There is currently a waiting list, but IAAP members are given first priority and can usually be accommodated within one year.

The RTF has consistently demonstrated care for IAAP members. Nothing better exemplifies this than **helping our own – admin to admin.**

*“Never doubt that a small group of thoughtful, committed citizens can change the world.*

*Indeed, it is the only thing that ever has.”*

~Margaret Mead





## May Anniversaries

Congratulations to our members celebrating their IAAP anniversaries:

Leigh Baker	2 yrs	Pamela Hoeland	12 yrs
Lisa Carlino-Boyd, CAP-OM	8 yrs	Barbara Kook	6 yrs
Esther DelCarpio	6 yrs	Agnes McGeough	1 yr
Kay Duclos	15 yrs		

## Members With Upcoming Birthdays

Best wishes to our members celebrating birthdays:

Maureen Colucci	May 2
Mary Bernadette Drury	May 3
Irene May	May 15



## Acknowledgements

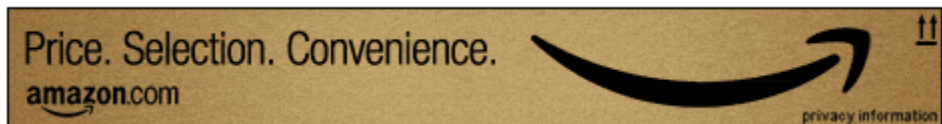
**THANK YOU** to **Katie DeVito** for her information-filled presentation about Social Networking.

Kudos to **Barbara Fierro** for the inspirational Watermelon invocation she gave at our April Chapter Meeting.

Special thanks to **Maureen Colucci** and the APW Committee for the outstanding atmosphere: the lovely flowers and chocolates provided for our special Administrative Professionals Recognition Meeting.

**Shop online at Amazon.com?** You can help raise funds for the North Jersey Chapter by going to the North Jersey Chapter website [www.iaap-northjersey.org](http://www.iaap-northjersey.org) and using the banner at the bottom of our homepage to access amazon.com. Through the Amazon Affiliates Program, the North Jersey Chapter receives a percentage of each sale made from those clicking through to Amazon by using the link on our website.

Remember to use it yourself and encourage you online shopping family and friends to do so as well.



**Bosland's Flower Shop** provides the beautiful floral arrangement for each of our meetings. In appreciation for their donations, we encourage our members to use Bosland's for all their floral needs.



Bosland's Flower Shop  
1600 Ratzer Rd  
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973-942-3838

