

November 21, 2008



Fundamentals of Excellence



Program Calendar 2008-09

Sheri Swineford
First Vice President

DATE	TOPIC	SPEAKER
December 2, 2008 Tuesday	Christmas Social -	Everyone with Crafts/Food/Fun
January 6, 2009 Tuesday	How to WOW and WIN with Customer Service OPEN HOUSE	Vickie Robinson, Development Coordinator for VDOT
February 3, 2009 Tuesday	Interviewing Tips	Jewel Aiken-Smith & Karyn Padgett, Chesterfield County
March 3, 2009 Tuesday	Ergonomics	Joyce Wells - Chesterfield County
March 21, 2009 Saturday	Professional Development Seminar	SAVE THIS DATE!

Community Service Projects - On Going

Mary Jones, Chair

The first community service project of collecting can goods was a success. Thank you for your donations. The families in need will surely appreciate your kindness.

The book drive for your gently used children's books, cookbooks, 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, March Book Drive

Until May Cell Phone Drive



Certification

More than 1500 candidates sat for the CPS and CAP exams on November 7-8. I would like to remind you that if you plan to sit for the May 1-2, 2009 CPS or CAP exam, the deadline for applying is February 15, 2009. New candidates will find the Certification Application Packet at www.iaap-hq.org/Cert/CertAppPacket.pdf. Eligible retake candidates will receive a personalized Registration Form by the end of January. Candidates applying after the deadline will pay at \$50 late fee;

late applications will be received only until February 28, 2009. Applications received after February 28, 2009 will automatically be processed for the November exams.



If you have questions, feel free to contact me.

Linda Wells CPS
Certification Chair

From Your President Mary B. Schrum CPS

We will again try a new adventure. This time at the Enon Fire House on December 2. The address is 1920 East Hundred Rd, Chester, VA 23831.

In December, we reflect on the previous year and relax with the company of our professional companions. Please join us for pizza, and plenty of fun during the last meeting of the calendar year.

Then in January, our speaker will discuss how to WOW and WIN with Customer Service. We will also consider this our open house so you will want to invite your co-workers and perspective new members. This will be the opportunity to grow our membership at the same time learn about customer service relations with our speaker, Vickie Robinson, Development Coordinator for VDOT

We also want to bring back the member-in-the spotlight feature during the January meeting. Please be looking forward to this portion of the program.

Have a great holiday and we will see you December 2, at the Enon Fire House.



Fund Raising Hollie Ronkartz, Chair, Ways and Means

- Thank you for a successful Tupperware fund raiser. There were sales of over \$700 with seven participants. Total amount of profits was \$291.95 with the top sales prize going to Linda Coake. Way to go Linda!
- Bring you loose change for filling the barrel at every meeting.
- The 50/50 raffle will continue until Annual meeting in June 2009.
- Remember to register your entire family for the Food Lion -Lion Share Program for the Tri-City Chapter IAAP.



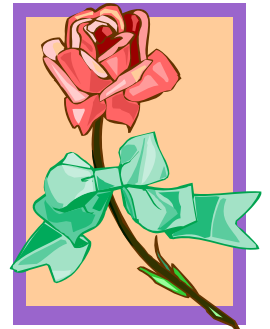
Division News

New Chapter Starting
Lexington/Buena Vista/Staunton
area

Anniversaries

Raymon Bessix

3 years



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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.