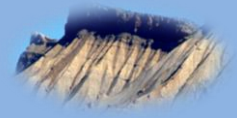


Book Cliff Echoes



November 2009

A Publication of Book Cliff Chapter IAAP

Volume XV • Number 3



Turning Jobs
Into Careers®

Welcome to IAAP

Photo Coming Soon

2009-2010 • Book Cliff Chapter • T.E.A.M Leaders President

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BOOK CLIFF CHAPTER IAAP

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APW/Program Dee Dee Crawford
Audit Melissa Medina/Bernice Stogsdill
Karen Loughman CAP
Bylaws & Standing Rules Juanita Cosslett CPS
Kym Bevins
Historian/Scrapbook Maria Pinder, CAP
Certification/Education Pearl Hasson, CAP
Hospitality/Sunshine Fund Pam Lair/Lea Imer/Meg Fritts
Marketing Melissa Medina
Membership Jalane Glasgow, CPS/CAP
RTF Sally Lowrey
Student Chapter Alane Wooster
Ways & Means Chris Church/Pearl Hanson, CAP
continued Maria Pinder/Kristina Gragg
Website/Newsletter .. Kyle-Sheldon Chandler/Pam Lair
continued Kristina Gragg /Louise Davidson
Yearbook Chris Church/Cherie Pedersen

Book Cliff Chapter IAAP November Meeting

Date: November 18, 2009

Book Cliff Chapter
Meets the 3rd Wednesday
of each month
September through June

Time: *Networking 5:30PM*
Dinner/ Program 6:00 to 7:00PM
Chapter Business 7:00 PM

Cost: Professional Members - \$18
Students - \$5, Guests (no charge)

Place: *Two Rivers Convention*

November Program

Get ready to be enlightened at our November 18

Program entitled Feng Shui

EVERYONE will be on a standing RSVP list and will be expected to attend our monthly meetings. REGRETS ONLY are to be sent to sally@sallyonyourside.com not later than 9:00 p.m. the Thursday prior to the Wednesday meeting.

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www.iaap-co-wy-mt.org

**2009-2010 COLORADO-WYOMING-MONTANA
DIVISION BOARD OF DIRECTORS**

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- President Elect:** Tish Neff, Book Cliff Chapter
- Vice President:** Eileen Verosko CPS, Pikes Peak Chapter
- Secretary:** Judy Smith CPS/CAP, Old West Chapter
- Treasurer:** Andrea Latine CPS, Denver Chapter
- Parliamentarian:** Debbie Brown CPS/CAP/RP

CWM DIVISION COMMITTEES

- Annual Meeting Angie Guerrero CPS
- Bylaws/Standing Rules Sharon Hunvald
- Certification Karen Loughman CAP
- Membership Aubree Lujan
- New Chapter Builder Tish Neff
- Website Nancy Upchurch CPS/CAP
- Nominating
- Retirement Trust Debbie Brown CPS/CAP/RP
- Futures Committee Kathy Watkins



2009-2010

INTERNATIONAL BOARD OF DIRECTORS

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- PRESIDENT-ELECT** Mary Ramsay-Drow CPS/CAP
- VICE PRESIDENT** Tamra Goodall CPS/CAP
- SECRETARY** Janine Riemersma CPS/CAP
- TREASURER** Karenn Rannals CPS/CAP

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CHAPTER PRESIDENTS MESSAGE



Karen Loughman, CAP

**POWER
of
Commitment**

2009-2010
Book Cliff Chapter
Grand Junction, CO

Sometimes, It's Hard to be Thankful!

November brings to mind Thanksgiving and all that comes with it – turkey, stuffing, pumpkin pie and Black Friday. The business community is feeling the effects of the economic downturn and many of us have been affected by the H1N1 virus either by ourselves or someone near to us getting sick. It's hard to be thankful when things aren't going well around you.

The retail business community depends on Black Friday to make up for all of the negative net monthly sales figures they have noted on their books over the preceding year. It's been a tried and true business strategy for many years. The sales are huge and the stores all make a big deal out of the bargains. Shoppers enjoy Black Friday for those bargains too and many make the day a tradition in their families as a time to prepare together for the upcoming Christmas holiday.

I could easily list all of the negative things that have happened to me recently, but I choose the positive. This is what I call my "Black Friday Affirmation": On a daily basis, I remind myself of what I am thankful for: my family, my friends and my fellow chapter members. I have ideas and skills. My health is good. There are possibilities out there. Today is my Black Friday, and I'm thankful to have it! Look out world!



While the Thanksgiving holiday is an occasion of celebration and feasting, one must not forget the reason underlying the celebration. Here are some inspirational quotes for thanksgiving. These simple words teach the lesson of gratitude.

Henry Ward Beecher

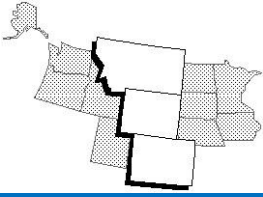
Gratitude is the fairest blossom which springs from the soul.

Theodore Roosevelt

Let us remember that, as much has been given us, much will be expected from us, and that true homage comes from the heart as well as from the lips, and shows itself in deeds.

Edward Sandford Martin

Thanksgiving Day comes, by statute, once a year; to the honest man it comes as frequently as the heart of gratitude will allow



**COLORADO-
WYOMING-
MONTANA
DIVISION**

CWM Division Annual Meeting

June, 2010
Cheyenne WY

INTERNATIONAL CONVENTIONS

July 18-21, 2010
Hynes Convention Center
Boston MA

July 18-22, 2011
Montreal Convention Center
Montreal QC

July 22-25, 2012
Gaylord Texas Resort
Grapevine TX

July 28-31, 2013
Anaheim Convention Center
Anaheim CA

July 27-30, 2014
Milwaukee Convention Center
Milwaukee WI

CERTIFICATION CONFERENCE

October 17-20, 2010
Hilton Seelbach Hotel
Louisville KY

2011 – San Diego, CA

March 8-10, 2010
Grand Sierra Resort
Reno NV

2011 – Tampa, FL

**POWER
of
Commitment**

2009-2010
Book Cliff Chapter
Grand Junction, CO

Chapter News...

EMPLOYEE at the MONTH

Congratulations to Linda Hays, our Lead Employment Assistant in the Resource Center, who received Hilltop's Employee of the Month Award for October, 2009.

Linda won this recognition out of 550 Hilltop employees for her exemplary work and leadership serving over 3,000 guests per month at this time in the Resource Center. Pass on the praise! djp

OfficePro now available on the Web

All the great content you read each month in OfficePro's print edition is now available on the IAAP Web Community. Digital editions of OfficePro magazine and the OfficePro Express e-newsletter can now be found at officepro.iaap-hq.org. This is a members only benefit, so make sure you are logged in when you visit the site.

Also, don't forget to check out the new look of the [IAAP Web Community home page](#), which now features recent blog posts, a member spotlight, recent discussions and more.

The "cookbook" project is still underway. Please send us more recipes, more recipes, more recipes. We need recipes from all members. We have received quite a few from a few contributors, but need more contributors to the cookbook. We are in need of recipes in the area of appetizers, beverages, salads, desserts, cookies and candy, and side dishes. Could use a few more main dishes, but have quite a few now. Send in the ones you use and love the most, they are always the best!

Please send them within the week to cheriepedersen@bresnan.net.

Cookbook Committee

New members: If you need a name badge, please e-mail
Jalane Glasgow,
Membership Chair, at the following address:

jalanematt@bresnan.net

Please indicate how you would like your name to read, i.e., if you are a Sandra but prefer to be called Sandy, please let me know.

Thanks so much!

Jalane Glasgow, CPS/CAP
Membership Chair
Book Cliff Chapter, IAAP

BOOK CLIFF CHAPTER, IAAP
Meeting of 10/21/2009
Two Rivers Convention Center
Pending Approval

| | |
|--|---|
| Call to Order | President Karen Loughman CAP called the meeting to order at 5:45 p.m |
| Introductions | Members introduced themselves and their guests. |
| Kudos | <p>President Loughman extended a Thank you to:</p> <ul style="list-style-type: none"> • Pearl Hasson CAP for volunteering to chair the Chapter's "Goals and Strategic Plan Committee." • Kristina Gragg for the excellent chapter newsletter • Juanita Cosslett for taking minutes in the absence of Laney Wooster, Recording Secretary |
| Program | <p>"Computer Ghostbusters" by Zach Walsh of "ATRIX" who specializes in tailoring computer solutions, i.e., development, repair, networking, web development and design, and consulting.</p> <p>Karen Loughman and Pam Lair followed with a presentation on navigating the Chapter website, Networking and egroups.</p> <p>Minutes of the September meeting were approved as published.</p> |
| Minutes Approval | The Treasurer's Report was read. There being no questions it will be filed for audit. |
| Treasurer's Report | Jalane Glasgow, CPS/CAP presented one bill, but since it was less than \$50 it did not require a vote of the membership. |
| Committee Reports Ways & Means | <p>Verbal reports were given re the following committees:</p> <ul style="list-style-type: none"> • Cherie Pedersen reported that they are very close to completing the cookbook fundraiser. Please forward recipes for more entrees and computer tips to Chris Church. • Pam Lair reported that the Hospitality Fund is getting low. Will continue to have the drawing each month to benefit the fund. • • Pearl Hasson is planning one Saturday workshop • Juanita Cosslett reported that proposed amendments to our Bylaws and Standing Rules will be presented after the first of the year. |
| Hospitality | |
| Certification | <ul style="list-style-type: none"> • A speaker has been booked, and plans continue. |
| Bylaws | <ul style="list-style-type: none"> • Chapter's annual fundraiser for RTF will take place at the November meeting. |
| APD | |
| RTF | <ul style="list-style-type: none"> • Melissa distributed her marketing handout; and reported on an updated brochure. Needs email addresses for some of the chapter members. |

Marketing

- **Membership Drive:** The chapter is waiving new member dues for the months of October and April as part of the Membership Drive.

Membership

- President Loughman passed around the signup form for interested members who are willing to serve as a mentor, and members who would like to have a mentor. So far, there are 5 mentors and one member who would like a mentor.

President Loughman announced her “Peso’s Plan.” A member who steps up to the plate when needed will receive a “Peso” worth points toward the “Member of Excellence.”

Announcements

Kyle Sheldon-Chandler, immediate Past CWM Division President, announced the Webinar that she has been instrumental in providing to Division members on 10/27 at 7:00 p.m. on the topic of Email Marketing. Email Kyle if you wish to participate.

President Loughman reminded members of the IAAP “Gift of Membership.” Information was emailed to members from HQ re purchasing a gift membership for someone.

President Loughman displayed the new banner our chapter received from HQ as reward for achieving “Chapter of Excellence” and honoring Pearl Hasson CAP, Chapter past president.

Adjournment

There being no further business, the meeting was adjourned at 8:30 p.m.

Juanita Cosslett, CPS
Recording Secretary
in the absence of Laney Wooster



October Chapter Meeting

Zachary Walsh walks members through computer maintenance steps.

POWER
of
Commitment

Thank you Zachary for presenting an outstanding program.

Chapter of Excellence



Chapter President: Karen Loughman, CAP

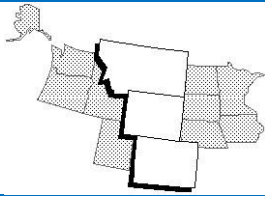
A **Chapter of Excellence** will attain a minimum of 14 of the following 19 criteria:

1. Sixty percent of the chapter meetings offer recertification points
2. At least one member of the chapter obtain their CPS and/or CAP certification during the current IAAP fiscal year
3. Sign the online Chapter of Excellence Commitment agreement
4. Publish at least six newsletters/e-newsletters
5. Participate in the IAAP Web Community
6. Publish annual meeting calendar with education and/or training topics by September 1 and establish marketing plan to encourage members to attend chapter, division, and international meetings and events
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer
8. Maintain a full slate of officers (minimum four offices); maintain committee chairmen

- for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chairmen listing to HQ by July 1 deadline
9. A minimum of four officers and chairmen of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event
10. Send a delegate to the division annual meeting and a delegate or submit a proxy to the International Convention and Education Forum
11. At least one member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80 percent
15. Conduct at least one IMPACT meeting
16. Conduct new member orientation program
17. Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase)
18. Sponsor a new IAAP Professional Chapter or Student Chapter
19. Create an annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey

Completed criteria will be submitted through an online process that will be available soon.





**COLORADO-
WYOMING-
MONTANA
DIVISION**

Colorado-Wyoming-Montana Division

**DON'T MISS THE UPCOMING C-W-M ANNUAL MEETING
CHEYENNE, WYOMING
JUNE 4-5, 2010**

Janine Riemersma CPS/CAP,
2009-2010 International Secretary will be present at this event!

The C-W-M Division Board has voted to waive the division dues on new member applications for your recruitment events in

October 2009 and in April 2010.

Applications must be received by IAAP Headquarters between October 1st and October 31st, 2009, and April 1st and April 30th 2010 in order to qualify for the discount benefit. Remember to indicate on the membership application in the appropriate area "waived". Please watch for instructions regarding online applications which will be posted soon.

Recruit! Recruit! Recruit!
Take advantage of this great perk!

**EARLY REGISTRATION NOW AVAILABLE FOR 2010 EFAM IN BOSTON, MA
JULY 18-21, 2010**

**International Education Forum and Annual Meeting
2010 EFAM Registration and Hotel Package Deal**

For the first time in recent memory, IAAP is offering a special history making deal to help you attend the 2010 International EFAM in Boston. There is a secured number of packages offering 10% off your conference registration and 10% off your hotel stay at the Sheraton Boston when you prepay for both by **December 15, 2009**. Follow the link recently posted on the WEB Community to reserve your package deal today.

http://www.iaap-hq.org/events/convention/hotle_reg_package.html

Why Certification?

Certification demonstrates that you are serious about your career. Candidates build skills while studying for the CPS and CAP Exams.

Who can certify? To achieve *certification*, an office professional must meet administrative employment requirements and pass the exam.

- The Certified Professional Secretary exam is a one day, three- part exam. The Certified Administrative Professional exam is a four-part exam spanning a day and a half. The exams are updated frequently ensuring that those taking the exams are being tested on the most current information available for administrative professionals.
- Exams are offered every May and November at over 150 locations across the United States, Canada, and other countries.
- Becoming certified is one criteria for obtaining Excellence as a Member, a Chapter, and as a Division. As a member of IAAP, study guides and study groups are easily available. Most C-W-M Chapters have a study group established to help you prepare for the exams.
- Set a goal to obtain your certification today and start your journey to the test. Yes, You can!!!

For additional information about certification, contact Pearl Hasson CAP, C-W-M Division Certification Committee Chair, at phasson@vectrabank.com



November is traditionally RTF month and this year is no exception. We will be selling chances to win a Thanksgiving Turkey, so please bring your extra \$\$ to November's meeting. Tickets will go for \$1.00 each and all monies collected will go towards the Book Cliff Chapter's annual donation to the Retirement Trust Foundation.

Thanks.

*Sally Lowrey
RTF Committee Chair*

Office Tips & Tricks

The Top 10 Web Sites for Admins

Chasing down information on the Internet can leave you at one dead end after another. So how do you find a direct route to the answers you need? That's where this list of the 10 best sites for administrative professionals comes in. Think of it as your road-map for the Web, provided by administrative assistants just like you.

CEOExpress

This is a treasure trove of links to just about every bit of info you can imagine, including local/international newspapers, trade journals, news wires, business knowledge research areas, weather updates, currency statistics and conversions, company research sites, SEC, financial markets, health topics and more. "It offers a wealth of information you can access without having to search through numerous databases," says Karen Davis, secretary to the CFO and senior vice president of Oklahoma City-based C.H. Guernsey & Company.

Refdesk

At this site, another links clearinghouse, admins can access everything from official clock times around the world and a "word of the day" vocabulary builder to the latest news, stock quotes and computer virus alerts. It's "the best source for facts," says Deborah Farley, CAP, assistant vice president, loan administration, for Commerce Bank in Mount Laurel, New Jersey.

Microsoft Design Gallery

Pam Brogan, office coordinator for HelpPeople EAP in Syracuse, New York, says she adores this mecca for Microsoft Office users, because she can use its easy-to-download clip art, sound effects and moving graphics to enhance brochures, articles and email correspondence. "People are more likely to read something that is punctuated with a picture over simply straight text," she says.

USPS

The US Postal Service's Web site offers much more than an easy way to check zip codes, buy stamps and track mailings. Connie Myers, principal administrative staff associate at Albuquerque-based Sandia National Laboratories, says she uses the site for "package rates and expected delivery schedules, insurance info, rates for foreign destinations and size restrictions for letters."

BrainyBetty

Download thousands of free PowerPoint templates and images at BrainyBetty, a great find from Janis Petersen, CPS, senior clerk at Seminis Vegetable Seeds Inc. in Nampa, Idaho.

XE.com

If your boss travels overseas, this universal currency converter can be invaluable for quick and easy conversion of expenses into US dollars, says Phyllis McMullen, executive secretary at Nationwide Financial Services in Columbus, Ohio.

Virtually There

While other travel and airline Web sites are great for buying and pricing tickets, Virtually There "gives you real-time flight delays, plus you can download your trip plans directly to your desktop," says Camille Petrocco, CPS, a senior administrative assistant at Bridgewater, New Jersey's Aventis Pharmaceuticals.

Free-Ed,Ltd.

Ohio-based Free-Ed Ltd. provides links to more than 120 courses and tutorials on everything from software to academic disciplines, says Deborah James, owner of Deborah James Secretarial Services in Oakland, California.

IAAP

The International Association of Administrative Professionals' official Web site includes links to *OfficePRO* magazine, online training resources, a message board, info on how to obtain CPS (Certified Professional Secretary) and CAP (Certified Administrative Professional) certifications and much more.

Monster Admin/Support Community

The industry-specific message board is designed not just to help you on the job hunt, but also to provide invaluable advice on a range of topics, including career advancement and sticky office situations. You can ask questions and peruse posts from our experts as well as other Monster members.

By Anya Martin, Monster Contributing Writer

The 2009-2010 IAAP Retirement Trust Foundation Trustees



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The 2009-2010 RTF trustees from left first row: IAAP International Treasurer Karlena Rannals CPS/CAP, Chairman Kathyne Hampton CPS/CAP, IAAP International President, Susan Shamali CPS/CAP. Second row from left: RTFC Liaison Kelly A. Reggio CAP, RTFC Liaison Lynda Boulay CPS/CAP and Secretary Patricia D. Row CPS/CAP

A Brief History of The Trust

Believe it or not, The Trust is more than just pins and fundraisers. Read on for a brief history of IAAP's own 501(c)3 charitable foundation!

At a meeting of the Memphis chapter of Secretaries International, Della Herring asked why secretaries didn't have a retirement home. She proposed establishing just such a center, and contributed the first dollar to a fund toward that end. The project continued, and in 1951, when the National Secretaries Association merged with Secretaries International, the project was continued. At approximately the same time, it was decided that the project warranted its own organization, and the National Secretaries Home Association was formed.

In 1958, the NSA membership took perhaps the most important step in the RTF's history: the National Secretaries Association and the National Secretaries Home Association boards were directed to execute a Declaration of Trust. This Trust gave the NSHA the authority to independently manage the fund.

The NSHA continued to take donations and look for possible sites on which to build their retirement center, and in 1967, approximately 6.7 acres of land were acquired in Rio Rancho, New Mexico. Soon after, the NSA Retirement Center became the official

name of the world's first retirement center for secretaries.

December 1970 saw a flurry of activity. The NSHA signed a contract with a construction company, an FHA-insured loan was signed, and construction began on the new retirement center. Less than one year later, the first residents, Jess and Arthur Wignal, moved into their new home. In 1971, the name of the retirement center was changed to what we know it as today: Vista Grande.

In 1983, the trust was renamed to Professional Secretaries International Retirement Centers Trust, abbreviated to RCT.

In 2001, the International Convention delegates of IAAP approved dissolving the RCT and created the Retirement Trust Foundation. The Internal Revenue Service approved operation as a 501 (c) 3 charitable foundation one year later.

Today, the RTF's mission statement is forthright: *The mission of the IAAP Retirement Trust Foundation is to assist needy, elderly administrative professionals.* The RTF now has programs in addition to Vista Grande, including a financial assistance program for retired IAAP members, RTF *ReVisions*, a quarterly newsletter, and a monthly e-newsletter *ReVisions 2.0*. Our programs benefit everyone, retirees and future retirees.





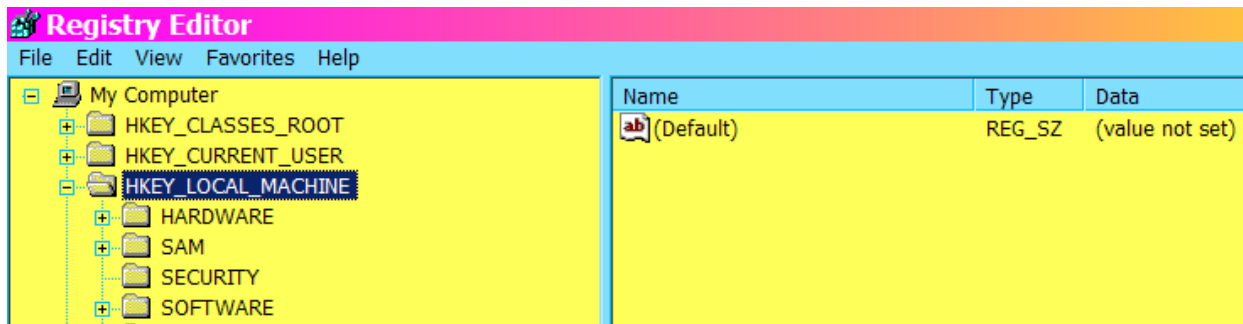
PC Corner by Louise Davidson

Hello, I thought I would introduce myself first, my name is Louise Davidson and I have been a member since June of this year. I am attending IntelliTec College in the administrative field. I enjoy working on computers, troubleshooting computer problems and finding quicker/easier means of using software to make work easier. Although computers are essential to our work, they can also be aggravating, as can the software we use. Let's face it, we've all felt like smashing our computers at one time or another because of something not working like it should or the work we've done disappearing. I also enjoy learning new things and I collect software tips, tricks, and information on how to solve software and computer problems. At this point, I use Windows XP and have not used Vista. If you have any questions or tips you would like to see in our newsletter, please send them to me at louise.davidson@rocketmail.com.

The guest speaker at our October meeting was Zachary Walsh of ATRIX. He provides computer consulting, repairs, networking, web development & design and tailored computer solutions. He can be reached at 970-778-4678 or contact@arixtech.com.

Zachary used a laptop with a movie screen to walk us through different processes and tips to help us keep our computers running smoothly and quickly. He covered removing optional start up program icons in the system tray and explained how to view the start up icons using the registry and msconfig. Both of these programs are part of Windows, the latter one is similar to the registry but provides even more information.

Click start key, click on run, type in regedit and click ok.



In the left pane click on the "+" sign in front of the highlighted item above, HKEY_LOCAL_MACHINE. Click on SOFTWARE, go down to WINDOWS and click on the "+", and then click on RUN.

In the right pane all the software that starts with Windows is shown. This is also where spyware loads itself. If you are not sure don't delete the item, do a web search to see what the program might be first.

Click on the software you don't want to start with Windows anymore and hit the delete key. This does not delete the program, it only prevents it from starting up every time you start up the computer.

This article has been divided into four parts, and will continue in the next issue.

ADMINISTRATIVE PROFESSIONALS WEEK

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 holiday

APW is always the last full week in April. In 2010, Administrative Professionals Week is April 18-24 with Administrative Professionals Day on Wednesday, April 21