



Wichita, Kansas

MINISA CHAPTER
CHARTERED 1942

2007-2008 Board of Directors

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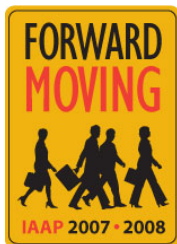
DIRECTORS

Bobbie Frye CPS/CAP
Bronda Robbins CTM

PARLIAMENTARY ADVISOR

Patricia Pickard CPS

The **Pow Wow** is a monthly publication of Minisa Chapter.



Meeting Notice



PROGRAM: **Sarbanes-Oxley – How Controls Keep Your Boss Out of Jail**

SPEAKER: **Mark Mann and Rosemary Hight**

DATE: Thursday, February 7, 2008

TIME: 5:30 p.m. Networking
6:00 p.m. Dinner
6:30 p.m. Program (60 minutes for recertification points)

PLACE: Best Western Airport Inn
6815 W. Kellogg, Wichita

MENU: Country Style Short Ribs; Baked Beans; Potato Salad; Garden Salad; Chef's Choice Dessert; Coffee and Tea

COST: \$13

Reservations Required: We recognize emergency situations do come up. If you need to cancel your reservation please contact:

Cyndi Mullins CPS/CAP (work 523.5116)

no later than noon, Monday, February 4. The chapter is charged for the guaranteed number of meal reservations made, and members will be billed for reservations not canceled in time.

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Inserts (to members only): January 3 Meeting Minutes; Treasurer's Report

"Respect your fellow human beings, treat them fairly, disagree with them honestly, enjoy their friendship, explore your thoughts about one another candidly, work together for a common goal and help one another achieve it. No destructive lies. No ridiculous fears. No debilitating anger."

~ Bill Bradley

Greetings from the President . . .

The Seminar Committee is hard on the heels of the rapidly approaching mailing target date of February 14. Our speaker will be from National Seminars, Dr. Fred Kniggendorf. The presentation selected is *Thinking Outside the Box!* Topics to be covered are creative thinking, creative problem solving, creative decision making and how to put all this creativity into action. The committee has worked really hard to ensure we have an outstanding speaker as well as a timely and worthwhile presentation for a reasonable fee. The information/registration brochures will be available at the February 7 chapter meeting. Please take a handful to share with your co-workers and colleagues. Mark April 18, 2008 on your calendars and plan to attend the seminar. We will learn to jump-start our creative thinking skills, break negative thinking habits and get original ideas flowing, according to the program outline!



**Down what road will
IAAP take you?
It's your decision!**



The Outstanding Member of the Year Award (OMY) will be presented on February 7. Pat Pickard CPS, last year's recipient, will give her acceptance speech. Yes, the speech comes the year after the award is presented.

The nomination forms for Distinguished Service Award (DSA) were e-mailed to the membership in late January. Please take time to nominate a deserving member for this honor. Hard copies of the forms will be available at the February meeting. If you have already written a nomination, please give it to Linda McCurdy CPS, Service Awards Committee. The deadline for nominations is February 18. The recipient will be announced at the March meeting.

The chartering and installation of the Kansas Judicial Pros Chapter is scheduled for 1:30 p.m. on Saturday, February 2 at the Holiday Inn Holidome in Topeka. Monique, Bethel and I will be attending. Is anyone else interested in a road trip? Kansas Division has experienced some growth in the past couple of years: JoCo Government Chapter and now the Kansas Judicial Pros Chapter. Exciting times!

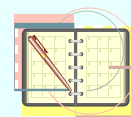
The Kansas Division Spring Seminar is scheduled for Saturday, March 1 in Olathe. The registration and information materials should be available soon. I will email them to you as soon as I receive them. I hope many of you will be able to attend. The Division board is planning a silent auction fundraiser. Chapters are being asked to participate by contributing a "spring themed" basket of assorted items. Traditionally, Minisa has provided items for Division fundraisers. Do we want to do so for the spring seminar? We will discuss this at the February 7 chapter meeting and vote on it. Be thinking of a theme and what items would fit. The concern is that we will not have another chapter meeting between the voting and the seminar. Feel free to bring an item to the chapter meeting . . . just in case we vote to participate!

Here's some more news from Kansas Division. Three members attained the CPS rating, three recertified, and seven achieved the CAP rating. Of the seven Kansas Division members to attain CAP, six are members of Minisa Chapter. Talk about forward moving!

IAAP executive director Don Brethauer CAE notified the association of a recent staff change. Rick Stroud is no longer with IAAP. Don says he is "restructuring the communications manager position somewhat as we move forward." Remember that the IAAP staff at headquarters is there to help you get the most from your membership. Contact them if you have questions or concerns.

I look forward to seeing you all on February 7. Bring a friend who might benefit from membership in our association.

Marianne Eyles CPS/CAP



Dates to Remember

February 5	Board Meeting
February 7	Chapter Meeting – Outstanding Member of the Year Speaker and Presentation
February 9	Seminar Committee – brochure work day
February 15	CPS and CAP application deadline for May exam
February 21	Pow Wow Deadline (e-mailed [minisachapter@hotmail.com] submissions are greatly appreciated!)
March 1	Kansas Division Spring Seminar hosted by Johnson County Chapter, Olathe
March 4	Board Meeting
March 6	Chapter Meeting

About Our Speaker and Program

Rosemary Hight is the lead analyst, Business Process Control and Compliance (BPCC), for Cessna Aircraft Company. Her responsibilities include financial internal controls (SOX), assistance with Enterprise Risk Management (ERM) and Cessna Policies and Procedures, and related responsibilities for all locations of Cessna.

Rosemary joined Cessna in June of 1997 as an accountant associate in the cost accounting function, and moved into the Cessna Internal Audit Services (now BPCC) in January 1998 through a career development program rotation. Rosemary holds a bachelor's degree from Emporia State University with a major in accounting. She is a member of the Wichita Chapter of the Institute of Internal Auditors, is a member of the organization's Board of Directors, and has served in prior years as secretary, treasurer and president. Rosemary is a Certified Internal Auditor (CIA) and received her Textron Six Sigma Green Belt certification in 2007.

Sarbanes-Oxley Compliance

- ❖ Sarbanes-Oxley Act (SOX) Overview
- ❖ Basic Framework for Compliance
- ❖ What are Internal Controls?
- ❖ Management Disclosures
- ❖ Documentation and Monitoring
- ❖ Costs and Rewards of Compliance – Consequences of Non-Compliance
- ❖ Questions



COMMITTEE REPORTS

Ways and Means Committee

Bobbie Frye CPS/CAP, Chairman

Several projects are in the works.

- Entertainment Books – One book left
- Super Video Cards – Four cards left
- Green Lantern Car Wash – Cards should be available in February
- Papa Murphy Pizza Cards – Cards should be available in February
- Taste of Home Entertaining – No date yet
- IAAP Sashes – Hope to have at the February meeting
- Terri Lynn Nuts and Candy – We still have 51 bags left to sell
 - Pecan Pieces - 1
 - Light Walnuts - 4
 - Black Walnuts - 7
 - Fruit Mix - 4
 - Fruit and Nut - 2
 - Apricots - 7
 - Roasted Peanuts - 4
 - Cashews - 1
 - Chocolate Cashews - 1
 - Chocolate Peanuts - 1
 - Chocolate Pecans - 4
 - Chocolate Malted Milk Balls - 3
 - Yogurt Raisins - 7
 - Gift Tin - Cashews - 2
 - Gift Tim - Deluxe Mixed Nuts - 3



Chapter History Committee

Linda McCurdy CPS, *Chairman*

The Chapter History Committee held scrapbooking sessions on January 12 and January 26 at the home of Bobbie Frye CPS/CAP. Both were productive sessions and almost all of the remaining pages needed for Bobbie's scrapbook for 2003-2004 were created. It should be finished soon.



In February the committee will begin working on the scrapbook for Marianne Eyles CPS/CAP for the 2004-2005 year when she served as Minisa Chapter's president for the second time.

The committee and the board will be advised of future sessions via e-mail. All members are welcome to help at any of the scrapbooking sessions for whatever amount of time their schedule allows. If you have questions, need additional information, or would like to be included in the scrapbooking sessions, please e-mail or call Linda McCurdy CPS.

Publicity/Community Service Committee

Monique Richardson CPS/CAP, *Chairman*



Minisa Chapter members stepped up to the plate again and did a fantastic job of collecting toiletry items to take to the Women's Shelter for their holiday project. Minisa members collected both full-size and travel-size toothpaste, shampoo, conditioner, lotion, toothbrushes, body soap and deodorant. Bobbie Frye CPS/CAP delivered the items to the Women's Shelter. Thank you to all who brought items to the Christmas social.

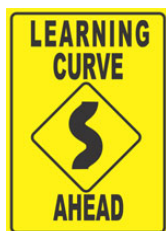
Seminar Committee

After discussing the pros and cons of two speaker options, the committee decided to try something new this year by partnering with **National Seminars Group**, one of IAAP's corporate sponsors, for our annual education seminar.



The seminar will be a one-day seminar on **Friday, April 18** at the Best Western Airport Inn. Our National Seminars speaker, Dr. Fred Kniggendorf, will present **Thinking Outside the Box**. Mark your calendars now and plan to attend this exciting seminar! Invite your co-workers and help spread the word.

National Seminars, one of the nation's leading providers of continuing education, is a name that is well-known throughout the business world, so should be a draw. National Seminars offered us a good package using their IAAP discount and we hope to be able to attract a wide range of attendees.



The brochures will be mailed by mid-February. They will also be available to download from the chapter website, and will also be available at chapter meetings. If you would like a brochure to be mailed to anyone, be sure to let the seminar committee know before February 9.

The committee has scheduled a work day for **folding and labeling the brochures** on Saturday, **February 9** at Bethel Banzhaf's office. All members who can help are welcome! Details will be circulated as soon as they are finalized.

Programs at a Glance

August 16, 2007

Report of IAAP International Convention
Cyndi Mullins CPS

September 6, 2007

*Skills Portfolio – An Advantage in Promoting Yourself and IAAP**
Bronnda Robbins, CTM

October 4, 2007

*Diversity**
Joseph Onijala

November 8, 2007

Forward Moving
Networking/Informational Reception

December 6, 2007

Christmas Social – Old Cowtown
Diamond W Chuckwagon and Show

January 3, 2008

*ADA – Need-to-Know Facts **
Del Richardson

February 7, 2008

*Sarbanes-Oxley – How Controls Keep Your Boss Out of Jail**
Mark Mann and Rosemary Hight

March 6, 2008

*The Knowledge Age and The Knowledge Worker**
Bobby Burcham

April 3, 2008

*Rights and Responsibilities of Employees and Employers**
Alan Rupe, Wichita Bar Association

May 1, 2008 (Annual Meeting: closed)
*Recognize the "Traps" And Learn How To "Zap" Them **
Martha Leek CPS

June 5, 2008

*Team Building**
Dena Graham
Installation of Officers

* CPS/CAP Recertification Points Awarded
60 minute programs

Membership Committee

Bethel Banzhaf CPS/CAP, Chairman

We were pleased to welcome our new member, Robin Ruse, to Minisa Chapter at the January meeting. We also enjoyed meeting our guest, Debra.

Delynn Nelson has been tallying the incentive points for the first half of the year. The awards will be presented at the February meeting to those members who meet the requirements. Don't forget to fill in the incentive points sign-up sheets whenever you attend a chapter function so you can accumulate those points!

Welcome New Member

A big WELCOME goes to our new member, **Robin Ruse**. Robin has been with the Via Christi Wichita Health Network since April 2001, working primarily on the St. Francis Campus. She started as an administrative assistant for Surgical Services, then department secretary for Human Resources, followed by HR staffing rep and then administrative assistant to the CNO and SVP of Missions. In June 2006 she was asked to take over the role of executive assistant to the president and CEO.

Robin and her husband are originally from Topeka but have lived in Wichita for 10 years. They have a son and daughter who are both married. Robin owned a catering business for 22 years and still enjoys baking as a hobby, including competitive cake decorating. She is a member of ICES, AHCAP and now IAAP!



Service Awards Committee

Linda McCurdy CPS, Chairman

The nominations have been evaluated and we have a recipient for the Outstanding Member of the Year award. If you want to know who this honorable person is, you will need to attend the February chapter meeting.



DISTINGUISHED SERVICE AWARD

There are members of Minisa Chapter who have belonged to IAAP **five years** or longer and have made significant contributions. A certificate of appreciation is given annually called the Distinguished Service Award (DSA).

The Service Awards Committee has prepared a list of all members who are eligible to receive the DSA and those who are eligible to vote (members of Minisa Chapter with at least five years' membership). The current chapter president and former recipients of the DSA are ineligible to receive the award. This list and a nomination form are distributed to members with five plus years of membership so they can submit a written nomination on their candidate of choice. The Service Awards Committee will determine the winner and present the award at the March meeting.

2008 Eligibility List

Mary Ecker
Patti Ferguson CPS/CAP
Sue Houser CPS/CAP
Paula Iman
Nina Leeper
Delynn Nelson
Pat Pickard CPS
Mary Spachek

Eligible to Submit a Nomination (those eligible for the award, plus past recipients)

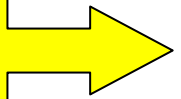
Bethel Banzhaf CPS/CAP	Sue Houser CPS/CAP
Nina Leeper	Paula Iman
June Crawford	Linda McCurdy CPS
Margaret DeWitt CPS	Delynn Nelson
Mary Ecker	Patricia Pickard CPS
Marianne Eyles CPS/CAP	Mary Spachek
Patti Ferguson CPS/CAP	Diane Walters CPS/PLS
Bobbie Frye CPS/CAP	Shirley Yingling CPS

News From Around The Association . . .

IAAP® Kansas Division

////DRIVE

2007 - 2008



KANSAS DIVISION

March 1 – Spring Seminar: Johnson County Chapter is hosting the seminar at the Johnson County Administration Building at 111 S. Cherry Street in Olathe from 8:30 a.m. to 3:45 p.m. Adecco Staffing will present a program on job hunting, *Start to Finish*; this will be followed by a program on Microsoft Publisher for a total of five hours of continuing education. The registration form is available from any Kansas Division officer or President Marianne Eyles. If you would like to join the carpool please sign up at the chapter meeting.

March 1 – Deadline for Kansas Division Officer Nominations for 2008-2009 Officers: president, president-elect, secretary, treasurer. Anyone who wishes to be considered for nomination must submit (1) a letter of nomination from the chapter, (2) a letter of consent from the nominee, and (3) the nominee's resume to Kansas Division Nominations Committee Chairman Judy Wilson CPS/CAP, Kaw Chapter. Any candidate not meeting the March 1 deadline must be nominated from the floor at the 2008 Annual Meeting in Emporia, Kansas.

March 10 – Deadline for Proposed Amendments to the Kansas Division IAAP Bylaws and Standing Rules. Chapters that would like to submit any proposed amendments to the Kansas Division Bylaws for consideration at the Kansas Division Annual Meeting on June 7 must send them to Barbara Slagle CPS no later than March 10.

March 12 – Heartland Chapter Visit: Bethel Banzhaf CPS/CAP, Kansas Division president-elect, will be making a liaison visit to Heartland Chapter on Wednesday, March 12, and presenting the program, *Do You Know Your EQ (Emotional Intelligence)?* Whoever is interested in joining her is welcome. This is a good opportunity for Minisa members to visit another chapter and make new friends. The meeting starts at 5:30 p.m., so it would mean leaving Wichita early afternoon. Let Bethel know if you are interested.

*The Kansas Division of the International Association of
Administrative Professionals is proud to announce a new chapter*

Kansas Judicial Pros Chapter

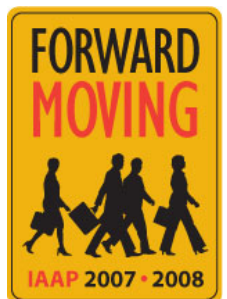
Please join us for the Kansas Judicial Pros New Chapter Installation
on February 2, 2008
at 1:30 p.m.

Holiday Inn Holidome – Topeka Room, 2nd Floor
605 S. W. Fairlawn Road (I-70 at Fairlawn Exit)
Topeka, Kansas

INTERNATIONAL

From IAAP Executive Director, Don Bretthauer, CAE: "Rick Stroud is no longer with IAAP. I thank Rick for his years of service and wish him well in his future endeavors. Although the past few months have brought about some changes at the headquarters office, I assure you that the best interests of IAAP are paramount and I and your IAAP headquarters staff are committed to meeting the needs of the members. I am restructuring the communications manager position somewhat as we move forward."

Rick's expertise and long history with IAAP will be missed, and we wish him all the best. In the meantime, Aaron Ensminger, the editor of *OfficePro* and manager of the Publications Department at IAAP, will be handling the communications role at IAAP, including filling in on the message board. Aaron has been at IAAP for approximately five years; his professional background is in magazines and publications.



Birthdays

Shirley Yingling CPS (8)
Nancy Palyash (11)

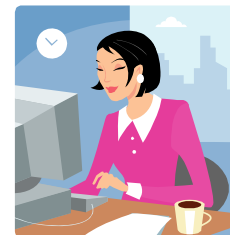
February**Service Anniversaries**

Bethel Banzhaf CPS/CAP (1996)
Patricia Coombs (2006)
Bronda Robbins CTM (2006)

Computer Corner

Time Zones in Microsoft Outlook

If you frequently work with people from other countries or time zones, you might want to view a second time zone in your Outlook calendar. To show a second time zone in your calendar:



1. On the Tools menu, click Options.
2. On the Preferences tab, click the **Calendar Options** button.
3. In the **Calendar Options** dialog box, click the **Time Zone** button.
4. Select the **Show an additional time zone** check box.
5. Click in the **Label** box, and type the label you want for this time zone. (For example, if you are adding the Eastern Time Zone, you would type EST.)
6. Click the down arrow to the right of the **Time Zone** box, click the time zone you want, and click **OK** three times to close all the dialog boxes.

Internet Explorer Hotkeys

Submitted by Pam Dinwiddie

- ☞ To Select all items on a web page use CTRL and A.
- ☞ To Copy a selected item to the clipboard use CTRL and C.
- ☞ To Paste an item from the clipboard into a document use CTRL and V.
- ☞ To Add the current page/document to your favorites use CTRL and D.
- ☞ To Open the IE search utility use CTRL and E.
- ☞ To Open the FIND box to search the current document use CTRL and F.
- ☞ To Open the History utility use CTRL and H.
- ☞ To Open the Favorites utility use CTRL and I.
- ☞ To Go to a new location/document use CTRL and L. Also CTRL and O.
- ☞ To Open a new Explorer window use CTRL and N.
- ☞ To Print the current page/document use CTRL and P.
- ☞ To Refresh the current page/document use CTRL and R. Also you can use the F5 key.
- ☞ To Save the current document/page use CTRL and S.
- ☞ To Close the current Explorer window use CTRL and W

What to do When You Panic

The state of panic is frightening and uncomfortable, but anxiety disorders expert Jerilyn Ross says it is possible to reduce the power of the experience if you follow the “Golden Rules For Coping with Panic” she has set out in her book *Triumph Over Fear*. Here are some of her suggestions:

- Take a moment to realize that the symptoms of panic that you are feeling are frightening, but not dangerous.
- Note that the physical symptoms you’re experiencing are exaggerations of normal bodily reactions.
- Don’t fight or wish away your feelings. Facing them will make them less intense.
- Don’t fall into the “what if” way of thinking. This will only make you feel worse.
- Instead of focusing on your fear, set out on a simple task for distraction.
- When you experience fear, expect and accept it, and let it start to fade away.
- Watch your fear and label it from 0 to 10. Watch how it goes up and down.
- You’ve probably suffered high levels of fear before – and you’ve survived. Focus on this point.

Lack of Manners is a Distraction

Louis XIV's gardener at Versailles was faced with a serious problem: he could not stop members of the nobility from trampling about in the delicate areas of the king's garden. He finally attempted to discourage their unwanted behavior by posting signs called *etiquets* which warned them to "Keep off the Grass". When this course of action failed, the king himself had to issue an official decree that no one could go beyond the bounds of the signs. Later, the name "etiquette" was given to a ticket for court functions that included rules of expected behavior in the presence of the king. Today, etiquette is still our ticket. It's our ticket to acceptance, respect and favor in our interactions with one another. In the workplace, the most significant skill a person can have is an understanding of the complexities of dealing with people. A Carnegie Institute study showed that financial success was based 15 percent on technical skills and 85 percent on social skills. Employers hire and promote more on the basis of "who you are" than what you know, or don't know.

There is no accomplishment so easy to acquire as politeness and none more profitable.

~ George Bernard Shaw

The word 'etiquette' has evolved, but in many ways it still means "Keep off the Grass." Remaining within the flexible boundaries of civil behavior allows relationships and us to grow like flowers in Louis' garden. Moreover, it lets us present ourselves with confidence and authority in all areas of our professional and personal life.

Many people don't get to demonstrate their strengths because other people are distracted by their lack of social skills. For example, if you tend to blurt out everything instead of stopping to think before you speak, you may be thought of as impulsive and you may not be considered for a promotion.



The world was my oyster, but I used the wrong fork.

~ Oscar Wilde

If you don't know the proper way to dine, your boss may overlook your other strengths and deny you the opportunity to take an important customer to lunch. A lot of business is conducted at parties and dinners, meetings that on the surface seem purely social. Knowing how to take advantage of the potential in

these situations adds to your nine-to-five abilities. Many professionals are not at ease in such meetings.

Top management at many Fortune 500 companies take potential front line employees to lunch or dinner to observe their comfort level with executives, spouses, wait staff and myriad pieces of silverware. Like it or not, management equates good manners with competence in business and poor manners with incompetence.

Business and social etiquette can be tricky, and making the right moves can make a big difference. Let's see how much you know. Take this quiz and see how you fare in the following business situations. The answers are on pages 11-12.

Etiquette Survival Quiz

1. A fork placed on the right of the dinner plate is used for what?
2. In screening a call, you may ask, "To what does this pertain?"
True or false
3. At a business luncheon, where are the most important guests seated?
4. At a business party, what is the longest time for conversation with any one person?
5. At a cocktail party with food and drink, which hand holds the plate of food, which hand holds the drink?
6. Where is the only correct location to wear a name label or badge?
A) The right hand side of the shoulder area.
B) The left hand side of the shoulder area.
7. The CEO of your firm, Ms. James, enters the room in which you are meeting with an important client, Mr. Williams. You would be correct to rise and say, "Ms. James, I would like to introduce Mr. Williams, our client from Topeka."
True or False

8. Your business meeting across town is scheduled to begin at 11 a.m. Etiquette states you should arrive at:
 - A) 10:45 a.m.
 - B) 10:50 a.m.
 - C) 10:55 a.m.
 - D) 11 a.m.
9. You're the guest in the office of Larry Haddock, a sales representative from another company. There's only one chair in the office besides the one behind Larry's desk. It's obvious which chair is for you, the guest. It's correct for you to:
 - A) Take a seat first so Larry as the host can correctly sit after you.
 - B) Remain standing until Larry invites you to sit.
 - C) If you're a man sit after Larry does. If you're a woman sit before he does.
10. Where do you place your napkin when leaving the table briefly?
 - A) On the seat of the chair.
 - B) To the left of your plate.
 - C) To the right of your plate.
 - D) Slightly above your plate.
11. The person to whom a toast is proposed should:
 - A) Raise his glass and drink.
 - B) Drink but not raise his glass.
 - C) Raise his glass but not drink.
 - D) Hold his glass but do not raise it or take a drink.
12. When your lunch guest is late how long should you wait before trying to call her, and how long should you wait before leaving the restaurant?
 - A) Call after 30 minutes, leave after 45 minutes.
 - B) Call after 15 minutes, leave after 30.
 - C) Call after 30 minutes, leave after 60.
13. When cornered at a party by a person who wants to talk business, the polite way to exit the conversation is to say:
 - A) "It's been nice talking with you. Please excuse me."
 - B) "Please excuse me, I see Dr. Adams and I should say, "Hello" to him before he leaves."
 - C) "I'll call you tomorrow to set up an office appointment so we can talk at length."
14. A daytimer or handbag, if it's small, may be placed on the table.
True or False
15. In the business arena when a call is disconnected who should return the call?
 - A) The person who originally placed the call.
 - B) The person whose phone caused the disconnection.
 - C) The company, never the customer.
16. When placed on hold, how long does etiquette dictate that you wait before hanging up?
 - A) 45 seconds.
 - B) 90 seconds.
 - C) Three minutes.
17. In a business situation, what should you do when someone gives you her business card?
 - A) Say "thank you" and quickly add it to your stack of cards.
 - B) Immediately offer up one of yours, even if you don't have any on you (in that case, offer to mail one).
 - C) Scan it thoroughly, thank the other person and then store it away.
 - D) Make some polite comment about the style or the person's title, before putting it away.
18. You realize you forgot a lunch date with a business associate. What do you do?
 - A) Send him or her a gift card for lunch with your sincerest apology.
 - B) Send flowers, again with an apology.
 - C) Send a note or e-mail of apology.
 - D) Call and set up another lunch date, again with sincere apologies.



19. When is it appropriate to take a cell phone call during a business lunch?
A) When you excuse yourself from the table and talk in another part of the restaurant.
B) When the call concerns those you are having lunch with (i.e., the call is from the boss).
C) Only when you make the call very brief and apologize to your lunch mates.
D) Never.
20. It's appropriate to enter a dining chair from either the right or the left side.
True or False

Highlights of the January Meeting . . .

Linda McCurdy CPS, Photographer



Del Richardson, speaker



President Marianne Eyles CPS/CAP



Jacki and Monique



Cyndi, Jacki, Monique



Mary, Bobbie, Patricia



Diane, Sue and Debra



More members



New member welcome

Etiquette Survival Quiz Answers



1. A fork placed on the right of the dinner plate is used for what?
Answer: Seafood
2. In screening a call, you may ask, "To what does this pertain?"
(False) Better to say, "How may I help you?" or "What can I do for you today?"
3. At a business luncheon, where are the most important guests seated?
Answer: On either side of the host or hostess.
4. At a business party, what is the longest time for conversation with any one person?
Answer: 10 minutes
5. At a cocktail party with food and drink, which hand holds the plate of food, which hand holds the drink?
Answer: Both are held in the left hand to keep the right hand free for eating and shaking hands.
6. Where is the only correct location to wear a name label or badge?
(A) Placing the badge high on your right hand shoulder ensures you never have to break eye contact with the other person while shaking hands.
7. The CEO of your firm, Ms. James, enters the room in which you are meeting with an important client, Mr. Williams. You would be correct to rise and say, "Ms. James, I would like to introduce Mr. Williams our client from Topeka."
(False) The social etiquette of "ladies first" does not apply at work. The name of a client is always spoken before that of an associate. The correct introduction would be, "Mr. Williams, I'd like to introduce, Ms. James, our CEO. Mr. Thompson is our new client from Topeka."
8. Your business meeting across town is scheduled to begin at 11 a.m. Etiquette states you should arrive at:
(D) Arriving early interferes with the person as he takes care of other business or makes last minute preparations for your meeting. On time is the best time to arrive, but since watches can vary five minutes early is appropriate as well.
9. You're the guest in the office of Larry Haddock, a sales representative from another company. There's only one chair in the office besides the one behind Larry's desk. It's obvious which chair is for you, the guest. It's correct for you to:
(B) Remain standing until asked to sit. If the offer isn't made, then politely ask, "May I sit?" The other person will quickly apologize and offer you a seat.
10. Where do you place your napkin when leaving the table briefly?
(A) The napkin is correctly left on the seat of the chair so that other diners do not have to look at a soiled napkin while you are away from the table.
11. The person to whom a toast is proposed should:
(D) Never drink a toast to yourself. It amounts to someone clapping for himself.
12. When your lunch guest is late how long should you wait before trying to call her, and how long should you wait before leaving the restaurant?
(B) You may call to check on your late guest after 15 minutes. You may order or simply leave the restaurant after waiting 30 minutes.
13. When cornered at a party by a person who wants to talk business, the polite way to exit the conversation is to say:
(C) Responding that you will call to set up a time to meet with him lets the other person know that you want to hear what he has to say, just at a different time.
14. A daytimer or handbag, if it's small, may be placed on the table.
(False) The table is strictly for items pertaining to dining. Once the meal is cleared you may place paperwork, etc., on the table if it is needed for the meeting.

15. In the business arena when a call is disconnected who should return the call?
(C) The customer should stay off the phone so the business can redial the number regardless of whose fault it was that the call was disconnected or who placed the original call.
16. When placed on hold how long does etiquette dictate that you wait before hanging up?
(C) After three minutes on hold you may hang up the phone. When you call back you do not owe the other party an explanation. Simply say you were unable to continue to hold earlier.
17. In a business situation, what should you do when someone gives you her business card?
(C) Scan it thoroughly, thank the other person and then store it away.
18. You realize you forgot a lunch date with a business associate. What do you do?
(D) Call and set up another lunch date, with sincere apologies.
19. When is it appropriate to take a cell phone call during a business lunch?
(D) Never
20. It's appropriate to enter a dining chair from either the right or the left side.
(False) As you stand behind a chair, always enter from the chair's right.



One-Minute Idea

Good Idea? Don't Ignore It

- If a good idea occurs to you, what do you do? Do you go to your manager and share it with him or her so you can give it a try? Or do you merely shove the idea to the back of your mind and ignore it? Unfortunately, many great ideas get shelved this way and never see the light of day.
- The next time a great or even good idea occurs to you, and you automatically dismiss it or ignore it, think on this: If you never try, you will never succeed. Give it a shot and see what happens.

Care and Share



Sue Houser CPS/CAP: Sue's husband Woody was in a car accident on January 28 in Derby. Woody has a shattered pelvis, fractured ribs, partial lung collapse, as well as a pin in his knee and is in traction. They are very concerned about him developing blood clots because he is immobile so they are watching him very closely. He will probably have surgery to fix his pelvis and they may have to put a chest tube in if his lung does not inflate on its own. Sue said he is in a lot of pain and he will probably be in the hospital for two to three weeks. He is at Wesley's Trauma Unit, Room 435.

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