

International Association of  
Administrative Professionals®  
Tri-County Chapter

# Tri County Connection

PASSION & PURPOSE  
TRI-COUNTY CHAPTER

February 2011 ~ Volume 7 ~ Issue 59

## NEXT CHAPTER MEETING



309 Restaurant  
Junction City  
Peoria, IL

Networking /  
Dinner Buffet\* 5:15pm - 6:00pm  
Business Meeting 5:45pm - 6:30pm  
Presentation 6:30pm - 7:30pm  
Adjournment 7:30pm

\*Dinner \$15.00 per person.

## EDUCATIONAL PROGRAM

“Succession Planning for Future  
Growth of  
Tri-County IAAP Chapter”

Presenter: Edye Stolz, OSF  
Saint Francis Medical Center

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## Message from the President

Our first Tri-County IAAP meeting of 2011 was held on January 4<sup>th</sup> at 309 in Junction City. For those who have never been there, it is a beautiful restaurant with a lovely meeting room. The food was delicious and service was good. It felt like a new beginning for our meetings. We had 22 attendees who networked prior to and during dinner. One of the attendees has since become a member of Tri-County. Our speaker, Steve Grant, of S. J. Grant and Associates, was dynamic. This year, 2011, offers many opportunities to network, socialize, learn, and grow. Our next two meetings will be held at 309.

One of my goals for 2011 is to read more books that are not mindless novels. I do enjoy escaping for a few hours with a mindless novel. I don’t have to think; just enjoy. My immediate list includes “The 21 Indispensable Qualities of a Leader,” “The Total Money Makeover,” and “Debt Free Forever.” The financial forecast for 2011 suggests that we be smarter and more creative than ever with our finances, thus the books on money. Not only will being smarter and creative benefit me, but I can be a better steward for my employer. I can accomplish this by being more conscientious when ordering office supplies and planning my day to be more effective and efficient for my employer.

Another goal was to do more things that bring me joy. A friend and I are planning an afternoon at a ceramics studio to let our creative juices flow. We’ll begin with a simple ceramic piece and go from there. It’s a chance to visit, laugh at our creativity or lack there of, and relax.

This may not be your idea of something fun to do. Perhaps you enjoy cooking, football, bowling, exercising, needlework, home makeover projects, or taking a nap. Have your goals gone by the wayside? Were they specific, measurable, attainable, realistic, and timely goals? Can you get back on track? A goal does not have to be a huge undertaking. Make it fun. Make it about something you’ve yearned for, but would not give yourself permission to do.

Whatever you do, do it with

PASSION & PURPOSE  
TRI-COUNTY CHAPTER



Judy Zimmerman,  
Tri-County President  
2010-2011

## Tri-County News & Events

### In the News...



Savanna Bohm wrote an article, "IAAP: A Network of Resources for Administrative Professionals" that was published in the Peoria Magazine's IBI, InterBusiness Issues.

Congratulations, Savanna!

[Click here](#) to read the article.

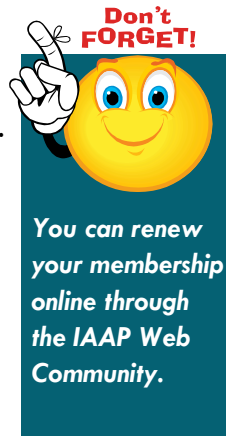
### Membership Update by Cindy Johnson, Membership Chair

Tri-County lost eight members from July to November 2010 and gained a new member in October 2010 and also in January 2011.

We must reach out to those members who have been missing in action (have not attended a meeting in a three-month period or longer).

**Congratulations to the following members for renewing their membership for another year:** Teri Cagle, Esmeralda Gloria and Tonda Steward (July 2010); Debbie Martin (August 2010); Cindy Johnson (October 2010); Donna Greer (February 2011); and Ciara Brown (November 2010).

**Invest in yourself and your chapter by renewing your membership TODAY!**



Click [here](#) to renew.



**S.A.M. "Save a Member" Program** will be one-year old in February 2011.

In February 2010, the Membership Committee developed the "Save a Member" (S.A.M.) program. It was developed to financially help an active member of Tri-County Chapter renew their membership dues that otherwise may not be able to. Requirements and criteria to be eligible were established. At meetings or special events members are asked to donate at least 32 cents (cost of renewal per day).

Any Tri-County member who is financially unable to renew their membership, may apply for assistance.

An application can be found on the Tri-County website. All you have to do is print it, complete it and turn it in to the Tri-County Board. Don't let your membership lapse or expire - always stay in the know.

To celebrate S.A.M being one year old, let's break the record by increasing our donations at the February meeting.

**Happy 1st Birthday S.A.M.!**



### IAAP Web Community Profile Update for Tri-County Chapter

Do you have a profile setup on the web-community? If not, create your account, log-in and get connected with other IAAP members.

Here's an update of how we are doing as a chapter:

[Click here](#)

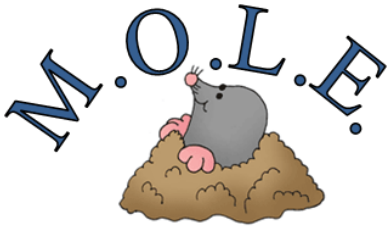
As of today we have 41 members; 40 members with profiles, and sixteen of the 40 have their profile picture.

Take a moment and check out the web community. See how informative it is.

**January's Star Member  
of the Month Winner!**



**Membership Retention Contest**



**"Membership Opportunities for Learning and Education"** was implemented in the Fall of 2010. The contest runs from June 2010 through May 2011.

Two \$75.00 Gift Certificates will be presented to two IAAP Tri-County Members who have participated in this contest. You can use the certificate to attend IAAP Education Events. Participation is easy as 1) meet one of the criteria as listed below; 2) your name will be entered into the drawing. 3) The more you participate in the chapter, the more chances you will have to be one of the winners.

3) The more you participate in the chapter, the more chances you will have to be one of the winners.

**Criteria**

- ✘ IAAP Web Community Profile Updates
- ✘ Visit IAAP Web Community twice a month
- ✘ Research on a subject/topic & how to implement
- ✘ Liaison to Chamber of Commerce
- ✘ Attend *Business After Hours* Events
- ✘ Chapter study course leader
- ✘ Leader for the Board or Committee
- ✘ Recruit a new member
- ✘ Bring a guest to a meeting
- ✘ Attend monthly chapter meeting
- ✘ Attend Strategic Planning meeting
- ✘ Member of a committee
- ✘ Mentor
- ✘ Renew Dues/Membership
- ✘ Complete Star/Stellar form
- ✘ Volunteer at any IAAP TC Trade Show or Event
- ✘ Share a "Best Practice"
- ✘ Achieve CPS or CAP Designation
- ✘ Recertify CPS or CAP Designation
- ✘ Achieve MOS (Microsoft Office Specialist) Certification

**Happy Birthday  
February**

- 3rd Tonda Stewart
- 6th Deborah Steveson  
Jannise Bush
- 22nd Cindy Johnson

**Anniversaries**

Congratulations to those members who are celebrating another year with Tri-County Chapter!

**Networking**

**Thursday, February 10  
5:00 - 7:00 pm**

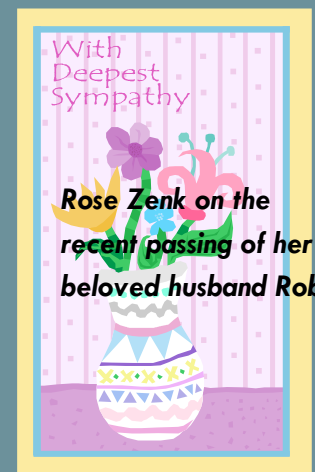
Hosted by:

**Greater Peoria  
Specialty Hospital**

500 West Romeo B. Garrett Ave.  
Peoria, IL 61605



[Click here](#) for Peoria Area Chamber of Commerce website.



## Meeting Your Educational and Professional Growth Goals



You don't have to leave your desk to add to your skill base. What if you could have unlimited access for an entire year to more than 400 online courses in three distinct libraries for about what you'd pay for a two-day seminar (that's not even hands-on). Surprised? Most admins are (and so are their employers).

Interested? Click [here](#) to learn more.



If you are interested in marketing your business, the Peoria Area Chamber of Commerce is offering a series of educational sessions, MarketingU.

These sessions are available to Tri-County IAAP members through our Chamber membership. Members pay \$35 per course. [Further details.](#)

### 2011 Sessions available:

February 8	Email Marketing
February 15	Tradeshow and Event Marketing
February 22	Traditional and Print Marketing
March 1	Social Media Marketing
April 5	Marketing Measurement
April 12	Spring Break—No Class
April 19	Mobile/Text Campaign & Email Marketing
April 26	Event Planning
May 3	Online Marketing
May 10	Traditional and Print Marketing
May 17	Social Marketing



## OPTIONS Training Program

Are you looking for a way to expand your workplace skills and get recognized as an outstanding professional? Do you need a proven training program that fits a slim departmental budget and doesn't take a lot of your time? Would you like something that can grow with you and focuses on all of you – personal attributes, teamwork, organization, office and information management, task and people skills, and your individual career? If so, then the OPTIONS Training Program from IAAP is the answer! It contains four skill levels of increasing complexity, each divided into 12 modules, making it a perfect solution for independent or group study over the course of a year. But you can take as much or as little time as you want to complete the program, ending up with personalized certificates for each workbook, 2 recertification points for each module. At the end of 12 modules or 12 months, you will have attained 24 recertification points for the Certified Professional Secretary (CPS) or the Certified Administrative Professional (CAP) rating.

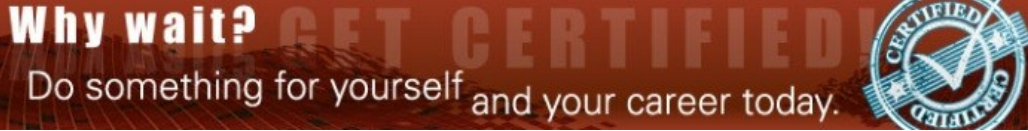
[Skill Level I](#)

[Skill Level II](#)

[Skill Level III](#)

[Skill level IV](#)

The OPTIONS Training Program is designed to provide quality, low-priced, easy-to-use, fun yet practical, self-study workbooks. It is not online training. The price per skill level is \$199 for IAAP members; \$279 for nonmembers. Price includes shipping/handling for U.S. and Canada.



### CPS/CAP Certification



Exam Dates	Deadline Dates
May 6-7, 2011	Feb. 15, 2011
Nov. 4-5, 2011	Aug. 15, 2011

Test Center: Midstate College, Peoria, IL

#### CAP Exam

Part 4-Advanced Organizational Management  
**Friday afternoon, May 6, 2011**

#### CPS and CAP Exams

Part 1-Office Systems & Technology  
Part 2-Office Administration  
Part 3-Management  
**Saturday all day, May 7, 2011**

Each person who is taking any part of the exam will receive specific information on the process for exams, such as what time to report, what they can and cannot bring, the length of exam, etc. On Saturday, there are breaks worked into the schedule between each exam part.

Below are links for applying to take the exams, forms to be submitted and information for review materials and courses:

- [Certification Application Packet \(PDF\)](#)
- [Certification Review Guide \(PDF\)](#)
- [Exam Centers Listing \(PDF\)](#)
- [Job Function & Employer's Statement \(PDF\)](#)
- [Review Materials & Courses](#)

#### Study Groups

The Bloomington State Farm Chapter (CIA) will be starting study groups in mid February. All interested are welcome to join either in person or via conference call: 11:30 to 12:30, Tuesdays for CPS and Thursdays for CAP.

Contact one of the following people if interested:

Ginger Howard at [Ginger.howard.lp3@statefarm.com](mailto:Ginger.howard.lp3@statefarm.com)

Kalene Hornsby at [Kalene.hornsby.leb9@statefarm.com](mailto:Kalene.hornsby.leb9@statefarm.com)



### Certification/Recertification



**Congratulations** to the following Tri-County members:

- Teri Cagle earned the Certified Professional Secretary (CPS) rating.
- Sharon Dyer and Dianna Hampton earned their recertification ratings as Certified Administrative Professionals (CAP)
- Karen Haensel, Tonda Stewart, and Debbie Schunk earned recertification ratings of CPS/CAP.

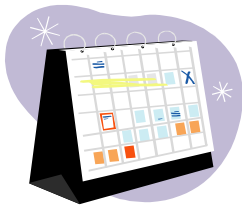
**Tri-County Connection**

**Next Chapter**  
September

The IAAP Tri-County Connection is published monthly Sept – June.

Deadline for submission of articles and photos is the 20th of each month.

Submit materials to Debbie Martin, Editor  
[ibmartin@comcast.net](mailto:ibmartin@comcast.net)  
or [demartin@mmci.org](mailto:demartin@mmci.org)



## Mark Your Calendar for these Upcoming 2011 IAAP Meetings & Events

### Tri-County

- February 1, 2011 *“Succession Planning for Future Growth of the Tri-County IAAP Chapter”*  
Edye Stolz, OSF Saint Francis Medical Center  
Location: 309 Restaurant, Peoria, IL
- March 1, 2011 *“Business Ethics”*  
Lisa Plantamura, AAIM Employers’ Association  
Location: 309 Restaurant , Peoria, IL
- April 5, 2011 *“Administrative Professional Event”*  
(Program and Speaker to be determined)  
Location: TBA
- May 3, 2011 *“New Technologies”*  
Alisha Raab, Pearl Technology  
Location: Two25 at Mark Twain Hotel, Peoria, IL
- June 7, 2011 *Annual Chapter Meeting: New Board Installation, Awards*  
Location: Two25 at Mark Twain Hotel, Peoria, IL

### Illinois Division

#### Illinois Division Scholarship

Congratulations to Tri-County member Cindy Johnson for being the recipient of the Illinois Division’s Certification Scholarship.

Cindy will be able to use the \$260 to cover the registration fee for the May or November 2011 exam.

**Congratulations, Cindy!**



Have you  
heard the  
IDAM gossip?

[Click here!](#)

### Illinois Division 2011 Annual Meeting

**May 20-22**

Radisson on John Deere  
Commons  
I Wireless Center  
Moline, IL

#### Featuring:

- ▶ **Education**
- ▶ **Recertification points**
- ▶ **Networking**
- ▶ **Vendor expo**
- ▶ **Leadership training**
- ▶ **Brainstorming**
- ▶ **Recognition**
- ▶ **Election of officers**
- ▶ **Business meeting**

Registration fee is \$190 for  
the three-day event.

[More details](#) to come at the  
Illinois Division Website.

**PASSION &  
PURPOSE**  
ILLINOIS DIVISION

**International**



**Bounce Back—Bounce Harder**

March 6-9, 2011

Tampa, FL

For more information, [click here](#).



Click [here](#) to download brochure



**2011 EFAM (Education Forum and Annual Meeting)**

July 24-27, 2011

Montreal Quebec, Montreal Convention Center

*More details will be available January 2011*

Is the current economy forcing you to be more productive with the same (or less) resources? Do you want to increase your value to your organization?



**Attend the annual EFAM to achieve "The Administrative Edge"**

The International Association for Administrative Professionals can help you obtain the latest skills, tools and confidence to meet the fast-changing and increasing challenges of today's leaner organizations by attending our **International Education Forum and Annual Meeting**.

IAAP provides exceptional value at the annual Education Forum by offering a wide range of educational opportunities to meet the administrative professional's career needs. You will be energized and return to your organization with new ideas and skills which you gained at the meeting.



Information concerning the 2010-2011 Pathways to Excellence program is available at <http://pathways.iaap-hq.org>, including the commitment forms that can be downloaded.

**Resource Websites for Admins**

-  [administrativearts.com](http://administrativearts.com)
-  [adminsecret.monster.com](http://adminsecret.monster.com)
-  [adminadvisor.com](http://adminadvisor.com)
-  [asaporq.com](http://asaporq.com)
-  [officeteam.com](http://officeteam.com)
-  [officearrow.com](http://officearrow.com)
-  [planetadmin.net](http://planetadmin.net)
-  [proassisting.com](http://proassisting.com)
-  [savetheassistants.com](http://savetheassistants.com)
-  [theaep.com](http://theaep.com)
-  [us.deskdemon.com](http://us.deskdemon.com)



**Valentine's Day  
February 14th**

## Tri-County's January Educational Program



### "Visionary Leadership and Influencing"

Guest Speaker: Steve Grant, President of S.J. Grant and Associates, Inc.

# L E A D E R S H I P

**A**dministrative professionals exert influence, which is leadership because leadership creates the environment that influences groups to achieve goals.

**Leadership is defined by experiential moments:** Style. There are many different styles of leadership; e.g., analytical, "just get it done," "what's going on" (delegate), "no," and "possibly" (risk taker). You can use the style that fits the situation.

**Value drives the influence we have on others:** Let people know they are valued and you can influence them. Breakdown in a group is secondary to leadership without core values; core values do not change.

**Common purpose comes out of vision:** all high-performance teams have a common purpose because they have a vision.

**Interview builds trust:** Become genuinely interested in the other person, find common ground, needs, and values.

#### **Visionary leadership is learned**

Mr. Grant provided a handout containing information about the Interview (containing factual, causative, and value-based questions) and descriptions of the Principles of Visionary Leadership:

- ▶ Make the most of individual strengths
- ▶ Build bridges between team members
- ▶ Encourage creativity and collaboration
- ▶ Focus on planning and preparation
- ▶ Push yourself out of your comfort zone
- ▶ Do your homework; always make informed decisions

**"A good leader inspires people to have confidence in the leader, a great leader inspires people to have confidence in themselves."**

~Author unknown

#### Recommended Books:

*Brain Rules* by John Medina

*Now, Discover Your Strengths* by Marcus Buckingham and Donald O. Clifton



Dale Carnegie's book "How to Win Friends and Influence People" is the most influential business book of the twentieth century. Download a free copy of his principles and learn why! These are the same key principles we use in our training and consulting services for professionals and companies of all sizes in all business segments around the world.

This practical no nonsense step-by-step guide will improve your ability to communicate with others and manage co-workers, your boss and other business relationships. In addition, also learn how to deal with people in your everyday life and manage personal relationships effectively and successfully.

Click [here](#) to download your copy of the "Golden Book."

# Top Ten Productivity Tips for Women

## Assertively Lead Up and Influence Authority Figures

What do you do if you have a boss or other authority figures who are making your life miserable? Are you destined to discomfort? Not really. Before giving up, try the skill of "leading up."

"Leading up" is an assertiveness skill that allows you to influence your boss or any authority figure who needs to make some changes. Here are some tips on how to do this:

1. **State the priorities.** For example, "I understand that project A is a priority and that it is due on Friday. In order to get the results we need on that one, I cannot take on project B this week. If there's still a need for work on project B next week, I'd be happy to lead it."
2. **Be direct and do not over-explain.** If you start explaining too much you'll reduce your credibility and appear to be defensive and offering excuses.
3. **Refer to your track record.** For example, "You and I have both been pleased with my performance to date. You know that I'm not a slacker and my saying no is because I'm working on being strategic and not taking on more than I can successfully accomplish."
4. **Ask for your boss's support.** This sounds strange, but it is of the "If you can't beat them join them" approach. Say, "With increasing demands on my time, I'm concerned that the quality could decrease. How do you suggest we handle this?" Saying "we" is critical. This approach is very effective because your boss co-creates the solution and will, therefore, need to support it ongoing.
5. **Calmly state your position referring to evidence.** You don't want your boss thinking that you're simply emotional or unable to handle stress. It is crucial that you remain calm and highlight specific objective examples.
6. **Be aware of your body language.** Even if your boss is intimidating, look her in the eyes, sit or stand up straight, and maintain a serious facial expression while making your request. This will enable her to take you seriously and respect your assertion.
7. **Take responsibility.** Do not say "You give me too much work," because saying "you" will put her on the defensive. Instead take responsibility for your response and request.
8. **Express empathy for your boss's position.** Empathy is the most important characteristic in your ability to influence others. Your boss will best understand you if you express understanding for her. This will also allow you to collaboratively come to solutions.
9. **Don't back down from the boundary you established.** For example, if you told your boss, "I will be taking a personal lunch today for 45 minutes and won't be accessible except in a true emergency," and midway through your lunch your boss calls your cell, don't answer it. Let her leave a message. If it is truly urgent, call her back and if not, touch base when you get back to the office.
10. **Benefit your boss.** Go out of your way to find opportunities to make your boss or other authority figure's life easier. They will appreciate this and reciprocate.

It may take some time and practice to start to see changes. The key is that you are consistent in your efforts and that you project confidence, empathy, and self-assurance.

## About the Author



Larina Kase, PsyD, MBA is a psychologist, business coach, professional speaker, and author of several books including The New York Times bestseller [The Confident Speaker](#) (McGraw-Hill, 2007) and [The Confident Leader: How the Most Successful People Go from Effective to Exceptional](#) (McGraw-Hill, 2008). She is also the author of two popular blogs, [The Mindset of Success.com](#) and [The Psychology of Marketing.com](#). She helps business owners, executives, and other professionals to market their work and achieve the things they think they can't (but really wish they could). Her work is regularly featured in media such as Inc, Selling Power, Entrepreneur, and SELF. Learn how to expand your comfort zone and confidence level at <http://www.pascoaching.com/ConfidentLeader> or <http://www.pascoaching.com/>



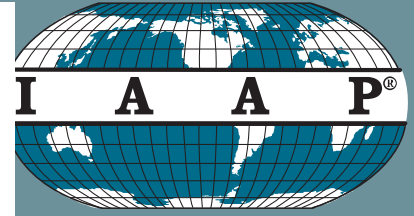
# SurveyMonkey™ Results

Recently Tri-County members were asked to complete a survey of ten questions. The purpose of the survey was to attain information from members to help structure the chapter in ways that would benefit the members. Out of approximately forty members, only eighteen responded. Here are the results:

1. I am familiar with the chapter's strategic plan?  
Yes: 72.2% No: 27.8%
2. What topics/programs would you be interested in seeing presented at a chapter meeting?
  - ▶ Programs have been good.
  - ▶ Cannot think of anything in particular
  - ▶ Professionalism in the workplace
  - ▶ Project Management.
  - ▶ How to build and maintain membership, every member's responsibility.
  - ▶ Time Management/Organization tips.
  - ▶ Surviving an 8-hour day with the workload of a 16-hour day.
  - ▶ The future of administrative professionals, what lies ahead?
  - ▶ Technical, anything that would help me in the administrative career
  - ▶ I'd like to see some hands-on presentations; maybe on new skills or how to deal with stressful situations and how to keep your skills current.
  - ▶ More technology to be used in the workplace, e.g., Sharepoint, 2007 Microsoft training, 2010 Microsoft training. How-To's: new tips and technology, etc.
  - ▶ Technology updates
  - ▶ Strategies on how to get people involved and excited about the chapter. Adding to the membership ideas.
  - ▶ Demonstrations on how to do Meeting Place, Survey Monkey and other current technology based tools.
  - ▶ Most of the topics we discuss are great but need a refresher on some of them.
3. Would you be interested in the chapter providing Webinars for education and/or chapter meetings?  
Yes: 88.9% No: 11.1%
4. How can the Tri-County Chapter better serve you as a professional?
  - ▶ Keep providing educational and motivational programs.
  - ▶ Everyone at the monthly meeting needs to act professionally and quit talking about their drinking episodes during the meeting.
  - ▶ A succession process will be very helpful.
  - ▶ No comment
  - ▶ Continue the great educational programs
  - ▶ Would like to see more mentoring and maybe professional stories of how people started off, and ways we could grow professionally.
  - ▶ More PR about our chapter.
5. As our chapter can only succeed with everyone's involvement, how can we get more members involved in committees and board positions?
  - ▶ Webinars, technology training.
  - ▶ More team work instead of always finding things wrong
  - ▶ Continue with educational programs at our meetings.
  - ▶ Not an easy answer. It's not that we don't want to be involved, but we all have busy lives and not enough hours in the day.
  - ▶ Using the mentoring process more effectively may be helpful in getting more people involved. Mentors should build genuine relationship that last, not just for the first three months and help members set and achieve goals of membership.
  - ▶ More education about the committees and positions (i.e., how this committee or board position can also help you in your job)
  - ▶ Maybe some family events or more hands-on meetings.
  - ▶ Not sure
  - ▶ More advertising and a change is good, but don't change so much every year when one is so used to one way.
  - ▶ Make it more enticing.
6. As we grow personally and professionally, would you be interested in 'walking in my shoes' with a board member and/or committee chair to gain more knowledge about leadership of your chapter?  
Yes: 55.6% No: 44.4%
7. Are you adequately informed about chapter news and activities?  
Yes: 72.2% No: 27.8%
8. Is the Tri-County Connection newsletter informative?  
Yes: 88.2% No: 11.8%
 

What else would you like to see included?

  - ▶ Highlight a member each month.
  - ▶ Highlight a member or committee chair or a board member
  - ▶ It is a wonderful newsletter, needs to be distributed more
  - ▶ Sometimes it's too long, drop some of the articles
  - ▶ Member spotlight
9. Do you go to the IAAP Tri-County website to view the newsletter and board packet?  
Yes: 66.7% No: 33.3%
10. Will you renew your membership when it expires?  
If no, why not: Yes: 88.9% No: 11.1% (2)  
Family obligations



International Association of  
Administrative Professionals®

Tri-County Chapter

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

Power of Commitment to  
Excel in Today's Office

Tri-County Chapter  
Board of Directors

President  
Judy Zimmerman

Vice President  
Karen Haensel CPS/CAP

Recording Secretary  
Jannise Bush

Treasurer  
Tammy McBride

Correspondence Secretary  
Barbara Atkins

IAAP Tri-County Chapter Members  
resolve to enrich us, our employers  
and our communities by...

- Promoting professional and educational growth
- Encouraging camaraderie between Administrative Professionals
- Sharing career advancement opportunities
- Being an advocate for the IAAP Organization
- Developing Leadership Skills

### Ways and Means Fundraiser

The committee will be selling and taking orders for Valentine candy bouquets at the February chapter meeting.



\$12.00  
13 inches



\$12.00  
13 inches



\$10.00  
12 inches



\$15.00  
11 inches

## BIRTHDAY BOUQUETS



\$12.00  
11 inches



\$15.00  
12 inches

THE  
**Trust**  
RETIREMENT TRUST  
FOUNDATION

This \$40 value basket will be raffled off at the February meeting. Tickets are 1 ticket for \$1 or 6 tickets for \$5. All proceeds will go towards the RTF.

The basket contains a bottle of wine called *Little Black Dress Drowning in Chocolate* and *Dove* chocolates.