



# Through the Bay Window



Volume VIII, Issue 9

San Diego Chapter

April 2008

### Meeting Reminder

Wednesday, April 2, 2008  
Handlery Hotel & Resort  
950 Hotel Circle North  
San Diego, CA 92108  
PH: 619-398-8333  
*Free Parking*

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

Presentation

**When the Impossible is Due  
NOW!**

**Vivian Lazarony**  
Avery Representative

### Dates to Remember

April 20-26, 2008 – Administrative Professionals' Week  
April 23, 2008 – Administrative Professionals' Day Luncheon  
May 7, 2008 – Annual Meeting

### Inside this Issue

Message from the Board.....	1
Anniversaries.....	2
Meeting Minutes, March.....	2-4
March Quiz Answer/Winner.....	4
Certification Conference.....	5
Proper Use of CPS and CAP.....	5
Perfect Attendance.....	5
Welcome New Members.....	6
Contest: CA Division/Sacramento.....	6
Watch for INNERGIZED!.....	6
Photos from March Mtg.....	7
Discount – ProFlowers.....	7
Dates to Remember.....	8
April TTBW Quiz.....	8
April Meeting Notice.....	9
Milo Shapiro –Speaker.....	10
Webmaster Help Wanted.....	10
APD Invitation & Registration.....	11-14

## MESSAGE FROM THE BOARD

By: Lori Poore CAP, Vice President



Spring is here!

Spring is a time of renewal and new growth. It's the perfect time of the year to take stock of your life. I've been trying to be mindful of life's simple pleasures. To me, there's nothing better than getting a fountain drink at 7-Eleven on the weekends. It sounds kind of silly, but to me, it's a big treat!

Are there little things like that in your life that make you happy? If so, are you grateful for those things? If you can't think of any "little" things that make you happy, maybe you need to take a few moments to consider it. We all have a lot of big things that we stress about way too much. Why not focus for a few moments each day on the little things that give us pleasure and make us happy?

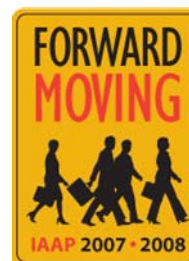
Happy Spring!

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## 2008 Administrative Professionals Week Theme: **FORWARD MOVING**

The "Forward Moving" theme denotes how career-minded administrative professionals are positioning themselves for success in today's ever-changing business environment by mastering advanced office technology, continually honing their communication skills, forging collaborative relationships with managers and coworkers, and taking charge of their own career development

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### April Anniversary Congratulations

Valerie Costantini  
Darlene Dunn  
Kristine Hilly  
Maudie Kavanaugh  
Margaret Robertson  
Helen Rose

Colleen Roun  
Donna Royston CPS/CAP  
Nancy Thomas CPS/CAP  
Darla Wilson  
Tessa Wright



## CHAPTER MEETING MINUTES - WEDNESDAY, MARCH 5, 2008

The regular monthly business meeting of the San Diego Chapter was held at the Crowne Plaza Hanalei in San Diego, California, the evening of Wednesday, March 5, 2008.

The following officers were present:

Deborah Gunn CPS/CAP, President  
Gloria Rossiter CAP, President-Elect  
Lori Poore CAP, Vice President-Membership  
Valerie Costantini, Recording Secretary  
EvE' Bond CPS, Corresponding Secretary  
Jeff Koches CAP, Treasurer

### **Business Meeting**

The meeting was called to order by President Gunn at 6 p.m. Member Nancy Thomas CAP presented the Inspirational Thought and led the Pledge of Allegiance.

President Deborah Gunn CPS/CAP introduced the following guests: Laura Askew, Whitney Bice, Tyler Birkey, Kristi Grassley, Megan Hamilton, Eileen Innecken, Henry Shillet, Norma Swan, and Nancy Vance.

### **Recognition of Marge Sues CPS for 30 years of membership in IAAP:**

President Deborah Gunn CPS/CAP presented member Marge Sues CPS with a small token of appreciation in recognition of her 30 years of membership with IAAP and the San Diego Chapter.

### **Approval of Minutes**

The minutes of the February 2008 business meeting, as published in the January 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. The report dated February 29, 2008, was approved and will be filed.

### **Suspend Meeting for Dinner**

President Gunn suspended the meeting at 6:04 p.m.

## **Program**

President Elect, Gloria Rossiter CAP introduced Catherine Hill, Regional Public Affairs Manager for the League of California Cities. Ms. Hill presented, “Coalition Building and Private/Public Partnerships, ‘The importance of business, municipalities, and communities working together on policy development.’”

### **The Business meeting reconvened at 7:41 p.m.**

#### **Recognition of New and Renewing members:**

Vice President, Membership Committee chair Lori Poore CAP introduced the following new members: Luisa Gendron, with the Port of San Diego, and Amit Shah of ProFlowers, our new Associate Member. Patrick Alcock attended the meeting on behalf of Mr. Shah and shared with the Chapter a little about ProFlowers and what they hope to gain from membership in our Chapter. Lori also recognized the following renewing members: Loretta McNeely, Deborah Gunn CPS/CAP, Leticia Brito, Joanne Owen, and Joann Basaldua. Each received a \$5 gift card.

#### **Committee Reports**

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

#### **Board position description:**

The President-Elect shall:

- Assist the President in all ways;
- Assume the duties and powers of the presidency in the absence of the President;
- In the event of a vacancy in the office of President, succeed to that office for the unexpired term;
- Chair the Program Committee;
- Give the notice of Chapter meetings;
- Be consulted and have input on the Induction of Officers Meeting, including the menu selection, program, and induction ceremony;
- Countersign checks drawn on the Chapter’s funds in the absence of the President or Treasurer;
- Perform such other duties as may be assigned by the Board of Directors or the Chapter.
- Procure a Past President’s pin or other suitable token of appreciation from the Chapter for the retiring President.

#### **Announcements**

- Administrative Professionals Day Luncheon will be held on Wednesday, April 23, 2008 at the Admiral Kidd Club.
- Annual Education Forum (Friday, June 20) and California Division Annual Meeting (Saturday – Sunday, June 21-22, 2008) in Sacramento, CA.
- International Convention, July 27 – 30, 2008 in New Orleans, Louisiana.

- Elections of the Board officers for next year (July 2008 through June 2009) will be held at our Annual Meeting on May 7. If you are interested in serving on next year’s Board, please contact one of the Nominating Committee members (Tessa Wright, Kristine Hilly, Shirley King, and Gloria Rossiter CAP).

**New Business:**

- President-Elect Gloria Butterfield Rossiter CAP reminded the Chapter that the OPT Mentor Night will be on April 1, 2008, at Grossmont College. Information and invitations will be sent via email to the Chapter.
- Vice President Lori Poore CAP made a motion to send President Deborah Gunn CPS/CAP to International as the alternate delegate. No second was needed so the motion was sent to vote. The motion passed.
- President-Elect Gloria Butterfield Rossiter CAP informed the Chapter that the August meeting would be moved to the second Wednesday of the month. The speakers will be from Innergized!, a nationally known speaking team. The program will be an hour long and recertification points will be provided.

**Drawings**

- The Board door prize of Girl Scout cookies and \$20 cash, donated by President-Elect Gloria Butterfield Rossiter CAP, was won by Megan Hamilton from Aerotek.
- The Raffle Prize of \$25 cash, donated by Recording Secretary Valerie Costantini, was won by Joann Basaldua.
- The next Board meeting will be at the Port District, on Wednesday, March 12, 2008, at 5:30 p.m. If anyone would like to attend, please contact Deborah Gunn ([dgu@sandag.org](mailto:dgu@sandag.org) or 619-699-1912).
- The next Chapter meeting will be held at the Handlery Hotel & Resort, Terrace Room, San Diego, CA, 92108 on Wednesday, April 2, 2008. Our speaker will be Vivian Lazarony, an Avery Representative, presenting “When the Impossible is Due NOW.”

There being no further business, the meeting was adjourned by President Gunn at 7:58 p.m.

Submitted by: Valerie Costantini, Recording Secretary

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**ANSWER to the March “TTBW” Quiz**

**CONGRATULATIONS** to Marion Phelps for correctly answering the questions: *What were the names of the three speakers at the January Educational Seminar and who will be the speaker at the April 23 APD Luncheon?*

**ANSWERS:**

**EDUCATIONAL CONFERENCE: MILO SHAPIRO, DONNA HICKEY AND SUE DELAZARO  
APD LUNCHEON: LARRY HIMMEL**

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### 2008 CERTIFICATION CONFERENCE

The 2008 Certification Conference will be held October 19-22, in Denver CO. Hotel reservations can be made now at the Denver Grand Hyatt; phone (800) 233-1234. Identify yourself as an attendee of the IAAP Certification Conference to receive our room rates of \$179 single/double or \$189 triple/quad (plus taxes).

Complete details will be available on the main IAAP web site next month (under Events), and registration will open June 1. Early bird registration (June 1-July 31) is open only to those who have an active CPS or CAP rating; early bird fees will be \$495 for active CPS and CAP holders who are members of IAAP, and \$575 for nonmembers. Starting August 1, space permitting, registration will open for those who are not certified; fees will be \$575 for IAAP members and \$680 for nonmembers.

The 2008 Certification Conference will provide top-notch educational sessions, valuable networking opportunities, and a time to relax and have some fun. Make plans now to attend and learn as we look at the changing work environment.



### PROPER USE OF CPS AND CAP

Active CPS and CAP holders have earned the right to use the professional designation after their name. Similar to a CPA or PhD, active CPS and CAP holders may use the designation on business correspondence, business cards, listings in membership rosters and programs of a professional or business organization, newspaper articles and interviews concerning professional activities, and other appropriate professional and business areas.

IAAP preference is to have no comma between the last name and the designation; example, Chris Sample CPS or Pat Masters CAP. Those with both ratings should use a backslash between the ratings; example, Chris Sample CPS/CAP. It is not proper to use CPS/2 or CAP/4 to show the number of times an individual has recertified. Only the initials CPS and/or CAP should be used.

You may ask why CPS and CAP holders receive some mail from International with a comma between the designation and last name. Unfortunately, the membership software used by IAAP has a comma hard-coded after the last name. It is not the IAAP preference, but it is something we are not currently at liberty to change.

Those who do not keep current through the IAAP recertification process may no longer use the CPS or CAP designation after their name.



### PERFECT ATTENDANCE CONTEST

The San Diego Chapter Board of Directors reminds you that the Perfect Attendance Contest is ongoing. Members with perfect attendance at business dinner meetings for the chapter year, beginning in August 2007 through June 2008, have an opportunity to win a cash award.

The following members, as of the February meeting, have perfect attendance:

**Sue Gannon CAP, Kristine Hilly, Nancy Talbert and Tessa Wright**





Stefanie Sotelo, Port of San Diego
Jan Cronin, Port of San Diego
Chris Fox, Port of San Diego
Luisa Gendron, Port of San Diego
Antonina Pompilio, Alpine Fire Protection District
Janie Melia Dillard
Associate Member: Amit Shah, ProFlowers
(Representative: Patrick Alcoke)



CONTEST: "SKIP TO SACRAMENTO IN 2008"

Reminder: Earn your way to the 2008 Annual Educational Forum & 56th California Division Meeting, being held at the Embassy Suites-Riverfront Promenade in Sacramento, California, June 20-22, 2008.

The winner of this contest will be reimbursed, up to \$1,000, for Registration, airfare, and hotel expenses, upon completion of the trip and submittal of receipts. The Registration fee includes: Exhibitor Expo, Welcome Reception, Keynote Speakers and most meals on Saturday and Sunday.

Each time you have attended a dinner meeting, since last August, your name was put into a container. At the Chapter's dinner meeting on May 7, 2008, the name of one member will be drawn from that container as the "Skip to Sacramento" Contest Winner. The Winner must be present at the drawing and planning to attend the California Division meeting. Board members are not eligible for this contest.



INNERGIZED! COMING TO SAN DIEGO

Marci Moore and Pam Williams, the INNERGIZED!sm TEAM, are experts who speak, train and coach, inspiring individuals, teams and organizations to create and sustain high energy for high impact results. Their diverse business backgrounds and executive leadership experience mean this knowledgeable, dedicated team offers practical ideas, strategies and personalized support for:

- Leaders who want to INNERGIZE their team or organization by improving communication, gaining more clarity, developing greater focus and strengthening leadership skills.
Individuals who want to manage their energy - so they can do the work they love without giving up the LIFE they love.
Executives who are facing burnout because they are taking care of the world without taking the time to care for themselves.
Meeting planners looking for dynamic speakers who add just the right amount of humor to make the learning fun.
Individuals new to executive roles who want to hit the ground running and dramatically shorten their learning curve.

And we have them coming to the IAAP San Diego Chapter! Put August 13, 2008 on your calendar. Marci and Pam will be presenting "Using Coaching Skills to Improve Relationships" during our regular chapter meeting at the Handlery Hotel and Resort. The program will be one hour and we will be awarding one recertification point to certified attendees.



### PHOTOS FROM THE MARCH DINNER MEETING



*Marge Suess CPS and Deborah Gunn CPS/CAP  
President Gunn recognizing Marge Suess for 30 years of  
membership in IAAP.*

*Catherine Hill, Regional Public Affairs Manager,  
League of California Cities speaking to the group on  
Coalition Building and Private/Public Partnerships and  
the importance of business, municipalities, and  
communities working together on policy development.*



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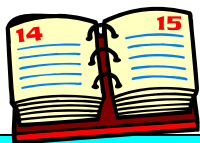
### NEW SAN DIEGO CHAPTER ASSOCIATE MEMBER OFFERS DISCOUNT ON FLOWERS, PLANTS, GIFTS!



A ProFlowers VIP Discount Code for IAAP's San Diego Chapter has been set up for the members. When anyone associated with IAAP San Diego wishes to order flowers, candy, fruit etc., they will automatically receive 15% off at check out. To receive your discount, go to [www.proflowers.com/vip](http://www.proflowers.com/vip) and enter the code listed below or proceed to our website [www.proflowers.com](http://www.proflowers.com), scroll down to the bottom of the page and click [CORPORATE SERVICES](#) and then enter the code listed below. Simply select your merchandise and proceed to check out. Your discount will appear just prior to the charge authorization. This discount can be used on any of our over 400 featured items. If you have a large order to place (10 or more) for partners, clients, vendors or associates for any upcoming event or holiday, always feel free to call me in our Business Services Department at 1-800-210-2279. I would be happy to help you make the event just right and get everything arranged for you. Discount Code: **iaapsd**

**Patrick Alcoke**, Business Services Sales Specialist, ProFlowers  
[palcoke@proflowers.com](mailto:palcoke@proflowers.com) - 858-909-4113 - [www.proflowers.com](http://www.proflowers.com)

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## DATES TO REMEMBER!

April 2, 2008	April Dinner Meeting – Handlery Hotel Mission Valley
April 20-26, 2008	Administrative Professionals' Week
April 23, 2008	Administrative Professionals Day Luncheon – Admiral Kidd Club
May 7, 2008	May Dinner Meeting – Port District Training Room ♦ Annual Meeting
June 4, 2008	June Dinner Meeting – The Butcher Shop ♦ 2008-09 Installation of Officers
June 20-22, 2008	California Division Education Conference & Annual Meeting ♦ Sacramento, CA
July 27-30, 2008	IAAP International Convention, New Orleans, LA
August 13, 2008	August Dinner Meeting – Location TBD ♦ Innergized! Presenting a fun-filled education hour (recertification points available)

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### “THROUGH THE BAY WINDOW” - APRIL QUIZ

What do these words have in common?

- |         |         |
|---------|---------|
| Banana  | Dresser |
| Grammar | Potato  |
| Revive  | Uneven  |

Email your answers 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 answers, 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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***Help Wanted - Newsletter Editor***  
*Looking for an outlet for your creative energy?  
 Or just looking for a way to be more involved in  
 the Chapter?*

*If so, this is the perfect position for you.  
 No Experience Necessary  
 2-4 hours per month  
 Temporary position – August through June*

**NEXT MONTHLY DINNER MEETING**

**Wednesday, April 2, 2008  
5:00 pm – Networking  
6:00 pm – Dinner  
7:00 pm – Program**

***“When the Impossible is Due,  
NOW!”***

***Vivian Lazarony  
Avery Representative***

**Cost - \$35 per person**

*at*

**Handlery Hotel & Resort  
950 Hotel Circle North  
San Diego, CA 92108  
PH: 619-398-8333**

*Free Parking*

**Please RSVP to Anita Tindall CPS, Dinner Chair  
by Friday, March 28, 2008**

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.*

**Menu**

Caesar Salad

Chicken Roma

Fresh Seasonal Vegetables

Or

Vegetarian: Cheese Stuffed Manicotti

Black Forest Cake

Coffee, Decaf, Tea, Iced-tea

*Door Prizes*



**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.



**“Speak in *public*? I’d rather eat a Brillo pad!”**

**Thanks for the praise after my IAAP Seminar!**

**Now let’s make *your* team’s presentations more FUN & DYNAMIC! Or let’s work on the whole team’s energy with TEAMprovising™**



**Milo Shapiro**

**[www.PublicDynamics.com](http://www.PublicDynamics.com)**

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*and*

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**Teambuilding & Interactive Motivation Speeches  
using the fun of IMPROVISATION games**

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***Help Wanted - Webmaster***

*No Experience Necessary*

*Have you been looking for ways to become a more  
active member of the Chapter?*

*If so, this is a great opportunity for you to become  
more involved.*

*Great Opportunity to Expand Your Web Skills*

*2-4 hours per month*

*Temporary position - August through June*

The International Association of  
Administrative Professionals®  
San Diego Chapter  
invites you to attend the



***Administrative Professionals Day®  
Luncheon***

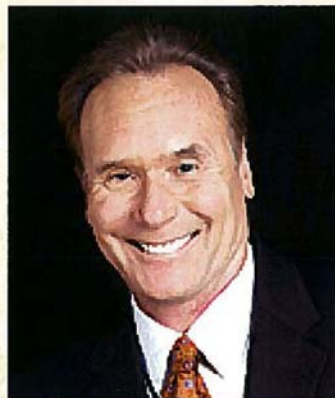
Wednesday, April 23, 2008  
11:30 a.m. – 1:30 p.m.

Admiral Kidd Club  
33050 Acoustic Avenue  
San Diego, CA 92136

***Guest Speaker:***

***Larry Himmel  
Channel 8 News***

***“Grace Under Fire”***



## **“Forward Moving”**

The 2008 theme denotes how career-minded administrative professionals are positioning themselves for success in today's ever-changing business environment by mastering advanced office technology, continually honing their communication skills, forging collaborative relationships with managers and co-workers, and taking charge of their own career development.

### **The International Association of Administrative Professionals (IAAP)**

IAAP is the world's first and foremost association for those in administrative support positions in an office environment. It is an association of members dedicated to a continuing program of education and professional development.

The goal of IAAP is to provide educational resources and opportunities to advance and strengthen professional competence and development. This is accomplished by projecting a professional, strong, and authoritative image recognized and valued by the business community.

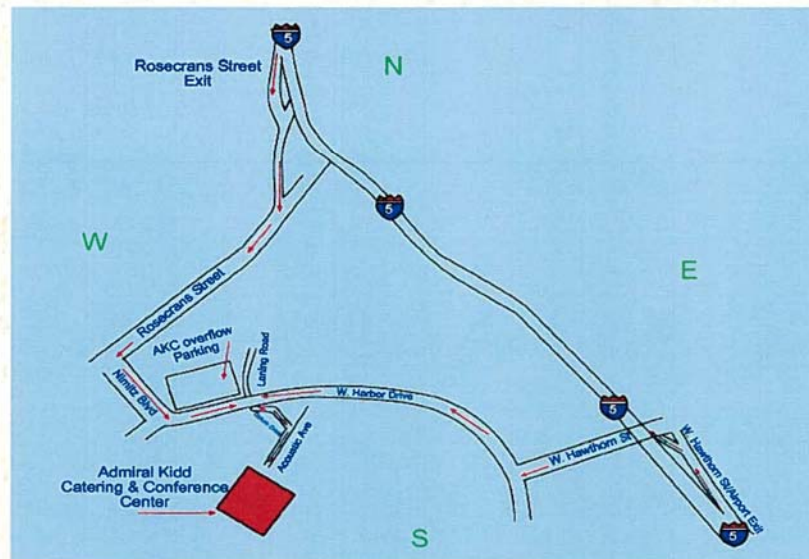
### ***San Diego Chapter Scholarship Fund***

Part of the proceeds of this event will go to the Chapter's Scholarship Fund to benefit an adult student of the Office Professionals Training (OPT) Program at Grossmont College.

*Admiral Kidd Catering & Conference Center  
Naval Anti Submarine Warfare Training Center  
Point Loma - San Diego, CA*

*Going North on I-5 Take the Hawthorn Street/Airport Exit and follow to North Harbor Drive. Turn right on North Harbor Drive and go past the airport until you reach Laning Road. Turn left into the gate and continue on Datum Drive to Acoustic Avenue. Turn right on Acoustic and follow to the Admiral Kidd parking lot.*

*Going South on I-5 Take the Rosecrans Street exit and follow to Nimitz Blvd. Turn left on Nimitz Blvd and follow to North Harbor Drive. Turn left on Harbor and right in the gate when you reach Laning Road. Continue on Datum Drive to Acoustic Avenue. Turn right on Acoustic and follow to the Admiral Kidd parking lot.*



**Guests must show a picture ID**  
**Attendees will be sent a parking pass**  
**Only one pass is required per car**  
**Carpooling is encouraged**  
**Parking is Free**

*Registration: 11:30 a.m.*

*Lunch: 12:00 p.m.*

*Speaker: 1:00 p.m.*

**Menu**

*Tossed Green House Salad*

*Chef's Choice of Vegetable*

*Rolls and Butter*

*Coffee and Tea*

**Choice of:**

*English Cut London Broil*

*Chicken Jerusalem*

*Pasta Primavera*

*New York Cheesecake with*

*Fresh Seasonal Berries*

**Cost:**

\$48 per person

**Registration Deadline:**

***Friday, April 11, 2008***

# Opportunity Drawings

**This year there will be two levels of drawings:**

**Level 1 - 3 for \$5 (fair market value \$75 or less)**

**Level 2 - 3 for \$10 (fair market value \$76 or more)**

*Below is just a sample of great prizes we have to offer!*



**Two Round Trip Business Class Tickets on AirTran Airways**



**One-Night Stay and Dinner for two**



**One-Night Stay at the Residence Inn Marriott - Downtown**



**\$50 gift certificate to McGregor's Grill and Ale House**



**\$35 in coupons to Rubio's**



**\$50 gift certificate to Hawthorn's**



**Two One Day Passes to Disneyland**



**Dinner for two at Casa Guadalajara**



**Radisson - Rancho Bernardo Two-Night Weekend Stay**



**One-Night stay at Coronado Island Marriott**



**Two-Night Deluxe Stay at the Mission Valley Resort**



**Two Passes to San Diego Harbor Excursion**



**Two tickets to The Old Globe**

### Annual Administrative Professionals Day® Luncheon

Wednesday, April 23, 2008  
Admiral Kidd Club

Cost: \$48.00 per person  
\$384.00 per table of 8

Enclosed is \$ \_\_\_\_\_ for \_\_\_\_\_ table(s) for 8. Please list attendees on registration form.

Enclosed is \$ \_\_\_\_\_ for \_\_\_\_\_ individual registrations.

**Mail payment to: Dianne Berg, IAAP – San Diego Chapter**  
**P.O. Box 82776, San Diego, CA 92138-2776**  
**Registration will be confirmed via Email or mail (If Email is not available) upon receipt of payment.**  
**Registration Deadline is April 11, 2008**

Name \_\_\_\_\_ Company \_\_\_\_\_

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

London Broil       Chicken Jerusalem       Pasta Primavera

How did you hear about this event (coworker, website, event flyer, etc.)? \_\_\_\_\_

**Individual names are required for entrance into the Admiral Kidd Club. If you have a change of attendees, please contact Dianne Berg before April 15, 2008, at dberg@san.org or 619-400-2445.**

\*\*\*\*\*

### Additional Attendees Registration Form

Please include Email for confirmation purposes. Substitute phone number if Email is not available.

Name \_\_\_\_\_ Email \_\_\_\_\_

London Broil       Chicken Jerusalem       Pasta Primavera

Name \_\_\_\_\_ Email \_\_\_\_\_

London Broil       Chicken Jerusalem       Pasta Primavera

Name \_\_\_\_\_ Email \_\_\_\_\_

London Broil       Chicken Jerusalem       Pasta Primavera

Name \_\_\_\_\_ Email \_\_\_\_\_

London Broil       Chicken Jerusalem       Pasta Primavera

Name \_\_\_\_\_ Email \_\_\_\_\_

London Broil       Chicken Jerusalem       Pasta Primavera

Name \_\_\_\_\_ Email \_\_\_\_\_

London Broil       Chicken Jerusalem       Pasta Primavera

Name \_\_\_\_\_ Email \_\_\_\_\_

London Broil       Chicken Jerusalem       Pasta Primavera