



# Through the Bay Window



Volume VIII, Issue 4

San Diego Chapter

November 2007

### Meeting Reminder

Wednesday, November 7, 2007  
Hacienda Hotel  
2467 Juan Street  
San Diego, CA 92110  
PH: 619-291-0878  
*Complimentary Parking in spaces marked "Acapulco/Hacienda" (\$5 for all other spaces)*

5:00 pm Networking  
6:00 pm Dinner  
7:00 pm Program

Presentation

### Yikes! What Do I Say Now! Cathy Zaitzow

Training & Organization Development  
Specialist - Port of San Diego

### Dates to Remember

December 5, 2007 – Dinner Meeting,  
January 9, 2008 – Dinner Meeting  
January 19, 2008 – Educational  
Seminar – Viejas Casino  
February 6, 2008 – Past President's  
Dinner

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## MESSAGE FROM THE BOARD

by: EvE' Bond CPS, Corresponding Secretary

**Are you Safe?** How many phone calls did you get last week that began with that question?

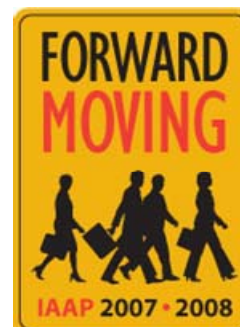
Watching the 11 o'clock news that Saturday night, we learned it was going to be a *hot week*. Santa Ana winds were kicking up and San Diego could expect higher temperatures and lower humidity. With these conditions, radio and TV weather forecasters told us there could be wildfires much like the ones we experienced in October 2003.

Oh, No! Not again! Then came Sunday and Monday and as predictions became reality, we watched endless hours of TV coverage while we sat numbly disbelieving our eyes. Authorities indicate the blazes that raged from the Simi Valley northwest of Los Angeles through San Diego County to the Mexican border, consumed well over 1,400 homes and commercial structures and threatened tens of thousands of lives. Hundreds of square miles in seven counties – *consumed by wild fires*. As many as 500,000 people were estimated to have evacuated and thousands more were ordered to leave their homes.

Then, slowly, we began to see some good within the horror. Neighbors reaching out to help neighbors. Bringing coffee and sandwiches to the firefighters, opening their homes to strangers without theirs, delivering truckloads of water and diapers and blankets to Qualcomm Stadium; more than was needed! The generosity and love of neighbors being shown on "**prime time!**"

We hope that you and your loved ones did not experience anything more than inconvenience and that - **You are Safe!**

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November

Birthday Wishes	Anniversary Congratulations
Stefanie Battaglia Deborah Gunn CAP Maudie Kavanaugh Soirée-Leone Sinclair CAP Nancy Talbert Nancy Thomas CPS/CAP Suzanne Workman	Shirley King CPS Jeff Koches CPS/CAP Dr. Mary Leslie Soirée-Leone Sinclair CAP Suzanne Workman

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Evelia Castellanos  
Ivelisse (Ivy) DeJesus  
Betty Migliaccio  
Harvest Pepper

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**CHAPTER MEETING MINUTES - WEDNESDAY, OCTOBER 3, 2007**

The regular monthly business meeting of the San Diego Chapter was held at the Handlery Hotel in San Diego, California, the evening of Wednesday, October 3, 2007.

The following officers were present:  
Deborah Gunn CPS/CAP, President  
Lori Poore CAP, Vice President  
Valerie Costantini, Recording Secretary  
EvE’ Bond CPS, Corresponding Secretary

**Business Meeting**

The meeting was called to order by President Gunn at 6:02p.m. Member Anita Tindall CPS presented the Inspirational Thought and led the Pledge of Allegiance. The Inspirational Thought was “The Corporate Structure” and “Give Me a Kind Heart” by Eve Kiley.

**Introduction of Guests:**

President Gunn asked the members who brought guests to introduce them. The guests were: Jocelyn Beale, Jan Cronin, Rita Geldert, Laura Joffrion, May Mootry, Terrie Pedroza, Jennifer Powell, Stefanie Sotelo, Shelly Steward, and Maribeth Wodzien.

### **Approval of Minutes**

The minutes of the September 2007 business meeting, as published in the September newsletter, were approved.

### **Approval of Treasurer's Report**

President Gunn indicated that the Treasurer's Report had been sent to members electronically for their review. Member Shirley King CPS asked for clarification as to why the revenue from last month's dinner is significantly higher than what we paid. Did we make that much from the dinner? Marge Sues stated she believed there was a \$700 deposit included in a previous report. The report dated September 30, 2007, was approved and will be filed.

### **Suspend Meeting for Dinner**

President Gunn suspended the meeting at 6:10 p.m.

### **Program**

Deborah Gunn CPS/CAP introduced our guest speaker, Rita Geldert, Vista City Manager. She presented "A Career is More Than a Promotion" and "It's a Matter of Total Performance." One point Rita made was a career is the total quality of the professional person. The definition of Total Performance is a consistent positive and observable personal and professional behavior.

### **The Business meeting reconvened at 7:50 p.m.**

### **Induction of New Members**

Lori Poore CAP, Vice President/Membership Chair inducted the following new members: Evelia Castellanos and Ivelisse (Ivy) DeJesus. She also mentioned Betty Migliaccio (she had to leave), and Harvest Pepper as new members, though they were not in attendance. Lori also thanked the following member for renewing her membership this month: Pat Spudich. Stephanie Schoen was welcomed as the new representative from Office Team.

### **Committee Reports**

**Newsletter:** Sue Gannon announced that the winner for the Newsletter Quiz was Marion Phelps. The prize for this quiz is three Ways & Means tickets for next month's meeting.

**Audit Committee:** Lori Poore CAP stated the audit report went well. There were no irregularities with regard to the management of Chapter funds. The only suggestions were for improved checks and balances in the processes that were followed.

### **Announcements**

- Upcoming Events: Multi-chapter Symposium on Saturday, October 6.
- Style Showcase featuring Weekenders fashions/Cookie Lee jewelry on Saturday, October 20, 9:00 am to 11:30 am, in the Training Room at the Port District office. Please RSVP by Wednesday, October 17, 2007, if you plan to attend.
- Food drive at the November Chapter meeting
- Silent Auction and Toys for Tots drive at the December Chapter meeting
- An educational seminar is planned for January 19, 2008 at Viejas in Alpine.
- Administrative Professionals Day lunch will be on Wednesday, April 23, 2008 at the Admiral Kidd Club.

- The next Board meeting will be at the Port District, on Wednesday, October 10, 2007, at 5:30 p.m. If anyone would like to attend, please contact President Gunn ([dgu@sandag.org](mailto:dgu@sandag.org) or 619-699-1912).
- The next Chapter meeting will be held at the Hacienda Hotel-El Pueblo Room on Wednesday, November 7, 2007. The topic is “Yikes! What Do I Say Now” by Cathy Zaitzow, Training and Organizational Development Specialist, Port of San Diego.

**Good of the Order**

EvE’ Bond congratulated Cindy Garafalo CPS for passing the California Real Estate Exam. She also mentioned if you have signed up to attend the OPT Mentor night and need a parking pass to please see her.

**Drawings**

- The Ways & Means raffle prize, a \$25 Amex gift card, donated by Nancy Thomas CPS/CAP, was won by Shirley King CPS. Member Ron Valles donated two books to be raffled off. The first, “Busy Mom’s Guide to Wisdom” was won by the speaker, Rita Geldert. The second book, “California Home Cooking” was won by Valerie Costantini.
- The Board door prize, a \$25 gift card to Macy’s, donated by Vice President Lori Poore CAP, was won by Marge Suess CPS.

There being no further business, the meeting was adjourned by President Gunn at 8:07 p.m.

Submitted by: Valerie Costantini, Recording Secretary

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**“THROUGH THE BAY WINDOW QUIZ” – OCTOBER EDITION**

**CONGRATULATIONS** to Marian Phelps for correctly answering the quiz – Which country follows the United States and China in total number of internet users? The answer is Japan.

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The October Guest Speaker: was Rita Geldert, City Manager, City of Vista. Rita spoke on working in teams and the value of having both sexes on a team. She also reviewed the characteristics of a professional employee. She said that we should work at a place that is a good fit for us, and we should give our bosses our loyalty and support. She gave us examples of how she had supported her past bosses. She also said that we should apply for promotional opportunities that will provide personal growth and be a position where we will have the passion to make a difference. She provided information on the City of Vista's employee educational program where the City provides evening classes for bachelor/master degrees in public administration at city facilities, and they pay for it, too! Oceanside has a similar program and it also provides child care

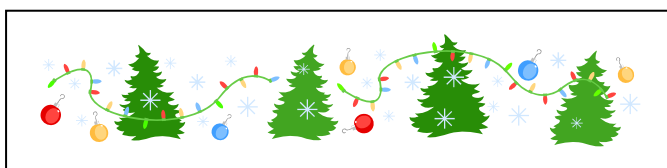
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### OPT COOKBOOKS ARE READY!

The Alumni Association of the Office Professional Training (OPT) program has just completed a wonderful cookbook, which includes all types of fabulous recipes from graduates, staff, family, and friends. The cookbook is on sale for the bargain price of \$10. It will be an excellent addition to your bookshelf—and it will also make a great gift for the holidays.

To purchase your copy of the OPT Cookbook, please contact Mary Leslie at (619) 644-7533 or [Mary.Leslie@gcccd.edu](mailto:Mary.Leslie@gcccd.edu). All of the funds will be used to pay the costs of training unemployed students to enter or re-enter the workforce in accounting, insurance, and office/administrative support positions. We appreciate your support.

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### WAYS AND MEANS – NOVEMBER \*\* AVON SALE \*\*

I am planning a presentation of my Avon products available for Christmas at our meeting Wednesday, November 7, 2007. As in the past, I will be donating 20% of my profits back to the San Diego Chapter. This is a great opportunity to get a head start on that Christmas shopping and planning.

Orders will be delivered at our December meeting. I will also have books and order forms available for delivery at our December meeting, if you prefer.

Thanks for your support of our Chapter through purchasing Avon products.

Nancy Talbert  
Ways and Means Chairman



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### “BRAIN TEASER QUIZ”

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A E F H I K L M N T V W X Y X

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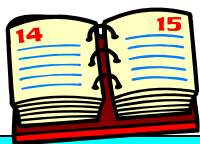
B C D G J O P Q R S U

**Question: Why are some letters above the red line and some below it?**

Email your answer to Sue Gannon CAP at: [Susan.gannon@mitchell.com](mailto:Susan.gannon@mitchell.com). If you are the first one to reply with the correct answer, you will win three free tickets to next month’s raffle drawing.

(Board members and Sue Gannon are ineligible for this quiz.)

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## DATES TO REMEMBER!

December 5, 2007	December Dinner Meeting – The Butcher Shop ♦ Toys for Tots Drive
January 9, 2008	January Dinner Meeting – Location TBD
January 19, 2008	Educational Seminar and breakfast – Viejas Enterprises
February 6, 2008	February Dinner Meeting – Location TBD ♦ Past President's Dinner
February 8-10, 2008	Office 2007 Boot camp, – Crown Plaza Mission Valley ♦ <i>For more info go to <a href="http://www.officebootcamp.com">www.officebootcamp.com</a></i>
March 5, 2008	March Dinner Meeting – Location TBD
April 2, 2008	April Dinner Meeting – Location TBD
April 20-26, 2008	Administrative Professionals' Week
April 23, 2008	Administrative Professionals Day Luncheon – Admiral Kidd Club
May 7, 2008	May Dinner Meeting – Location TBD ♦ Annual Meeting
June 4, 2008	June Dinner Meeting – Location TBD ♦ 2008-09 Officer Installation
June 20-22, 2008	California Division Education Conference & Annual Meeting ♦ Sacramento, CA
July 27-30, 2008	IAAP International Convention, New Orleans, LA

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### EMPLOYMENT OPPORTUNITY

*From May, 1981 Newsletter*

Mr. Drew Jordan of Champion Mortgage Company in Mission Valley is looking for a unique individual for a secretarial position:

Must be attractive and well-dressed (company deals with multi-million dollar clients), be an accurate typist, and have some acuity with figures.

Will be involved with two individuals and will be making travel arrangements, paying bills, taking care of correspondence, etc. Must have good telephone personality and be willing to make coffee.

New offices. Salary, in the area of \$1000/month, is negotiable depending on the person and abilities. Call Mr. Jordan at 563-1650 if you're interested.

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**Mission Statement:** To be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence and influence.

**Vision Statement:** To inspire and equip all administrative professionals to attain excellence.

**NEXT MONTHLY DINNER MEETING**

**Wednesday, November 7, 2007**

**5:00 pm – Networking**

**6:00 pm – Dinner**

**7:00 pm – Program**

***Yikes! What Do I Say Now!***

**Presented by**

**Cathy Zaitzow**

**Training & Organization Development Specialist**

**Port of San Diego**

**Food Drive to Benefit Mama's Kitchen**

**Cost - \$35 per person**

*(if you wish to participate in the monthly raffle, add \$5 per three tickets)*

*at*

**Hacienda Hotel**

**El Pueblo Room**

2467 Juan Street

San Diego, CA 92110

PH: 619-291-0878

*Free Parking in spaces marked "Acapulco/Hacienda"*

*(\$5 for all other spaces)*

**Menu**

Grande Fajita Buffet: Caesar Salad, Steak and Chicken Fajitas, Fresh Veggies, Rice and Beans with Guacamole, Sour Cream & Pico de Gallo, Corn Tamales, Cheese Enchiladas and Fresh Fruit Tray

Chocolate Chip Cookies and Fudge Brownies  
Coffee, Decaf, Tea, Iced-tea

**Please RSVP to Anita Tindall CPS, Dinner Chair by Friday, November 2, 2007**

Email: [atindall@san.rr.com](mailto:atindall@san.rr.com)

**PH: 858-279-2727**

Mail: 10728 Cariuto Court  
San Diego, CA 92124

Please make checks payable to:

**San Diego Chapter – IAAP**

*"No-shows" to dinner will be billed.*

*Door Prize*

### SUGGESTED ITEMS TO DONATE TO MAMA’S PANTRY AT NOVEMBER MEETING

- Box cereal
- Small package of pancake mix
- Instant oatmeal packets
- 24 oz bottle cooking oil
- 16 oz jar of peanut butter
- 16 oz jar of jelly
- 1 lb bag of rice
- 1 lb package of dried beans
- Spaghetti sauce

- Boxes of pasta
- Packets of pasta dinners
- Canned diced tomato
- Canned good – fruits, soups, vegetables, chili pasta and beans
- Macaroni and cheese
- 6 oz can tuna fish / salmon
- Cake mixes and icing
- Small box of dry milk

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(L to R) Membership Committee Chair, Lori Poore introducing two new members: Evelia Castellanos and Ivelisse (Ivy) DeJesus

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## Vista Grande

### A Place in the Sun... for you!

Vista Grande is the Retirement Trust Foundation’s most long-standing project. Our “place in the sun” was envisioned in 1947 by Della Herring, who contributed the first dollar to a new retirement fund.

Over the next 20 years, the fund grew from members’ contributions, and in December 1970, groundbreaking ceremonies were held on what would become Vista Grande. Our community continued to expand until the final dedication ceremonies were held on October 7, 1983. Vista Grande now consists of a total of 168 units and continues to improve.

Retirement living at Vista Grande is by application from people who are 62 and up and:

- IAAP members and their families
- Former IAAP members and their families
- Administrative professionals who are not members of IAAP and their families
- People who have never been administrative professionals

When your application is received, you are placed on a waiting list for occupancy on your desired move-in date or as soon as possible thereafter. A financial statement is required for occupancy and financial need is a consideration for acceptance.

## Amenities at Vista Grande

Many of the amenities at Vista Grande find their home in the Community Building. The Mildred Barr Library has books and videos, as well as a comfortable area for reading by the fireplace. The Lillian C. Martino Arts & Crafts Room holds quilting sessions and has an active Project Happiness group that knits blankets and baby items for charities.

The Community Building also houses an exercise room where we have a monthly class on using all the equipment (both active and passive) to benefit you! A beautiful gazebo, named for Della Herring, is a picturesque setting for outdoor gatherings.

We also have many activities for Vista Grande residents, including holiday cookouts and parties, bingo, community projects, and card games. Participation in all activities is, of course, voluntary.

## Vista Grande Convenience

Vista Grande has all the features you would expect from any premier retirement community, including:

- A coin-operated laundry center
- Private resident mailboxes
- “Coffee Breaks” with scheduled guest speakers. Some of our recent speakers have included attorneys, doctors and public safety officers
- Monthly resident potluck dinners
- Organized craft activity sessions
- Convenient, free parking
- A fully-equipped kitchen for resident use on special occasions
- Plus a chapter of IAAP just for Vista Grande residents!

In our Community Center, you will find a 24-hour office area, complete with copier, paper shredder and computer with internet access. Within walking distance are restaurants, banking facilities, a post office, a supermarket, the senior center, and a variety of shops. The Frances Jakes Chapel provides a quiet place away from the hustle and bustle of daily life for worship or reflection.

## Choice at Vista Grande

Vista Grande offers a wide variety of floor-plans, just like any other neighborhood! We have both one and two bedroom apartments ranging from 456 to 807 square feet. Our community is landscaped with both community and privacy in mind. Come by for a tour!

## About the Area

An easy drive away, America’s longest tramway rises to Sandia Peak. Old Town Albuquerque offers a variety of shops and historic sites, as well as an active public arts program. The famed Santa Fe Opera and Santa Fe Racetrack are just 60 miles away— many Native American pueblos are even closer. The area abounds with attractions for golfers, anglers, skiers, rockhounds, hunters, photographers and sightseers. For more extended trips, New Mexico offers Carlsbad Caverns National Park and the White Sands National Monument. Throughout the four seasons at Vista Grande, the air is clean and the climate comfortably temperate. A resident nurse is available for some regular services. Dental, optical and medical clinic services are available just blocks away. For additional information or a residency application, call or write today: **Manager, Vista Grande Retirement Center 4101 Meadowlark Lane SE Rio Rancho, NM 87124 505.892.9300**



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# Save the Date!



**Saturday, January 19, 2008**

The San Diego Chapter of IAAP® presents an  
**“Educational Seminar”**

*at*

Viejas Casino - The DreamCatcher Room  
5000 Willows Road, Alpine

*Featuring*

**Milo Shapiro, Creative Energy Officer, IMPROVentures**  
**“Public Speaking: Get A’s, not Zzzz’s”**

**Donna L. Hickey, National & International Speaker & Educator**  
**“Bullies, Bosses & Bums”**

**Sue DeLazaro, Training & Development Specialist, Barona Resort**  
**“Networking Skills”**

*Visit our speakers’ websites:*

*Milo Shapiro:* [www.ImproVentures.com](http://www.ImproVentures.com)

*Donna L. Hickey:* [www.DonnaHickey.com](http://www.DonnaHickey.com)

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**Three (3) Continuing Education Units/Recertification Points are pending.**

***Mark your calendar, Saturday, January 19, 2008,***  
***and watch for more details!***

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Registration forms will be sent in November.  
If you have questions, please call EvE’ Bond CPS (858-495-2004)

## THE CORPORATE STRUCTURE

**CHAIRMAN OF THE BOARD** leaps tall buildings in a single bound

Is more powerful than a locomotive

Walks on water

Gives policy to God

**PRESIDENT** leaps short buildings in a single bound

Is more powerful than a switch engine

Is just as fast as a speeding bullet

Walks on water if the sea is calm

Talks with God

**EXECUTIVE VICE PRESIDENT** leaps short buildings with a running start and favorable winds

Is almost as powerful as a switch engine

Is faster than a speeding BB

Walks on water in an indoor swimming pool

Talks with God if special request is approved

**VICE PRESIDENT** barely clears a Quonset hut

Loses tug-o-war with a locomotive

Can fire a speeding bullet

Swims well

Is occasionally addressed by God

**GENERAL MANAGER** makes high marks on the wall when trying to leap buildings

Is run over by a locomotive

Can sometimes handle a gun without inflicting self-injury

Dog paddles

Talks to animals

**MANAGER** runs into buildings

Recognizes locomotive two of three times

Is not issued ammunition

Can stay afloat with a life preserver

Talks to walls

**TRAINEE** falls over doorsteps when trying to enter building

Says, "look at the choo choo"

Wets himself with a water pistol

Plays in mud puddles

Mumbles to himself

**SECRETARY** lifts buildings and walks under them

Kicks locomotives off the tracks

Catches speeding bullets in her teeth and eats them

Freezes water with a single glance

**SHE IS GOD !!!**

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## HUMOR IN THE WORKPLACE MAKES GOOD BUSINESS SENSE

Everyone loves to laugh. At work, having a good sense of humor can help you not only enjoy your day more but also build good rapport with colleagues, managers and other business contacts. In addition, being able to laugh during challenging situations can ease stress, allowing you and those you work with to remain productive and focused on the task at hand.

Keep the following do's and don'ts in mind the next time you crack a joke at work:

- DO be willing to laugh at yourself. Showing you can take a joke, or even poke fun at yourself, can put others at ease in your presence. Plus, you don't risk offending someone else by making him or her the target of a joke.
- DON'T use sarcasm, which can be viewed as a subtle way of insulting other people.
- DO tailor your approach to each individual. For example, discussing a funny episode of a TV show with a colleague who also watches the program is a great way to start a conversation.
- DON'T make light of mistakes. Lending a helping hand to correct problems is a better strategy.
- DO laugh with others. You can be perceived as having a great sense of humor without ever telling a joke. Just tune in to the humor styles of those around you and share in the fun.

Fostering camaraderie and open communication with your colleagues can help you advance on the job. Add a little bit of laughter, and you'll set yourself up for even greater success.

*OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 300 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com).*

*For more information, contact OfficeTeam associate member and San Diego Chapter Employment Chair, **Stephanie Schoen** at **619.234.3078**.*

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