

December 30, 2008

Tri-City Chapter



# Fundamentals of Excellence

NEWS

## From Your President - Mary B. Schrum CPS

Our new home at the Enon Volunteer Fire Department is a cozy room that also has a full kitchen, ice maker, and television equipped with a VCR. We have enough tables and chairs to accommodate many more enthusiastic IAAP members. So this month of January we can fill those seats by inviting guests to join us and listen to Vickie Robinson of the Virginia Department of Transportation give us tips on how to WOW and WIN with customer service. It does not matter which office we are currently working, we have customers!

Remember the statistics, only half of the guests you invite will actually attend so ask more. Let us pack the OPEN HOUSE with many.

Our Professional Development Seminar committee is in the final stages of planning for this event. The speaker will be Melissa Boyce, founder and owner of CU Achieve, Inc. The committee knows you have already held the date of Saturday, March 21, 2009, for this event. The committee needs your help in wrapping up the planning. If you think you may be able to

help please contact Linda Wells CPS/CAP or Linda Coake CPS/CAP.

I am sure that you have already contacted Sheri Swineford CPS, Program Chair with new suggestions for speakers, as she continues to fill the dates for the remainder of this year and starts on the following year. Programs are designed to meet the needs of administrative professionals like you. Make sure we offer what you need to succeed in your current position or the one you would like to have in the future by suggesting those programs.

Thanks for a great 2008 and we look forward to a fine 2009.

## Program Calendar 2008-09

Sheri Swineford  
First Vice President

DATE	TOPIC	SPEAKER
January 6, 2009 Tuesday	How to WOW and WIN with Customer Service OPEN HOUSE	Vickie Robinson, Development Coordinator for VDOT
February 3, 2009 Tuesday	SWOT - Play To Your Strengths	Heather Norton, Manager of Chesterfield Employment Services
March 3, 2009 Tuesday	Ergonomics	Joyce Wells - Chesterfield County
March 21, 2009 Saturday 7:30 am - 2 PM	Technology Tips - Tools for a more effective office & "I Don't Like You, but I'm Suppose to Work with You" LOCATION: Comfort Inn, Hopewell, Virginia	Melissa Boyce, Founder and Owner, CU Achieve, Inc.

## Certification

More than 1500 candidates sat for the CPS and CAP exams on November 7-8.

Two of our members sat for the CAP exam and passed! Congratulations to Linda Coake CPS/CAP and Linda Wells CPS/CAP.

If you have questions about how you too can achieve this wonderful goal, feel free to contact Linda Wells CPS/CAP, Certification Chair .



## Community Service Projects - On Going

Mary Jones, Chair

The book drive for your gently used children's books, cook-books, non-fiction, and other books (but no magazines) for the Friends of the Chesterfield County Public Library will start in January and will run

through March.

Cell phones will continue to be collected until May.

One last special project will be announced for February. Be prepared to put your **heart** into it.

Thank you.

January, February, Book Drive  
March

Until May Cell Phone Drive



This and all newsletters can be found on our Website with a plethora of wonderful IAAP information. The address is <http://www.orgsites.com/va/tri-citychapteriaap/> and our Webmaster is Raymon Bessix.

## Fund Raising Hollie Ronkartz, Chair, Ways and Means

- Don't forget to bring your loose change for filling the barrel.
- The 50/50 raffle will continue until Annual meeting in June 2009.
- We need 12 more cards registered in the Food Lion-Lion Share Program in order for the Tri-City Chapter IAAP to benefit from this.

We are not asking you to change your shopping habits, only to register your cards if you currently shop at Food Lion. Snag your husband's, children's, parent's, and any other cards you see that is not already registered under another organization.



Thank you!



### Division News

**The Building Blocks of Leadership  
Training in Lynchburg -  
February 21st Snow date 28th**

**LAN Meeting in Virginia Beach -  
April 24 -25, 2009**

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