

International Association of
Administrative Professionals®

Elgin Chapter

<http://www.iaap-elgin.org>

February 2012

Dates to Remember

February 12

- Lincoln's Birthday

February 14

- Valentine's Day

February 15

- Chapter Meeting

February 20

- President's Day

February 22

- Washington's Birthday
- Ash Wednesday



Chapter of Excellence

2010-2011

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Elgin Chapter's

The Tower



President's Message

Welcome to February – the month of valentines and presidents. With February's entrance, we know we are one month closer to spring and it can't come too soon. The cold weather is not my favorite time of year.

We are now into the really busy time of our association year. Last month we appointed a Nominating Committee and they will be contacting members to take on officer roles within the chapter. Remember, it is your chapter and we need everyone to step up to lead. I know I sound like a broken record, but step out of your comfort zone and try something new. You might be surprised. We have attached the Elgin Chapter Nominating Form for you to volunteer or to nominate another member.

If you were not at the January meeting, you missed an awesome presentation. You also missed meeting the students from Susan Timm's administration class who will now be joining us each month for the program. It was absolutely wonderful to have a really full room for our presentation. Remember to welcome the students as they come to the meetings. We also had several other guests who will, hopefully, come back again and even make their **Leap to Remarkable** by joining our chapter.

Our February 15 presentation will be given by Terry Bass of Chadons. Terry will be presenting **Delivering Outstanding Customer Service**. Customer Service is an essential part of everything we do not only at work but on the chapter level as well. If we don't deliver on what we promise, people won't come back. Mark your calendars for this outstanding program.

The APW Seminar Committee is hard at work putting the finishing touches on the seminar **Procrastination: The Art and Science of Stopping It!** to be held on Wednesday, April 18. It will be an evening you won't want to miss. Watch for more details soon.

The Membership Committee, too, is working on our marketing blitz. If you have any contacts who you think might be interested in joining the Elgin Chapter, please send their contact information to Mary Schmieder, CAP, and she and her committee will send them information on our programs and our chapter. Remember, it takes all of us to grow our garden.

Don't forget to work on your Member of Excellence criteria. It isn't hard to meet some of the items. If you attend all of our meetings (or at least eight), you will meet that criterion. If you attend the Illinois Division Annual Meeting to be held the weekend of June 8-10, 2012, at the Wyndham Hotel in Lisle, you will be able to use that for another criterion. See how simple it can be. We want to make sure we get as many members as we can completing the Member of Excellence criteria.

We hope to see you on February 15 but in the meantime, on behalf of the Elgin Chapter Board, have a very Happy Valentine's Day.

Pat

Meeting Location

Elgin Holiday Inn & Suites
Northwest
495 Airport Road
Elgin IL
847.488.9000



Happy Birthday Elgin Chapter Members

February

Jan Heuser, Feb 3
Kris Zych, CAP-OM, Feb 4
Susan Richards, CAP-OM, Feb 12
Sandra Granholm, CAP, Feb 18

March

Marge Egger, Mar 2
Susan Reimann, Mar 5
Margaret Knott, CAP, Mar 18
Gail Hayes, CAP, Mar 20
Velma Gruenwald, Mar 28
Sandra Andersen, Mar 31

**Celebrating
You!**

Reminder To All Members

Members planning to attend the February 15 meeting should contact Pat Pollmann, CAP **by noon on Monday, February 13, 2012**, via e-mail at: President@iaap-elgin.org or by calling 630.864.6395.

If you will be attending and do not call or e-mail, you will not be included in the final count.

- I will attend Program and Meeting.
- I will attend Meeting only.

*Thank you for your
cooperation*

Congratulations IAAP Anniversaries

February

Emily Gajewski, 1999
Peggy Harshman, 1999
Alice Loftus, CAP, 1988

March

Rebecca Ellington, 2008
Jan Heuser, 2008
Pat Pollmann, CAP, 1988

Chapter Meeting Reminders

Networking: 6:00 – 6:15 p.m.

Inspirational Thought:
Tena Robotham

Dinner: 6:15 p.m.
Followed by Program

Cost: \$17.00

Menu: Pasta Primavera

Program:

Developing Outstanding Customer Service



Presented by
Terry Bass

Customer Service is a critical component of any business or organization whether there's only one of you or one million. Most people instinctively know how important Customer Service is; however, this presentation will give some hard statistics as well as presenting a more complete view of exactly what is required to truly Deliver Outstanding Customer Service.

Elgin Chapter Board of Directors 2011-2012

President Patricia Pollmann, CAP 630.864.6395 (W) President@iaap-elgin.org	Vice President OPEN	Secretary Rebecca Ellington 630.362.7932 Secretary@iaap-elgin.org	Treasurer Peggy Harshman 847.217.8612 Treasurer@iaap-elgin.org
Elgin Chapter IAAP Established 1970	Board Associate OPEN	Parliamentarian Ruth A. Felske, CAP 708.977.9149 (C) 773.523.3094 (H) Parliamentarian@iaap-elgin.org	

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2011-2012 Association Calendar

Elgin Chapter

April 18, 2012

Chapter APW Seminar

Elgin Holiday Inn

Greater Will County Chapter

April 14, 2012

APW Seminar

Joliet Junior College

Illinois Division

June 8 – 10, 2012

Illinois Division Annual Meeting

Wyndham Lisle Hotel

Lisle, Illinois

PEP

Hoffman Estates IL

International

February 15

Deadline to register for August CAP Exams

March 4 - 7

IAAP Spring Conference

Harrah's Las Vegas

Las Vegas NV

July 22-26

EFAM

Grapevine TX

Illinois Division Introduces Free Webinars

The Illinois Division is pleased to announce we will be providing a **free** webinar series for Illinois Division members throughout the year.

The first webinar was on September 19: Sharing Data Across Microsoft Programs by Marie Herman. This webinar, as well as other webinars, were recorded for your convenience.

Thursday, March 1

Minimize Your Document Creation Time

Using Quick Parts (2007/2010 version)

Donna Gilliland, MOSTraining.com

Go to www.iaap-illinoisdivision.org for registration and recording!

*Diana Hampton, CAP-OM
Admin Asst, Children's Hospital of Illinois
2011-2012 Illinois Division President*

From The Editor

This month's Tower is full of interesting information. Check out the article recommended by Peggy Harshman from Monster.com regarding fashion blunders.

IAAP has a new Executive Director, Jay Donohue and you can find out more about Jay by reading the article on page 7.

As mentioned last month, IAAP is celebrating 70 years this year. Check out the article on page 12 for more history.

If you did not attend January's meeting, you will enjoy the article by Mary Schmieder regarding *Members Moving Along* on page 4. Thanks to Rebecca for the pictures.

Are there times when you aren't certain about the things you don't know? Susan Fenner has an article titled *When You Don't Know What You Don't Even Know* on page 5. She has some good points.

And, finally, with customer service being our focus for the February meeting, we have included several articles about it.

As always, remember this is *your* newsletter and *your* comments are always welcome.

*Pat Pollmann, CAP
Editor, The Tower*

patpollmann@officemax.com

10 Interview Fashion Blunders

By Carole Martin, Monster Contributing Writer

Any article about what to wear to an interview might well begin with a qualifying statement covering the extremes in various states (New York and California, for example) and industries (technology, manufacturing), which are possible exceptions to the normal rules of fashion. But it might surprise you to learn that those extremes have, over the last couple of years, begun to move closer to the middle ground.

Nowadays, if you were to ask 100 people their opinion about what to wear to an interview, the majority would answer, "Dress on the conservative side." With that in mind, here are some suggestions on how to avoid fashion blunders.

Anna Soo Wildermuth, an image consultant and past president of the Association of Image Consultants International, says, "Clothes should be a part of who you are and should not be noticed." She cites 10 dressing faux pas to avoid when interview time comes around:

- **Wild Nail Polish:** This tip is for women or men. Extremely long or uncut nails are a real turnoff, too. Your nails should be groomed and neat.
- **Jangly Jewelry:** Don't wear more than two rings per hand or one earring per ear. And no face jewelry or ankle bracelets allowed.

Members Moving Along



Did you miss the January meeting? Too bad! Our speaker, Holly Smith-Katko, presented us with wonderful new etiquette insight. Moving around the room she included

Elgin chapter members as she demonstrated the proper way to shake hands after she showed everyone the improper way to shake hands. We all learned many new things about proper etiquette while enjoying a speaker who was personable with her audience while she injected humor into her presentation.

Joyann Edgecombe visited our chapter to see if we 'fit'! Joyann just moved her from the Bahamas with her



family after a sixteen year wait to become a resident. She is a member of IAAP (the Sunny Isles Chapter in the Bahamas) and she is shopping chapters to select the proper 'fit' for a chapter

transfer. She was attending Golden Corridor's meeting the next evening. Although she had connected with JoEllen Pickett of that chapter, I still let her know that we are the 'best' chapter around.

Also attending was Tessa Hughes who came as a guest of Victoria Prestia. Tessa is 'doing her homework' by checking out IAAP to decide if it is the next step for her to take with her professional career.

Last, but not least, Tracy Kimbrel, attended and joined Elgin Chapter. Tracy has been discussing IAAP with Angela Lucca during the past few months, but had a few obstacles that prevented her from moving forward until now. Please welcome our newest member: Tracy Kimbrel! (*Editor's note: See Tracy's bio on page 8.*) This now brings our member total to 36! Tracy is enthusiastic, professional, and seeking education and certification! She has told me she is overwhelmed with IAAP. Do you remember when you first joined? I know that several of our members are already helping her to move forward to a CAP certification. Thanks everyone!

Have a great month!

Mary F. Schmieder, CAP
Membership Chairman
membership@iaap-elgin.org



The Tower



February 2012

10 Interview Fashion Blunders cont.

- **Open-Toed or Backless Shoes:** And mules are a definite non-no. Out-of-date shoes should be thrown out or kept for other occasions.
- **Bare Legs:** Wear stockings, even in humid summer weather. Stockings can be in neutral colors or a fashion color to match your shoes.
- **Out-of-Date Suits:** These have lapels that are too wide (three inches or more) or too narrow (one inch or less). A good tailor can alter lapels. The style for men's jackets is full-body and looser rather than fitted or tight.
- **Short Skirts:** Hemlines should not be more than three inches above the knee. Don't wear capri pants or leggings to the interview.
- **Leather Jackets for Men or Women:** Even leather blazers are not good for interviewing purposes. They look like outerwear.
- **Turtlenecks for Men:** A tie is preferable, at least in the first go-round. At the very least, wear a collared shirt.
- **Printed or Trendy Handbags:** Purses should be conservative and inconspicuous.
- **Red Briefcases:** Briefcases, purses and shoes should all be conservative in color and in good condition.

Conservative colors in various shades of blue and gray are best. Wearing black to the interview could be viewed as too serious. If you do wear black, make sure another color is near your face to soften the look. Brown is still considered questionable as a business color and probably should be avoided. Change your outfit's look for a second interview by wearing a different color blouse, shirt, scarf or tie. An interview is not the place to make a fashion statement, though those in the creative/design field and the very famous can be more adventurous. Everyone else should opt for a conservative look. "More and more companies are returning to traditional professional dress," Wildermuth says. Whatever you wear should accent the fact that you're a professional who's ready to get to work at a new job. Let common sense guide you, and it should be easy to avoid fashion blunders that could damage your chances of getting to the next step in the process. In this market, it is essential that you look good and your appearance is right for the job.

New Virtual Chapter to be Installed

The new Illinois Division chapter, The V.I.P. Virtual International Professionals Chapter will be formally installed on Thursday, February 9, 2012, at 7 PM via webinar.

The Chapter installation will be conducted by Illinois Division President Diana L. Hampton, CAP-OM, and the Officer installation will be conducted by International President Tamra Goodall, CAP-OM.

We welcome the members of this new chapter and wish them success as they begin their **Leap to Remarkable**

When You Don't Know What You Don't Even Know

Susan Fenner PhD, Manager of Education and Events, IAAP

How many times do we think we have the right answer...only to find out that we don't even know what we don't even know and boy, are we off base! Well, it happens to the best (and worst) of us. But here's some things you can do to pinpoint those nebulous areas and then set about filling the gaps.

- Don't feel you always have to be right. Sometimes, the greatest accomplishments come when you're wrong. As Edison said, "I now know 1000 ways not to build a light bulb", which led to his eventual success. Be open to new ways of looking at a problem and solving it.
- Do what you can to create an environment where it's okay to fail. Forget placing blame. Instead, examine what you'd do again and what you'd do differently next time. It's called an "attitude adjustment" and it will serve you well in life and business.
- If you have a question, ask! As they say, the only stupid question is the one not asked. Chances are, others are also thinking, "what the heck????", but are just too timid to ask for clarification, for risk of appearing dumb. Guess who the dummy actually is! You only learn by understanding and you only understand by questioning what you don't get.
- If it sounds too good to be true, it probably is. Ask others, "What am I not seeing?" Now is the time to find the flaw, while you are still in the planning stages. It will be cheaper and easier to fix.
- Get an outsider's opinion. There's a phenomenon called "group think." Members try to minimize conflict and reach a consensus decision without critical evaluation of alternative ideas or viewpoints. So, you can all end up going down the same road...but not the road that leads to your desired destination. Outsiders are often more objective because they aren't part of the group. They bring new viewpoints and personal experiences to the equation.
- Google. This seems to be a solution to almost every dilemma I have nowadays. You'll find a wealth of information to peruse and see how others have tackled the same issue.
- Keep a file of cool ideas. Whenever you see something that pertains (even slightly) to things you are involved with and strikes your fancy, copy the link or clip the article and file it away for future reference. You don't have to keep reinventing the same things. Save time and energy and build on what has worked for others. It's okay to adapt. Sometimes a novel model will spark a whole new approach. Find relevant RSS feeds, subscribe to newsletters in your areas of interest, and regularly scan favorite web sites and publications.

- Expand your professional network. Track people who are leaders in the field and befriend them. With e-mail, your new BFF can be in the next cubicle or halfway around the world. Where they may not have responded to an inquiry letter years ago, they are likely willing to shoot off an e-mail with advice today. Technology has expanded all your horizons...and networks. And don't be afraid to start at the top and work your way down. What do you have to lose?
- Use web communities. I am on several list serves and I find them quite useful. This peer-to-peer sharing can be invaluable and save you heartache (not to mention heart burn). The IAAP web communities are a good place to start. Can't find a suitable group to address your question? Create a new community and invite sharp folks to join it. People love to share.
- Take refresher courses –self-study, virtual, or in a classroom. The rate of information/knowledge obsolescence is growing every year. Depending on your industry, what you know this month may be outdated the next. So, it is your responsibility to keep pace with information turnover. Once you stop learning, you stop!
- Find a mentor or someone you admire nearby who will help you fill in the gaps as they occur. This is especially important for those of us who learn best by hands-on. This person can show you in a few seconds what might take you hours to read, absorb, and apply. But, be careful not to overuse your support pal and make sure that the arrangement is reciprocal. Give as much as you take.

If you are a certifiable don't-know-what-you-don't-know person, then you probably didn't bother to read this – you thought you knew it all! But, if you read the points and gleaned at least a few new insights, then you are well on your way to not knowing it all, but knowing where to find it all.

The goal as a company is to have customer service that is not just the best but legendary.

Sam Walton, Founder of Wal-Mart

Kind words can be short and easy to speak, but their echoes are truly endless.

Mother Teresa

Your most unhappy customers are your greatest source of learning.

Bill Gates

Did you know: In addition to the U.S., Valentine's Day is celebrated in Canada, Mexico, the United Kingdom, France, Australia, Denmark, Italy and Japan

Make Every Customer Feel Like a VIP

By Bryan K. Williams

Because everyone deserves to receive world-class service...



When I was a line employee in the hotel business, I would usually be the person assigned to serve the VIP guests. Whether I was a server or a concierge, my managers trusted me to provide exceptional customer service to the CEOs, celebrities, and royalty that would visit.

In my managers' minds, those guests needed "extra special service".

While I was flattered that my managers' thought so highly of my customer service skills, I was always bothered by their assertion that some guests should get "better" treatment than others.

In my mind, all of my guests were VIPs. I truly never made a distinction between how I served the supposed VIPs and every other guest I had. In my heart, I felt (and still feel) that EVERYONE deserves excellent service, regardless of their socioeconomic status, job title, or any other label. For me, serving the Queen of England is just as honorable as serving Joe Smith, who is on vacation with his family of four.

First-class vs. coach

As many of you know, I am a frequent traveler and one of the perks of traveling often is being upgraded to the first-class cabin. While I enjoy the larger seats and additional amenities, there is one thing that bothers me: I am often treated much nicer by the flight attendants in first-class, than when I am in coach. It's like a completely different service experience, although I'm on the same plane.

A company that is truly striving to build a 'world-class' service culture will make every effort to develop service standards that emphasize exceptional service for EVERY customer, all the time. Now, this does not mean that every customer should get the same service. True service excellence requires personalization and making each customer feel as though there is no-one else, at that moment, more important than him or her. Using customers' names and learning their preferences are two ways to accomplish personalized service.

Service is not about what you want to give

I have witnessed many occasions when someone tried to be engaging, but ended up annoying and disengaging the customer. For example, wrestling a suitcase from a guest who would rather carry it herself is annoying. Insisting on escorting a customer, when he has already

declined your offer is annoying. Trying to establish an engaging dialogue, when it's clear that the customer would rather be left alone is annoying. As I have written previously, service is not about what you want to give; it is about what the other person wants to receive.

Give "insider" tips

One of the best ways to make your customers feel like a VIP is by giving them insider information. In other words, making your customers feel like they are privy to valuable information that is not widely known (or at least they may perceive that the information is not widely known). For example, Enterprise Rent-a-Car has a service called 'We'll pick you up'. This basically means that the Enterprise location, where you are renting the car, can send a shuttle to pick you up from wherever you are (home, office, etc.) and bring you back to their branch to rent the car. I recently saw an employee tell a customer about that service and the customer was incredibly impressed. The customer commented that he thought that such service was only reserved for their big-shot clients.

At a recent trip to the CVS Pharmacy in our neighborhood, an employee saw a shopper looking at canned salmon (yes, CVS sells grocery items, too). The employee proactively approached the shopper and told him that the salmon was half price, even though the displayed price did not reflect the reduced price. The employee explained that every week, the CVS sales paper contains deals that only those who subscribe to receive the sales paper, will know about. How do you think that shopper felt? You guessed it, like a VIP.

So, here are a few simple tips on how to serve everyone like a VIP:

- ✓ *Have a sense of urgency for everyone, regardless of their 'status'.*
- ✓ *Tell yourself, "this is the most important person I will serve today".*
- ✓ *Remind yourself that every customer has at least one preference. Challenge yourself to identify it, act on it, and share it with your team.*

Everyone deserves to receive world-class service. Whether they are in a gas station, hospital, spa, hotel, bank, taxi, or airplane, excellent service is excellent service.

Your customers will appreciate your eagerness to serve and reward you with their patronage, their referrals, and their loyalty.

About the Author

Dr. Bryan K. Williams is the Chief Service Officer of B. Williams Enterprise, LLC. He is a service expert, who has facilitated workshops and delivered keynotes all over the world for various companies. Bryan speaks on a variety of topics related to service excellence, employee engagement and organizational improvement. As a consultant he works closely with companies to design, develop, and implement sustainable service strategies. Find out more about Bryan's book and his other products at <http://www.bwenterprise.net>.

Greetings from our New Executive Director Gerald J. "Jay" Donohue, Jr. CAE, CMP



Over the years I've worked in various jobs. And, I've had something in common at each: a fantastic colleague – my administrative assistant. Frankly - I'd be lost without an admin. As the new executive director here at IAAP, I can't say I've ever done your job or know the ins and outs of your daily workload. However, I do know how invaluable your skills are to the business world. I, personally, hold the administrative profession, and those who work in it, in highest of regard. I always encouraged my administrative staff colleagues to further their education and knowledge. That's one of the reasons I'm excited to be here, serving your association. I saw firsthand what good training could contribute to the office.

It's an honor to be starting my tenure at IAAP during its 70th anniversary year. All of you as members can be proud of the long history of IAAP and how this association has changed in tandem with the climate in the workplace.

While I'm very new to the role of executive director, I've been doing a lot of reading, talking to the board and the staff, and recognize that it's been a tough couple of years for this association. We've suffered a decline in membership even though we provide more resources for today's administrative professional than in any time in our proud history.

I'm looking ahead at the coming year with hope and resolve. This is a necessary association for administrative professionals. I want you to know I plan to devote my energies and boundless enthusiasm to helping you, the elected leadership, and the terrific headquarters staff to take a great association and make it even better. Are you with me?

What I'd like us to do is band together to get the word out about IAAP. Can you help? We have a lot to offer in the way of professional certification, educational materials, strong chapters, networking and our popular conferences: [Education Forum and Annual Meeting](#) and [Spring Conference](#). At EFAM we offer attendees upwards of 24 hours or more of education. As someone who's worked closely with admins for years, it's one conference I'd encourage administrative professionals to attend. Why not invite someone who has never attended one of our meetings before? As for you, I hope you're planning to come to Grapevine this summer. I know I am looking forward to my first EFAM experience.

We have a lot to offer office professionals here at IAAP. In the next couple weeks we'll be announcing exciting news that will help you recruit your co-workers into the association. This will help you make a difference to your colleagues that don't know about IAAP yet and make it easy for them to join.

Again, I'm thrilled to be here at IAAP Headquarters, working for you. Working together, we can indeed make a difference and significant contribution to the profession now and in the future.

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Networking



The Hotel Baker in downtown St. Charles is inviting members of several area chapters to attend an evening of drinks, appetizers and a tour of their 1928 European boutique hotel on Thursday, March 22. The invitation flyer is attached to this newsletter. If you are interested in attending and having a tour of this beautiful hotel, please contact Erin Wickens by March 15. Her contact information is on the flyer.

*Pat Pollmann, CAP
Chapter President*



Reprinted from January Connections

IAAP offers one professional rating: the Certified Administrative Professional. That rating is achieved by meeting certain experience requirements and passing the CAP exam.



A specialty exam in Organizational Management is also offered. You must have a current CAP rating or be applying for it to take this specialty exam.

The CAP and Organizational Management specialty exams will be administered Saturday, May 5, in the U.S. and Canada. Check the [exam centers listing](#) for locations and days of administration in other countries.

The deadline to have your application and fees to headquarters is Feb. 15. New CAP candidates need to submit a complete application, along with employer statements/job function forms completed by employers; college transcript (if being used to lessen the amount of admin experience required); and fees. Current CAP holders applying to take the Organizational Management specialty exam need to submit the completed application and fees. Retake candidates for either exam need to submit only the completed application and fees.

To meet the deadline, new and retake applications and fees are due in our headquarters office by close of business Feb. 15; late applications will be accepted with an additional fee through Feb. 29. If paying by credit card, you can scan and email your complete application or registration to certification@iaap-hq.org. If paying by check, mail everything to the address found on the application.

For more information, visit the [IAAP website](#), contact the certification department at certification@iaap-hq.org or call 816.891.6600 x2248, 2234, 2225 or 2227.

Make the smart career move and stand out in the crowd: get certified.

Cares and Concerns

Quotables – Cares and Concerns

“There is a great difference between worry and concern. A worried person sees a problem, and a concerned person solves a problem.”

Harold Stephens quotes

“My great concern is not whether you have failed, but whether you are content with your failure.”

Members Cares and Concerns

Please keep Janet Heuser in your cares and concerns to find strength as she moves forward since the passing for her best friend.

Mary F. Schmieder, CAP
Membership Chairman
membership@iaap-elgin.org

Members Moving Around and Having Fun

One of the best ways to get information about IAAP is via email! During each month members receive various electronic publications from IAAP. One of those is: *Connections*. Here is a wonderful publication that has the tagline: *Member News and Notes*. And . . . that is just what this publication shares with members. Little news bits! The sidebar to the left lists the various topics in this publication. Just click on any of these and you will be immediately taken to the topic. Once there you can be updated on that item. For instance: Paper Beats Cancer! This newsworthy note tells how Hammermill is helping kids battle cancer with contributions through purchase of their paper. Quick and short – no frills! Each topic is a short newsworthy note that members need to know about. This is a great way to stay connected with IAAP quickly.

Sections included are: Short Takes. These are really ‘short takes’. You can find out about a topic in just a sentence or two! Education highlights the monthly educational events available. Recent Issues lists the past year’s issues. They are just a click away if you missed a previous issue. Plus the date of the next publication is listed. Events include the latest upcoming events with all necessary registration, location, and content information. The December issue announced the availability of IAAP’s 70th Anniversary Logo. (IAAP celebrates its 70th anniversary in 2012!) Membership lists all that is going on with recruitment: the latest membership drive contest, chapter building, Pathways to Excellence Update, Avery Great Results Awards and membership webinars. Certification keeps the members in the loop with dates for test results, recertification information, when to apply for the 2012 exam, and Certification Exam Guide information. Last but not least is: Calendar! This is very self-explanatory as it lists important dates for the next six months.

Don’t dismiss this publication the next time it is emailed to you! This is a quick way to find out what is going on with IAAP and being well informed.

Mary F. Schmieder, CPS
Membership Chairman
membership@iaap-elgin.org

APW Announcement



Save the Date

You will not want to miss the APW Seminar on Wednesday, April 18, 2012.

Procrastination: The Art & Science of Stopping It!

We have a fantastic speaker lined up to celebrate Administrative Professionals Week, April 22-28, 2012. Elgin will be celebrating Administrative Professionals Day/Week at our April 18 meeting.



Our speaker will be Julie Kowalski of Spizzerinctum Group LLC.

Julie has spent her career helping employees create self-sufficient and streamlined processes which lead customers to be delighted and staff to be rewarded with success. Focuses include: development and implementation of effective business processes, management, leadership, sales, customer service, and marketing tools. Julie’s enthusiasm and energy naturally encourage her participants to actively engage in learning.



Energy Enthusiasm Success

Remember, “Admins: The Pulse of the Office are **Making the Leap to Remarkable**” at the Elgin Chapter APW seminar. You won’t want to miss it!

Barb Hochgesang
2011-2012 APW Chair

Welcome New Member

Tracy Kimbrel is an Administrative Assistant at Leviton Manufacturing Co., Inc. She has dynamic interpersonal and organizational skills with a keen ability to multitask a variety of challenges and responsibilities. She joined Leviton in November of 2007.



Prior to her employment at Leviton, Tracy was employed as an independent contractor at Coldwell Banker for six years supporting Sales Agents. She has over 20 years’ of experience in administration and office support; specializing in managing sales, marketing materials, contact management, and event planning. She enjoys the diversity of her role and pursues educational opportunities to keep current with software and trends in office dynamics.

January Program Evaluation Etiquette for Remarkable Experiences

presented by

**Holly Smith-Katko,
UConnect, Inc.**

1. On a scale of 1 (poor) to 5 (excellent)

- | | |
|---|-----|
| a. Was the information practical? | 4.8 |
| b. Was the instruction clear? | 4.9 |
| c. Was the presentation well organized? | 4.9 |
| d. Was the information new to you? | 4.0 |
| e. Was the information relevant to you? | 4.7 |

2. What did you like most about the presentation?

- Humorous, to the point, interesting and good examples.
- How excited she was to talk about business etiquette.
- This was my first IAAP meeting and it was so impressive to hear Holly. Lots of great information. I'm in HR and everyone should hear what you shared!!

3. What did you like least?

Nothing
There wasn't anything to not like at all.
I loved everything

4. Would you like to hear other presentations by this speaker?

Yes – 20 No – 0

5. Comments:

- Excellent speaker; kept my attention.
- Very well prepared.
- After the day I had, I laughed and felt like a VIP! Thank you for all the great information.
- Was entertaining; well organized.
- Presentation very well organized, and Ms. Katko had a nice personality; good humor too.

Your response helps your Board determine the types and quality of programs to bring you each month. Suggestions for future programs are greatly appreciated. Thank you for your cooperation.

Chapter of Excellence Update

The Elgin Chapter is making great LEAPS in completing the criteria required to be a Chapter of Excellence. To date, we have completed the following:

✓Criteria #1 -- Annual Meeting Calendar – submitted to ID on 9.22.2011. This was confirmed as having been submitted to HQ by ID.

✓Criteria #2 – Budget and Financial Review/Audit Report submitted to ID on 9.22.2011. Illinois Division must submit to HQ by January 15, 2012.

Criteria #3 – Hold Membership Drive – held first drive on September 21 at ECC with 42 in attendance; form has been submitted.



Criteria #5 – Send Business Plan – submitted to ID on 9.22.2011

✓Criteria #7 – Delegate to EFAM – completed in July

Elgin is ***Making the Leap to Remarkable!***

*Submitted by Pat Pollmann, CAP
Elgin Chapter President*

January Meeting Evaluation cont.

What did you like most about the presentation? Continued

- The slide presentation
- Information precise and to the point
- Great ideas for meetings
- Very helpful; speaker was wonderful.
- Clear, concise, direct, very informative and useful
- She was very informative; gave good examples & added humor.
- Everything was very important and helpful.
- Informative; motivating; we always know about proper etiquette, but when facing clients in business, we always forget about them.
- The energy of the presentation kept me listening.
- Everything. It was fun and informative.
- It was a complete review and reminder of what I've already learned – refresher.
- Handshake.
- I loved her enthusiasm to teach us the material.
- I like her (Holly's enthusiasm)

Comments continued

- Presentation was great and very interesting.
- Clear, informative
- The presentation was really good. We learned a lot.
- Very good presentation and very enjoyable.
- Keep up the great work.

Note: at the January meeting, we had 11 students from Susan Timm's administrative practices class join us and they thoroughly enjoyed the presentation.

February Crisis Center Needs

Below is a list of items needed at the Elgin Community Crisis Center. The Crisis Centers urgent food needs are tuna, beans, canned meat items, and after school snacks. Please bring in your items to the February 15, 2012 Elgin Chapter meeting.

Also, take the list below and keep in your purse for quick reference while you are shopping or keep at home on your desk for the Elgin Community Crisis Center greatest needs.

Please remember the Elgin Community Crisis Center non-perishable food needs when you are grocery shopping. Your generosity is appreciated.

Thank you,



- Back to school supplies: pencils, pens, notebooks, folders, markers, backpacks
- Tuna
- Oatmeal
- Pancake mix and syrup
- Flip top cans of Spaghetti-O's®, ravioli, beef stew and pork 'n beans
- Hand can openers
- Ziploc® plastic bags: sandwich, quart and gallon size
- Deodorant for women and men
- Toothpaste
- Disposable razors for women and men
- Toilet paper, paper towels and facial tissue
- Toilet bowl cleaner, bleach
- Powdered laundry detergent
- Powdered dishwashing detergent
- Disposable diapers: sizes 4, 5, and 6
- Basic office supplies: copy paper, envelopes, pens, highlighters, notepads, paperclips, tape

The Community Crisis Center is a non-profit social service agency providing services to individuals and families in Kane and northwest suburban Cook Counties who are dealing with economic crisis, domestic violence or sexual assault. Contact 847.742.4088 for more information or visit www.crisiscenter.org.

*Victoria Prestia
Community Services Liaison
vprestia55@aol.com*

Make Your Leap to Remarkable—Step Up to Chapter Officer Leadership

It is that time of year when Elgin Chapter is looking for the 2012-2013 Board of Directors. I know that for a lot of members, there is a resistance to take on a leadership role. For many taking on a leadership role might be the fear of the extra time commitment, a fear of extra financial cost or just the fear of stepping out of one's comfort zone.

Having been on the Elgin Chapter's Board of Directors in every position, although secretary was for a very short period, has given me the confidence to speak in public without wanting to hide under the desk. The experience cannot be measured. The time commitment is just about six hours extra a month. The extra financial cost is basically the cost of one extra meeting which is usually at a restaurant in the area. Eating dinner is optional. As far as stepping out of one's comfort zone—we all need to take a chance once in a while for us to grow personally and professionally.

Many employers look at one's involvement in organizations as a bonus when considering promotions or even new hires. They like the fact that the employee is willing to take a change in improving leadership skills. I know that my company has benefited from my improved leadership skills.

Remember, we have many members who have previously served on the Board. Please feel free to ask these current or former board members questions relating to their board involvement. They are a wonderful source of knowledge. So take a chance and expand your horizons. Make that **Leap to Remarkable!**

*Submitted by Peggy Harshman
Elgin Chapter Treasurer*

Elgin Chapter Call for Officers

At the January 18 meeting, we appointed the Nominating Committee who will be searching for officers for the 2012-2013 year. The committee consists of Toni Henry, Chairman, with Angela Lucca and Victoria Prestia as members. Ruth Felske, CAP, Chapter Parliamentarian, will act as advisor to the committee.

Don't delay! Complete the Elgin Chapter Nomination Form today. Volunteer your services or nominate someone else to help Elgin continue **Making the Leap to Remarkable**. See the form attached to this newsletter.

Valentine's Day History

The history of Valentine's Day — and its patron saint — is shrouded in mystery. But we do know that February has long been a month of romance. St. Valentine's Day, as we know it today, contains vestiges of both Christian and ancient Roman tradition. So, who was Saint Valentine and how did he become associated with this ancient rite? Today, the Catholic Church recognizes at least three different saints named Valentine or Valentinus, all of whom were martyred.

One legend contends that Valentine was a priest who served during the third century in Rome. When Emperor Claudius II decided that single men made better soldiers than those with wives and families, he outlawed marriage for young men — his crop of potential soldiers. Valentine, realizing the injustice of the decree, defied Claudius and continued to perform marriages for young lovers in secret. When Valentine's actions were discovered, Claudius ordered that he be put to death.

Other stories suggest that Valentine may have been killed for attempting to help Christians escape harsh Roman prisons where they were often beaten and tortured.

According to one legend, Valentine actually sent the first "valentine" greeting himself. While in prison, it is believed that Valentine fell in love with a young girl — who may have been his jailor's daughter — who visited him during his confinement. Before his death, it is alleged that he wrote her a letter, which he signed "From your Valentine," an expression that is still in use today. Although the truth behind the Valentine legends is murky, the stories certainly emphasize his appeal as a sympathetic, heroic, and, most importantly, romantic figure. It's no surprise that by the Middle Ages, Valentine was one of the most popular saints in England and France.

While some believe that Valentine's Day is celebrated in the middle of February to commemorate the anniversary of Valentine's death or burial — which probably occurred around 270 A.D. — others claim that the Christian church may have decided to celebrate Valentine's feast day in the middle of February in an effort to "christianize" celebrations of the pagan Lupercalia festival. In ancient Rome, February was the official beginning of spring and was considered a time for purification. Houses were ritually cleansed by sweeping them out and then sprinkling salt and a type of wheat called spelt throughout their interiors. Lupercalia, which began at the ides of February, February 15, was a fertility festival dedicated to Faunus, the Roman god of agriculture, as well as to the Roman founders Romulus and Remus.

To begin the festival, members of the Luperci, an order of Roman priests, would gather at the sacred cave where the infants Romulus and Remus, the founders of Rome, were believed to have been cared for by a she-wolf or lupa. The priests would then sacrifice a goat, for fertility, and a dog, for purification

The boys then sliced the goat's hide into strips, dipped them in the sacrificial blood and took to the streets, gently slapping both women and fields of crops with the goathide strips. Far from being fearful, Roman women welcomed being touched with the hides because it was believed the strips would make them more fertile in the coming year. Later in the day, according to legend, all the young women in the city would place their names in a big urn. The city's bachelors would then each choose a name out of the urn and become paired for the

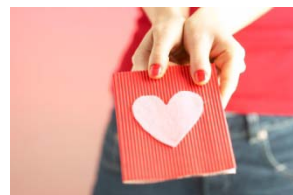
year with his chosen woman. These matches often ended in marriage

Pope Gelasius declared February 14 St. Valentine's Day around 498 A.D. The Roman "lottery" system for romantic pairing was deemed un-Christian and outlawed. Later, during the Middle Ages, it was commonly believed in France and England that February 14 was the beginning of birds' mating season, which added to the idea that the middle of February — Valentine's Day — should be a day for romance. The oldest known valentine still in existence today was a poem written by Charles, Duke of Orleans to his wife while he was imprisoned in the Tower of London following his capture at the Battle of Agincourt. The greeting, which was written in 1415, is part of the manuscript collection of the British Library in London, England. Several years later, it is believed that King Henry V hired a writer named John Lydgate to compose a valentine note to Catherine of Valois.

In Great Britain, Valentine's Day began to be popularly celebrated around the seventeenth century. By the middle of the eighteenth century, it was common for friends and lovers in all social classes to exchange small tokens of affection or handwritten notes. By the end of the century, printed cards began to replace written letters due to improvements in printing technology. Ready-made cards were an easy way for people to express their emotions in a time when direct expression of one's feelings was discouraged. Cheaper postage rates also contributed to an increase in the popularity of sending Valentine's Day greetings. Americans probably began exchanging hand-made valentines in the early 1700s. In the 1840s, Esther A. Howland began to sell the first mass-produced valentines in America.

According to the Greeting Card Association, an estimated one billion valentine cards are sent each year, making Valentine's Day the second largest card-sending holiday of the year. (An estimated 2.6 billion cards are sent for Christmas.)

Approximately 85 percent of all valentines are purchased by women. In addition to the United States, Valentine's Day is celebrated in Canada, Mexico, the United Kingdom, France, and Australia. Valentine greetings were popular as far back as the Middle Ages (written Valentine's didn't begin to appear until after 1400), and the oldest known Valentine card is on display at the British Museum. The first commercial Valentine's Day greeting cards produced in the U.S. were created in the 1840s by Esther A. Howland. Howland, known as the Mother of the Valentine, made elaborate creations with real lace, ribbons and colorful pictures known as "scrap."



Did you know: Approximately 141 million Valentine's Day cards are exchanged annually, making Valentine's Day the second most popular card-sending holiday after Christmas.

IAAP Turns 70 (1942-2012)

Stay tuned next month for more of our history.



History information taken from IAAP website.



The first Certified Professional Secretary examination was administered in August 1951. There were 281 candidates at 15 examination centers (today there are more than 250 exam centers worldwide).

National Secretaries Week (in 2000 renamed Administrative Professionals Week) was originated in 1952 and is sponsored annually by IAAP. It is observed the last full week in April with Wednesday set aside as Administrative Professionals Day.

The Articles of Incorporation were amended to establish an international status, and the first chapter outside the continental United States or its territories was installed at Niagara Falls, Ontario, Canada, in 1954. Chapters were formed in Mexico City, 1959, and Helsinki, Finland, 1960, prior to the Bylaw Amendment in 1962 providing for affiliate status worldwide.

Members voted by mail referendum to change the name of the association in February 1981 to Professional Secretaries International (PSI), clarifying identity of the membership in a new decade for the professional secretary.

In July 1989 the Bylaws and Standing Rules were amended to provide full membership status to members located outside the United States, its territories, Puerto Rico, the Virgin Islands of the United States, or Canada. In 1992, these units became known as chapters at large.

In 1994, PSI purchased the building and site of our present world headquarters offices in Ambassador Park, a business subdivision in Kansas City, Missouri. A building dedication ceremony was held on April 8, 1995.

At the 1995 International Convention in Seattle, Washington, delegates voted to approve a bylaws amendment that added "The Association for Office Professionals" as a tag line to the name of the association.

Box Tops for Education



I want to thank you for all the Box Tops for Education that have been turned in this year. We have collected over 300 tops so far this year. Last year we had a total of 650 tops. Let's beat last year's total! Gifford Elementary school is very excited about partnering with us. Please be sure to check the expiration date on the labels. December was the first mail date by the school this year. Also, thank you for the soup labels. We don't get credit but the school does and they are very appreciative of those too.

We encourage everyone to participate by purchasing products displaying these box tops. You can find box tops on over 2,000 products from Avery®, General Mills, Ziploc®, Hefty®, Kleenex®, Juicy Juice®, Land O'Lakes®, Welch's® and Brita®, to name a few.

Please bring the box tops you collect to the Chapter meeting and give them me at the February meeting.

Tena Robotham
Avery Box Top Coordinator

Illinois Division Opportunities

The IAAP Illinois Division invites you to an exceptional educational opportunity for administrative professionals!

March 10, 2012 • 9:00am - 3:30pm • Bloomington, IL

Sizzling Secrets of Office 2007/2010

Discover the sizzling secrets of Microsoft Office 2007/2010! This seminar will cover many different

features and functions of the software that will help you to immediately be more effective on the job.

- Captivating Forms in Word
- Charming Chart Secrets to Help You Succeed in Excel
- Wonderful One Note
- Purposeful PowerPoint Animations That Wow
- Tempting Tips and Tricks for Higher Productivity

March 24, 2012 • 9:00am - 3:30pm • Naperville, IL
Leapfrog the Competition with Technology

An all new technology line-up! This seminar will cover many different features and functions of the software that will help you to immediately be more effective on the job. You won't want to miss this computer workshop!

- Pivot into Pivot Tables in Excel
- Leap to Action with Office Add Ins
- Pounce onto One Note
- Dive into Microsoft.com Features
- Step into Word Styles

\$50.00 for IAAP members / \$60.00 for non-IAAP members- includes lunch!

5 Certification Points for each day! Check the Illinois Division website for more information.





Organization of the RTF (Information from RTF Website)

Q. What is the relationship between the RTF, the International Association of Administrative Professionals and the IAAP headquarters staff?

A. The RTF is a separate nonprofit corporation as defined in the Articles of Incorporation of Retirement RTF Foundation and registered in the State of Missouri. All Trustees are members of IAAP and elected by IAAP voting delegates at the yearly Education Forum and Annual Meeting. The trustees are a separate and independent board from the IAAP International Board of Directors. All decisions made on behalf of the RTF are the responsibility of the Retirement Trust Foundation Board of Trustees, which also has sole fiduciary responsibilities. The IAAP Headquarters staff assists the board of trustees with donation collection, accounting and marketing, but makes no decisions for the RTF.

Q. What's the future direction of the RTF? Where should we, as volunteers, be focusing our efforts?

A. Each year the Retirement Trust Foundation Trustees conduct a strategic planning session. As we reported in the RTF Annual report at EFAM in Montreal, all programs are continuously evaluated by the RTF Trustees. At this year's strategic session we re-evaluated the HSAN program. Through your volunteer efforts this application period, we received 9 applications. Only a few qualified for assistance, and they will be evaluated in November.

Since the inception of the HSAN Program three years ago, RTF Trustees have received 42 applications, 31 of which were from Vista Grande residents. The Trustees recognize the number of volunteer hours that go into promoting this program. However, we want to use the volunteer resources in the most effective manner. During this period of evaluation by the RTF, we are focused on our mission. As such, until we've had a chance to review the RTF's programs further, we would like you to focus on educating members on our mission by using the resources available to you on the RTF website.

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

Thank you for all your support.

Victoria Prestia
2011-2012 Illinois Division RTF Chair
2011-2012 Elgin Chapter RTF Chair



International Association of Administrative Professionals®

Proudly Presents

Developing Outstanding Customer Service

By
Terry Bass



Customer Service is a critical component of any business or organization whether there's only one of you or one million. Most people instinctively know how important Customer Service is; however, this presentation will give some hard statistics as well as presenting a more complete view of exactly what is required to truly Deliver Outstanding Customer Service.

I would like to attend the February Meeting!
Wednesday, February 15, 2012

Networking: 6:00 – 6:15 p.m.

Dinner: 6:15 p.m.

Followed by Program and Business Meeting

Cost: \$17.00

Elgin Holiday Inn & Suites Northwest

(I-90, N. Rte 31 exit)

495 Airport Road

Elgin, IL 60123

Guests may contact Pat Pollmann, CPS via e-mail at President@iaap-elgin.org
or by calling 630.864.6395

Come, network with an exceptional group of administrative professionals
and enjoy a fun and informative evening.

Don't Delay ~ Call Today!

Please RSVP by Monday, February 13, 2012

Interested in learning more about the IAAP organization? Check out these links:

IAAP Headquarters: www.iaap-hq.org

IAAP's Illinois Division: www.iaap-illinoisdivision.org

Elgin IAAP Chapter: www.iaap-elgin.org

Please share this special invitation with other Administrative Professionals.

Elgin Chapter IAAP Mission Statement

Elgin Chapter International Association of Administrative Professionals is a talented, diverse group brought together to be the acknowledged leader in the recruitment, retention, education, and advancement of its members.

Elgin Chapter IAAP®
Nominations Form – 2012-2013

The Nominating Committee is looking for volunteers to serve on the Elgin Chapter IAAP Board for the upcoming Association year, beginning July 2012. Members are needed who are willing to provide the leadership and commitment necessary to present new and innovative ideas, work enthusiastically with the membership, and lead the Chapter to continued success. Please use this form to volunteer to have your name submitted as a candidate or to nominate another member who you feel has these qualities.

Elgin Chapter Bylaws, Article III – Officers, Section B. Qualifications: A candidate for office shall preferably have been a Professional or Professional-Merited member of this Chapter for at least one year to the time of nomination, and candidates for the office of President and Vice President shall have preferably served as an officer of this Chapter prior to nomination. No member shall hold more than one Chapter office at a time. No member shall hold an International office, a Division office; serve as a Division committee chairman or on an International committee or department while serving as a Chapter officer, except to allow for normal overlap of installation time. Please consult the Chapter Bylaws for a description of officer duties.

I would be willing and anxious to service Elgin Chapter, International Association of Administrative Professionals in the following capacity:

Office	Fill In Your Name
President	
Vice President	
Secretary	
Treasurer	
Board Associate	

I, _____, nominate the following member(s) of Elgin Chapter, IAAP:

Office	Member Name
President	
Vice President	
Secretary	
Treasurer	
Board Associate	

I understand the Nominating Committee will contact the members before submitting their names to the general membership for election

Please return this form by March 7, 2012, to Toni Henry, 2805 Caldwell Lane., Geneva IL 60134 or email to Toni Henry toni.henry@winergy-group.com (Committee for 2012: Chairman Toni Henry, Angela Lucca, and Victoria Prestia).

The slate of one or more candidates for each office will be presented to the membership at the March 21, 2012, Chapter meeting. Election will be held at the Annual Meeting on May 16, 2012. Nominations made from the floor prior to the election must receive two seconds and agreement of the nominee(s) before they can be entered on the slate.



All Aboard the
Career Train is
departing!



Are you looking for a job?

Do you need to update your resume, but don't know where to begin?

Do you know about the latest interview techniques?

If you answered yes, then you need to

Get on the Right Track to Finding and Keeping a Job

Each attendee
will receive a
FREE gift!

Saturday, March 3, 2012
9 – 4 pm (registration begins at 8:15)
Prairie State College Conference Center
202 South Halsted Street
Chicago Heights, IL 60411

Bring your
resume for a
FREE
evaluation!

Workshops (Tracks):
Track #1: Job Search Techniques
Track #2: Resume Writing
Track #3: Interview Techniques

\$30 Early Bird Registration (January 17 – February 1)
\$40 February 2 – February 24

Continental
Breakfast and Lunch
included in Full Day
Registration only!

Don't need each session?
Pay only \$15 per session

*** must pay for full day to include continental breakfast and lunch**

Certified?
Receive 4
recertification
points for all
day pass!

For more information, contact Dewoun Hayes, Event Chair
laap.clscmembership@gmail.com
708-709-3631

The Conductors (Speakers)



Gina Crittenden, Elevate U Coaching – Job Searching Strategies

Gina Crittenden is Founder of Elevate U Coaching. Specializing in career transition, relocating spouse/partner career assistance, and entrepreneurial consulting, Gina is committed to transforming career challenges into effortless breakthroughs affecting professional and personal success for her clients. As a Career Coach and Consultant, she works with career professionals, college graduates, college students, executives, military veterans, and entrepreneurs who find themselves in conflict against the barriers to realizing their maximum potential. Her two decades of combined corporate and entrepreneurial experience, enable her to guide clients in mastering career goals with passion and purpose



Dr. Sander Marcus, IIT – Resume Writing

Dr. Sander Marcus is a Licensed Clinical Psychologist and Certified Professional Résumé Writer. Dr. Marcus has personally provided career and job search counseling to over 15,000 individuals, and has worked with thousands of students on improving motivation and study skills. He is the former Director of the Counseling Center at IIT (Illinois Institute of Technology). He has also consulted to hundreds of companies, dozens of schools and school districts, hospitals, and other organizations.



Angie Besonen, Creative Financial Staffing – Interview Techniques

Angie Besonen is a Director of Staffing at Creative Financial Staffing (CFS) in Chicago. Creative Financial Staffing specializes in placing accounting and finance professionals in a wide range of industries, and is affiliated with Crowe Horwath, the nation's 9th largest CPA firm. Angie recruits accounting professionals, manages an internal team and external temporary contract employees, oversees branch operations, and is involved with training for CFS nationally. She interviews up to 15 candidates per week, as well as prepares them for interviews and contract assignments with companies throughout the Chicago land area.

Passenger Registration

Full Name _____

Mailing Address _____

City _____ **State** _____ **Zip** _____

Email address _____

Phone _____ **Alternate Phone** _____

Ticket Options (check all that apply):

- *All Day Pass** \$30 Early Bird Ticket (January 17 – February 1)
- *All Day Pass** \$40 Regular Ticket (February 2 – February 24)
- \$15 - Track #1: Job Search Strategies (9:15 -10:45 a.m.)
- \$15 - Track #2: Resume Writing (11:00- 12:30 p.m.)
- \$15 - Track #3: Interview Techniques (1:45 – 3:15 p.m.)

***All Day Pass** includes continental breakfast and lunch

Dietary restrictions _____

Total Payment: \$ _____

Method of Payment:

Check Money Order Cash

Credit Card _____ Visa _____ MasterCard _____ Discover

Credit card # _____ Exp date _____ Last 3 – 4 digits _____

Name on Credit Card _____

Make checks/money orders payable to: *IAAP Chicago Lake Shore Chapter*

No substitutions or exchanges. Check payments must be received by February 24, 2011. No refunds after February 24, 2012.

Confirmation of payment received will be sent to the email provided.

Online registration:

<http://tinyurl.com/7woj8ty>

OR

Mail completed passenger registration
and payment to:

Yvonne Matos, Treasurer
8949 Skokie Boulevard
Skokie, IL 60077

For more information, contact Dewoun
Hayes, Event Chair
laap.clscmembership@gmail.com
708-709-3631

LET US ASSIST YOU



With everything that you do,
wouldn't it be nice to have someone
else assist in making things
perfect.

We invite you for a tour, relaxing
cocktails and delicious appetizers-
Let us show you how we make things
shine.

Thursday, March 22, 2012
5:00PM- 6:30PM

Hotel Baker
100 West Main Street,
St. Charles, IL 60174

Please RSVP by March 15th

Erin Wickens
Sales Manager
(p)630-845-5833
(e) ewickens@hotelbaker.com