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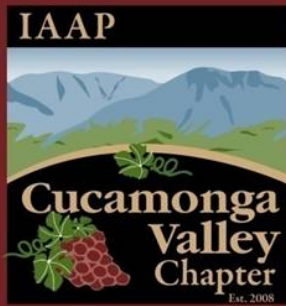
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VOLUME 2 ISSUE 4

SEPTEMBER 2009

Cucamonga Valley Chapter IAAP



*Hello
Members
and
Colleagues,*

This month we would like to welcome all of our new members since the beginning of 2009 in our newsletter. We are very pleased and proud that you all have decided to join our chapter. Our chapter has grown so much that we are almost in a different membership category!! Sort of like in a higher tax bracket!

Your support and involvement is so critical to the success of the chapter and we are thrilled that you are all stepping forward and

President's Message

becoming active in our many committees and fundraisers. You are all so awesome! Listed below are the new members since January 2009:

- Jeanine Wilson—CVWD—2/09
- Shirr'I Griffin—City of RC—2/09
- Valerie Victorino—City of Rc-4/09
- Desiree Estrada—SoCal Ed—5/09
- Tina Watson—RCFD—6/09
- Linda Silva—Rialto USD— 6/09
- Tony Medel— RBF Consult.— 6/09
- Claudia Lopez—RBF Cons.— 6/09
- Cherise Kuzminski—City of RC-6/09
- Andrea Bolan— RBF Consult.— 6/09
- Amy Bardos—RBF Consult. -6/09
- Raquel Willson—7/09
- Brenda Vallejo—Ontario PD—7/09

- Nadia Picon-Aguirre—CVWD-7/09
- Sonya Bloodworth—WMWD -7/09
- Judy Martinez—SBCSD—8/09

Welcome one and all!! We're also very pleased to have transfers from other chapters:

- Crystal Schultze—City of Hesperia
- Nancy Moore -Vicenti, Lloyd & Stutzman

We are also pleased to announce the addition of two new columns for the newsletter done by CVIAAP members Crystal Schultze and Tina Watson, and a new Ways and Means chair, Claudia Lopez. Way to go ladies!! Thanks for stepping up to the plate!!

September 23, 2009 - Get Paid Like The Big Boys, But Look Like A Woman - guest speaker, KL Moore, MBA will discuss dress guidelines for success.

Get Paid Like the Boys & Look Like a Woman: What the World Knows that You Don't Know - Your Work Wardrobe is Not Working For You.

Most women have no idea they're poorly dressed for business and no one dares tell them. Sixty-five to 70% of women with college degrees limit their upward mobility simply by the way they dress. They're slighted for promotions & earn less than even the worst dressed man. KL Moore, MBA teaches women how to create effective wardrobes regardless of their financial status, educational back-

ground, and sense of fashion. She guides you through an image self-check and highlights outfits that work and looks to avoid.

You'll discover how men perceive women's attire in the workplace, how the boss handles women who are poorly dressed, and which appearance traits earn women the most money.

Like it or not, men understand the "unwritten rules" of the dressing game and regularly use the "rules" to catapult their career. And so can you! *Women who seek a competitive advantage over male coun-*

terparts on the job and women who work in a male dominated industry, this seminar is definitely for you.



WOW! Word of the Week—Susan Clarke

WOW Word of the Week #14

Smile - a change of facial expression involving a brightening of the eyes and an upward curving of the corners of the mouth.

Did you know that there are 80 muscles in the face capable of making 7000 expressions? It only takes one muscle to show enjoyment, while most of the other emotions require the actions of three to

five muscles.

A smile is the easiest expression to recognize and can be seen further away (300 feet) and with a briefer exposure than other emotional expression.

Did you also know that it's almost impossible not to reciprocate a smile? People do so even if the smile they reciprocate is one shown in a photograph!

For those of you who spend a lot

of time on the phone, put a smile on your face and the tone of your voice will instantly change.

This week focus on smiling. Hey, when you're having fun it's easy! Notice the response you receive and if you feel an instant connection and sense of recognition.

www.MotivateU.com and sign up to receive her weekly WOW Word!



Calling All Journalists and We Need Your Mug Shot!

Cucamonga Valley IAAP is looking to expand its newsletter. Would you like to be a contributing editor? If so, please submit any ideas or articles you would like to see in our newsletter to Debbie Cabana at: editor@cucamongavalleyiaap.com

Good news!! We are adding two new columns by new writers and CVIAAP members, Tina Watson, and Crystal Schultze.

Tina will be helping us with our computer soft-

ware problems. Tina is a whiz at any software program you can throw at her. If you have questions regarding any MS Office 2003 or 2007 question, she's your girl. Please submit your questions or ideas to Tina at: TipsnTrix@cucamongavalleyiaap.com

Crystal Schultze has a new column entitled Miss Information and is on page 5. You will enjoy her humor and insight!

MORE NEWS!! We have been looking forward to creating a member directory with

pictures, email addresses and other interests for our chapter members. We found that the IAAP Web Community web site at:

<http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Home/>

already has a member directory listing where you can add your own photo and information you would like to share with other CVIAAP members, or even global members. Please visit the web site and enter your information and picture so we can get our directory underway. Thank you very much!!

August recap, Community Outreach Project , and Personal Financial Awareness for Women, our October 28th meeting with Sheri Rojo, CPA, !

Our August meeting was fantastic. Our guest speaker was Don Mullinax from Forensic/Strategic Solutions, PC.

Don spoke to us about being ethical in a non-ethical society and workplace. How many times have you been given the wrong amount of change and figured it was a gift instead of giving it back to the vendor? Have you ever purchased items at a store, brought them home and realized you were not charged for one or more of them? Did you take them back to pay for them, or not?

To be a healthy society we need to be an ethical society. When our employers are not ethical, do you remain ethical even if it means losing your job?

Thank you for the insight and challenges of being ethical, Don. You have opened many eyes to what is the correct way to live one's life.

As an update to last month's article on the July Community Outreach Program – due to the generosity of the Members not just one but two banners were purchased just in the nick of time for the troops who returned home on August 22nd. President Martinez and Treasurer Morales will be attending the next Military Fam-



ily Support meeting on behalf of the Chapter who will be recognized for the donation.

Please join us in October for our guest speaker, Sheri Rojo, CPA, Chief Financial Officer / Assistant General Manager.

Sheri Rojo has been working for Chino Basin Watermaster since, 2001. She holds the position of CFO/Assistant GM. As the CFO/Assistant GM, she is responsible for creating and monitoring the annual budget, billing assessments, maintaining compliance with federal and state financial guidelines for grants and contracts, preparing financial statements, managing accounts payable and receivable, payroll, insurance, procurement, personnel and computer management. Before coming to Watermaster, she worked approximately five years at a public accounting firm working with profit and non-profit clients, including several different water agencies. She graduated from California State University, San Bernardino with a Bachelor of Science Degree in Business/Accounting. She also teaches part time at Chaffey Community College.

Sheri will be speaking to us about Personal Financial Awareness for Women. We look forward to seeing you in October and don't forget to tell your friends and co-workers about our meetings!

MEMBER SPOTLIGHT



Name: Amy Bardos
 Business: Executive Assistant
 Years: 14 years
 Employer: RBF for 3.9 years

What do you enjoy most about being an administrative professional?

For me the most enjoyable part of being an administrative professional is the day-to-day interaction with the people I work with. Nothing is more fulfilling than being able to fill a need for someone who really appreciates you and what you do. I think it's what keeps me striving to succeed and become as proficient and reliable as I can.

How did you hear about IAAP?

I first learned about IAAP while I was searching the web. I was curious to find an organization that was full of people like me, whom I could relate with and learn from. After attending my first meeting, I felt as though I had found that organization. I look forward to becoming more involved with the organization and growing with its members to become a better person and administrative professional.

Do you have any interests or hobbies?

In my spare time I enjoy spending time with my husband and my four children. As a family we enjoy hiking, boating at Lake Mojave, riding quads in Glamis, and hanging out at the beach. My family is always on the go and we enjoy it very much. In addition to my hobbies, I have a personal interest and drive to complete my Associates Degree in Business Administration. I have been attending Riverside Community College taking online classes for sometime. I was able to finish my certificate in Business Administration in June 2007 and look forward to completing my Associates in 2010.

5 Ways Companies Mistreat Job Seekers

Wednesday, August 12, 2009 provided by

When it comes to hiring, some employers act like they hold all the cards--and they can treat job seekers as poorly as they want, without consequence. They're wrong: Smart employers know that good candidates have options (to say nothing of the ethical implications of being rude just because you think you can). Here are five common ways employers behave badly when hiring:

Having no regard for the candidate's time. From last-minute cancellations, without apology or acknowledgement of the inconvenience, to not paying attention in the interview, some employers act like their time is the only time that matters. Most candidates go to a lot of trouble to prepare for an interview -- reading up on the company, taking time off work, and often traveling--and their time should be respected too.

Not sharing their timeline. Employers have some idea of whether they'll be getting back to candidates in a week or a month. There's no reason not to share that information, and it can be agonizing on the job seeker's side to have no sense of the timeline the employer will be moving on -- and yet many employers keep job seekers uninformed.

Refusing to share their salary range, but asking you for yours. Employers know roughly how much they're willing to pay; there's no reason not to share that info, other than that they're hoping to get you for a lower price. But that's lame: If they lowball you now and you figure out later that you're underpriced for the market, they risk losing you over it. They should tell you the range they expect to pay and put an end to all the drama and coyness.

Misrepresenting the work. Interviewers who make the job sound more glamorous or downplay less attractive aspects of the job--such as long hours--are guaranteeing they'll end up with a bitter employee. Truth in advertising works to everyone's advantage, because candidates who won't thrive in the job, or the culture, can self-select out before they become your disgruntled employees.

Not notifying candidates that they're no longer under consideration. This is both common and inexcusably rude. Candidate are often anxiously waiting to hear an answer--any answer--and end up waiting and waiting, long after a decision has been made. It's about simple respect and courtesy (and it just doesn't take that long to email a form letter).



GREAT NEWS!! NOW OPEN FOR BUSINESS!! THE CUCAMONGA VALLEY IAAP FUNDRAISING STORE!!!

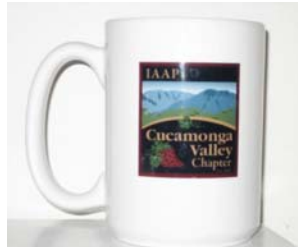
Now open for your purchasing pleasure! Come spend your Stimulus Check at your favorite Cucamonga Valley Chapter IAAP Merchandise Store!!

This year we are offering many nice gift items for yourself or to buy for others. And remember: your purchase will help your chapter with funds for guest speakers and fundraisers for organizations.

You will find an order blank on page 6 of the newsletter for making your purchases. You can fill them out and bring them to the next meeting, or email them to Debbie Cabana at merchandise@cucamongavalleyiaap.com

The prices are listed on page 6. You can make as many copies of the order form that you need. There are extra lines so you can create your own personalized gift item. Here are a few examples:

15 oz mug



11 oz mug



14 month calendar



Commuter mug



Customized Mouse Pads



Please visit us on the web at www.cucamongavalleyiaap.com

Miss I Am Always Professional Information (aka: Miss Information)



Crystal Schultze has been an Executive Administrative professional for over 20 years, serving between one, and up to five, senior executive level staff members, including CEOs, CFOs, Senior Vice

Presidents and Presidents of various organizations.

Crystal has been a member of the International Association of Administrative Professionals (IAAP) since 2000 and has proudly served on her prior Chapter's Board of Directors as 1st Vice President for two years. Crystal recently transferred her chapter membership to the Cucamonga Valley Chapter because of the wonderful opportunities that just were not available in her area. She is extremely proud to be a member of not only the IAAP, but also as a member in the Cucamonga Valley Chapter.

For the past 10 years, she has been employed as the Executive Secretary to the Director of Development Services for the City of Hesperia. She loves taking on challenges that help ignite and excel her in her profession.

In her spare time, she enjoys camping and hanging out with her husband, Rick; spending time with her girlfriends, reading, and getting a massage.

Welcome Crystal!! We are very excited to have you on the newsletter team. We know you will add a wonderful creativity and flair, as well as your wonderful humor to the newsletter!!

Hello and Welcome to my new monthly article. First, let me introduce myself, my name is Miss I Am Always Professional Information, but you can just refer to me as Miss Information.

Now for a little bit of background on me, so we can get to know one another. I am a professional Administrative Assistant and I take my career pretty seriously, but not so much so that I can't stop to play, at least once in awhile anyway.

I think that Admins Rock! We are the backbone and the "heartbeat" to any organization that we are involved in, and did you know, we are one of the most respected fields out there— don't you just LOVE that?

By the way, I also love quotes, so you'll be seeing a lot of these. If you have any quotes that you would like to share, please e-mail my Assistant, Crystal Schultze at cschultze@cucamongavalleyiaap.com and she will make sure that I get it into future articles.

My goal is to bring to you, a variety of professional office tips and techniques, some One-Minute Strategies (and some longer strategies), various thoughts and ideas as I discover them along my journey, and some fun too! So, hold onto your keyboards (or iPhones, laptops, MP3s, Blackberries, etc.) ladies, and let's get Rockin'!

Let's start off with some One-Minute Strategies that I've picked up along the way. Let me warn you, some of these I had to "force" myself to stick to for at least a week before I actually began to see the benefits, so just remember to hang in there.

"You are where you are
By the CHOICES you've made,
or have allowed "others" to make for you."

-Linda Toupin
National Sales Director,
Mary Kay

One-Minute Strategies:

- **Realize One Thing** — Realize and make a commitment that, anything new to you, will be given one full week before you decide whether or not something is going to work for you or not. The next strategy is a perfect example. I almost gave up on it and now I am so glad I didn't
- **The "In" Tray Recreated**—Use a hanging file folder system in place of your "In" tray. A tray tends to pile up and make it seem impossible to get to and complete by week's end. The hanging file folder system only holds so much, so it actually forces you to go through it more often. It also helps to keep those that may just like to stand around and peer at what's on top of your pile. After all, no one would have the gall to rifle or finger through a hanging folder, especially if it's in your direct line of sight.
- **MS One-Note—Incredible Time Saver!** If you have the software program, use OneNote, it is incredible! You can track all of your notes, e-mails, websites, contacts, travel information, and so much more, all in simple location.
- **Halt interruptions by giving your physical space a makeover.** If you keep candy or other food on your desk, remove it. People gravitate to food. Place your chair in such a way that you don't make eye contact with passersby. If you have an extra chair in your work area, fill with stuff. When people sit they stay longer.

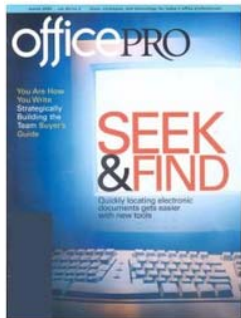
Not a Minute, But Still A Strategy:

- **Get To It and Get It -R-Done**— Once a week for one month straight, set up a laptop in a conference room, or go to some other work station that is not yours, and where you can close a door. Give yourself one hour (mark it as an appointment on your calendar), and just get down to business. Take that "one" thing that keeps getting pushed down to the bottom of that pile—over and over and over, and just work on it for one hour. For me, it was doing this so that I could update my Desk Reference Manual (which turned out to be a complete Re-do, since it kept getting pushed down for so long that I realized my job duties had completely changed and evolved).



Cucamonga Valley Chapter IAAP Contact Information

If you have any questions relating to IAAP, joining the chapter, joining the board or any of our committees, subcommittees, or would like to help us with fundraisers, etc., please contact Ida Martinez at 909-987-2591, or email her at idam@cucamongavalleyiaap.com



With your membership to IAAP you receive a free monthly subscription to this great and informational magazine, a \$25 year subscription value.

Calendar of Upcoming Events

- Monthly meetings held on the 4th Wednesday of every month at 6pm. We hold our meetings at Dave & Buster's Restaurant on the east side of Ontario Mills at 4821 Mills Circle, Ontario
- Applications for CPS/CAP must be submitted by February 15 to qualify for the **May 2010** testing dates. Please see Ida Martinez or Donna Kendrena for more information.
- September 23rd @ 6pm—CVIAAP—KL Moore, MBA. "Get Paid Like The Boys, But Look Like a Woman" dressing for success guidelines.
- October 28th @ 6pm—CVIAAP—Sheri Rojo, Chief Financial Officer for

Chino Basin Water Master, will speak to us about finances.

- November 2009—To be announced
- December—Our special Holiday Social will be announced at a later date.

September 22nd is the first day of Fall!



LIFE'S HANDBOOK 2009

Used with permission from Rochelle Cowper

Physical and Spiritual Health:

1. Drink plenty of water.
2. Eat breakfast like a king, lunch like a prince and dinner like a beggar.
3. Eat more foods that grow on trees and plants and eat less food that is manufactured in plants.
4. Live with the 3 E's -- Energy, Enthusiasm and Empathy.
5. Trust and obey God. Make time to read your Bible and pray.
6. Play more games.
7. Read more books than you did in 2008.
8. Sit in silence for at least 10 minutes each day.
9. Sleep for 7 hours.
10. Take a 10-30 minutes walk daily. And while you walk, smile.

Personality:

11. Don't compare your life to others'. You have no idea what their journey is all about.
12. Don't have negative thoughts or things you cannot control. Instead invest your energy in the positive present moment.
13. Don't over do. Keep your limits..
14. Don't take yourself so seriously. No one else does.
15. Don't waste your precious energy

on gossip.

16. Dream more while you are awake.
17. Envy is a waste of time. You already have all you need.
18. Forget issues of the past. Don't remind your partner with his/her mistakes of the past. That will ruin your present happiness.
19. Life is too short to waste time hating anyone. Don't hate others.
20. Make peace with your past so it won't spoil the present.
21. No one is in charge of your happiness except you.
22. Realize that life is a school and you are here to learn. Problems are simply part of the curriculum that appear and fade away like algebra class but the lessons you learn will last a lifetime.
23. Smile and laugh more.
24. You don't have to win every argument. Agree to disagree.

Society:

25. Call your family often.
26. Each day give something good to others.
27. Forgive everyone for everything.
28. Spend time w/ people over the age of 70 & under the age of 6
29. Try to make at least three people smile each day.
30. What other people think of you is

none of your business.

31. Your job won't take care of you when you are sick. Your friends will. Stay in touch.

Life:

32. Do the right thing!
33. Get rid of anything that isn't useful, beautiful or joyful.
34. GOD heals everything.
35. However good or bad a situation is, it will change.
36. No matter how you feel, get up, dress up and show up.
37. Remember the best is yet to come.
38. When you awake alive in the morning, thank GOD for it.
39. Your Inner most is always happy. so, be happy.



Rochelle Cowper
Free your mind...the rest will follow

