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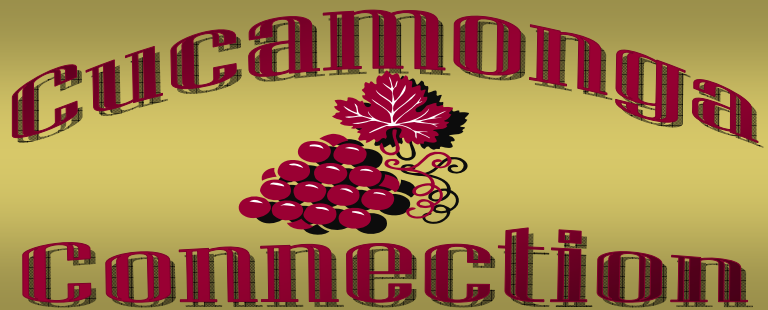
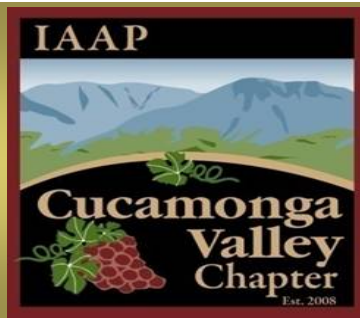
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VOLUME 3 ISSUE 5

JANUARY 2011



President's Message

CONGRATULATIONS!

To Vice-President Valerie Victorino, CPS and Recording Secretary Crystal Schultze, CPS!! They were notified over the Christmas holiday that they passed the Certified Professional Secretary test they took in November. This is an awesome personal achievement for Valerie and Crystal, and great news for our Chapter as well. It gives us one more point towards our goal to be a Chapter of Excellence in 2011. So, "Hat's Off" to Valerie and Crystal and a big THANK YOU too! Congratulations on your success!

January is a time for fresh starts, new beginnings, organizing, self-improvement and resolutions! I think we all feel like doing something new and getting our personal and professional affairs in order. Being Admins, we naturally want to keep things in order; it's "what we do"! I hope you take a few minutes this month and think about what you can do to improve yourself professionally. Here are a few "opportunities" you might want to consider:

- Check out the *On-Demand Training* Catalog for audio conference training in an online format www.theofficeprofessional.com/ondemandtraininglist
- Training geared to individuals and groups like *Minute Taking Made Easy* and *How to Work with Your Boss*.
- Cal State University,

Fullerton is offering an online certificate program in Professional Office Administration – they contacted me to share their website <http://www.csufextension.org/Classes/OnLineClasses.aspx> You can complete the certificate in a year; Problem Solving Skills, Effective Goal Setting, Plain Speaking and Successful Meeting Planning are a few of the topics!

- Or, sign-up for the IAAP Educational Seminar sponsored by the San Diego Chapter on Saturday, February 26th from 8:30am to 12:30pm (*Breakfast provided*) at Viejas Casino, 5000 Willows Road, Alpine, CA. To make a reservation e-mail Letitia Olais at lettyomg@yahoo.com the cost is \$30.
- Deadline for registration for the next CPS/CAP test is February 15th. The next testing date is May 6-7, 2011. IAAP Member Dolores Blanton has been graciously proctoring these at Chaffey College – very convenient for our members. Thank you Dolores!
- And, last but not least. . . **please plan to attend our January 26th meeting!** We are so fortunate to have Ray Patchett as our speaker. I have known Ray for several years; he is an awesome facilitator; and has something special planned for us! You're going to LOVE this meeting! See you then. . . .

Happy New Year Everyone!



January 26th - Ray Patchett, Leadership at all Levels in Organizations

Ray Patchett—a retired City Manager and now a professional motivator—"Leadership at All Levels in Organizations-Admin Professionals are leaders everyday!" Ray will have us take a quick 5 minute self-assessment on our computers **before** we go to the meeting that will graph our "Leadership Diamond." It's interesting..it will show you

strengths and what you can work on-in just a couple of minutes! **Watch for the flyer with further instructions.** This will be a highly interactive evening with Ray leading us with stories and laughter!

Calendar of Upcoming Events

Monthly meetings are normally held on the **4th Wednesday of every month at 6:00pm.** We hold our meetings at Dave & Buster's Restaurant on the east side of Ontario Mills Mall at 4821 Mills Circle, Ontario. We are dark in August and combine the November/December meetings.

• **January 26, 2011**

Happy New Year!

IAAP Meeting: Dave & Busters—**Ray Patchett**—a retired City Manager and now a professional motivator—"Leadership at All Levels in Organizations-Admin Professionals are leaders everyday!" Ray will have us take a quick 5 minute self-assessment on our computers **before** we go to the meeting that will graph our "Leadership Diamond." It's interesting...it will show your strengths and what you can work on in just a couple of minutes! **Watch for the flyer with further instructions.** This will be a highly interactive evening with Ray leading us with stories and laughter!

• **February 23, 2011**

IAAP Meeting: Dave & Busters—**Michael Scofield**-Professor at Loma Linda University-Converting Raw Data into Understandable and Useful Information. You can't believe how easy it is!

• **March 23, 2011**

IAAP Meeting: Dave & Busters—**Harry Perdev**-Body Language-Highly entertaining with all new information you've never heard before!

• **April 27, 2011**

Administrative Professional's Day! This is a little later this year, but perfect since it's on our meeting night! We have a really fun evening planned dedicated to Administrative Professionals Day. We had lots of fun last year with "Typo" Bunco. This year we'll top that! We have very special plans in the works. Plan to join us for a special and fun evening dedicated **to us!**

• **May 25, 2011**

IAAP Meeting: Dave and Busters. Our annual **IMPACT Meeting** which means bring a friend (or lots of friends!). *It's our annual membership drive.* We are looking at an interactive night with a panel of Administrative Professionals and how they made it to their positions. If you know someone that we should include, please let me know ASAP! More on this to come!

• **June 22, 2011**

IAAP Meeting: Dave and Busters-Neil Kupchin Professional Motivator and the Installation of Officers for 2011/12.

• **July 27, 2011**

IAAP Meeting: Dave and Busters-Speaker TBA. Starts the new fiscal year for IAAP and welcomes a new and returning Board! Plan to join us for a very special evening!

• **August 2011**

Dark...we will miss all of our friends, but we are gearing up for our next special year of fun!

Valerie's Volumes

I hope you all enjoyed the Christmas event at the Filippi Winery! Donna and I worked hard to make sure it was a fun and memorable evening. Thanks to Glenn and Russ for their expertise on wines and making it so easy for us to learn! The tour was great and I want to thank Jody and the Filippi Winery for their wonderful help and the beautiful room. Impressions Catering from Ontario was delicious and *beautifully* set up. Thank you Beth and team for your wonderful assistance! The raffle items were donated by the Board Members and I really appreciate all of them participating and helping the Chapter. I hope you enjoyed the centerpieces and I know I enjoyed the camaraderie of all of our friends. **Don't miss another meeting-you never know what surprises await you!**

Events Around Town

• **February 26, 2011**

(Saturday)
Educational Seminar hosted by the San Diego Chapter on Saturday from 8:30am to 12:30pm in Alpine, CA. \$30.00 per person RSVP by February 1, 2011.

• **March 6-9, 2011**

IAAP Spring Conference
Hyatt Regency Hotel, Tampa, Florida

• **June 9-11, 2011**

California Division Meeting and Annual Educational Forum,
Hilton San Diego Mission Valley, San Diego, CA.

• **July 24-27, 2011**

International Education Forum & Annual Meeting (EFAM)
Montreal, Canada

• **October 1, 2011**

Professional Development Day Multi-Chapter Symposium
Cucamonga Valley Chapter is a co-host to this exciting event!
Location and times TBA

To reserve your spot for the meeting or to request a meeting flyer, please email:
valerie.victorino@cityofrc.us



By Valerie Victorino, CPS Vice President

Member of Excellence

City of Rancho Cucamonga

December 8th Holiday Event!



We started our tour outside just as twilight came. It was beautiful!



The food was provided by Impressions Catering. It was wonderful! Our sommelier, Glenn Grabiec, and his assistant, Russ



Our guide showed us the old barrels used to make wines, and also the new stainless steel vats they use to start the fermentation process.



Tingley, were fantastic. We learned so much about wine! Thank you! We had lots of raffle winners and a great time!!



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



Crystal's Corner

By: Crystal Schultze, CPS
City of Hesperia
For January 2011

PASSION &
PURPOSE
CUCAMONGA VALLEY CHAPTER

Organizing a Billion-Dollar CEO

Have you ever wondered how the Administrative Assistant to a billion-dollar CEO keeps everything on-task and organized? In a recent article I read, I discovered that WalMart's CEO, Mike Davis relies on his assistant, Paula, to help him track a business that spans 8,500-plus stores and employs 2.1 million people. So, what organizing principles keep the office humming?

- **A strict "on-time" philosophy.** Davis's schedule is packed. If a meeting is scheduled to end, he's not above leaving, even if someone is still talking.
- **No e-mail carryovers at the end of the day.** Davis likes to keep his e-mail and voice-mail inboxes clear. "At the end of the day, I don't want any phone messages that haven't been returned or e-mails that aren't addressed," he says.

He reads and deletes, prints or forwards messages to Paula for action.

- **Preparing in advance for one-on-one meetings.** Davis' assistant puts eight red folders, one for every direct report, on his credenza. Each folder has a sticky note with the name of the executive and the time of his or her next meeting. Davis and his assistant slide in sales figures, questions or notes that need follow-up.

The bigger the business, the more details there are—and the more critical it becomes to have strategies in place for tracking them.

Do you have a suggestion, organizational tip or technique that you find works really well? If you would like to share this with our members, I would love to hear from you, so please e-mail me at cschultze@cityofhesperia.us.

*Adapted from "Meet the CEO of the biggest company on earth,"
Brian O'Keefe, Fortune*

The Handy Tip Section



**One-Minute
Strategies**

Make any decision-making group more effective by limiting membership to seven. Once you have more than seven in the group, each additional member reduces decision effectiveness by 10%, say the authors of *Decide &*

Deliver: 5 Steps to Breakthrough Performance in Your Organization

Using quotation mark words for emphasis is equivalent to using air-quotes with your hands when you're speaking. *Example:* He

"insisted" that I take a slice of cake. Using the quotes gives the sentence a comic effect. If you want to put real emphasis on a work, italicize or boldface it.

Split Infinitives

Grammar Girl here.

Today, I'm gonna get crazy. I said that if people wrote reviews at iTunes, I would split infinitives, and you wrote a lot of reviews. So, to say thank you, I'm going *to purposefully split* as many infinitives as I can!

My secret, though, is that splitting infinitives actually isn't such a wild and woolly endeavor. I know it might come as a surprise, but Grammar Girl isn't actually that adventurous. So although you've probably heard that it's bad to split infinitives, it just isn't true. You could even call it a grammar myth.

To understand, we first have *to clearly define* the word infinitive. Wikipedia defines infinitive as the unmarked form of a verb, but you really need examples to understand what that means. In English, there are two kinds of infinitives: full infinitives and bare infinitives. Bare infinitives are the kind of verbs you usually see in a dictionary, such as

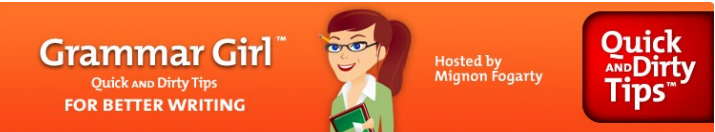
- *go*
- *make*
- *run*
- *define*
- *split*

On the other hand, full infinitives are made up of two words, usually putting the word *to* in front of the bare verb. For example:

- *to go*
- *to make*
- *to run*
- *to define*
- *to split*

The logic behind the 19th-century rule about not splitting infinitives rests on comparing English to Latin, because in Latin there is no two-word form of the infinitive. They don't have to deal with full verbs versus bare verbs. Therefore, it's impossible to split infinitives in Latin. For some reason, many grammarians in the 19th century got the notion that because it is impossible to split infinitives in Latin, it shouldn't be done in English either.

But notions change over time, and today almost everyone agrees that it is OK to split infinitives, especially when you would have to change the meaning



of the sentence or go through writing gymnastics to avoid the split. English isn't Latin after all. So here's an example of a sentence with a split infinitive:

EXAMPLE: Steve decided *to quickly remove* Amy's cats.

In this case, the word *quickly* splits the infinitive *to remove*: *to quickly remove*.

If you try *to just unsplit* the verb, you actually change the meaning. For example, you might try to say:

EXAMPLE: Steve decided quickly *to remove* Amy's cats.

Now, instead of saying that Steve removed Amy's cats quickly (zip zip) while she stepped out for a minute, you're saying that he made the decision to remove the cats quickly.

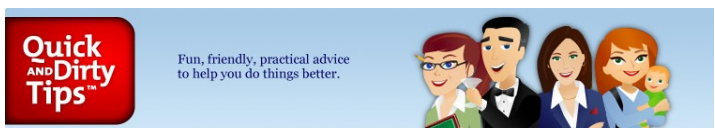
You could rewrite the sentence without the split infinitive to make the same point. For example:

EXAMPLE: Steve decided to grab Amy's cats and set them free before she got back from the corner market.

But that isn't really necessary. The bottom line is that you can usually avoid splitting infinitives if you want to, but there's no reason to go out of your way to avoid it, and certainly don't let anyone tell you that it's forbidden.

And here's a bonus bit: If you want to remember what a split infinitive is, just remember what might be the most famous example: Star Trek's "*to boldly go* where no man has gone before." *To boldly go*, is a split infinitive.

That's all. As always, this is Grammar Girl, striving to be your friendly guide in the writing world. You'll find a transcript of this podcast at www.quickanddirtytips.com. In this transcript split infinitives are in italics. If you'd like to call in with a question or comment the number is 206-338-GIRL.



MEMBER SPOTLIGHT

Job Postings



Name: Peggy Holden
Title: Administrative Support Assistant
Business Name: California State University San Bernardino
Years: Almost 10

What do I enjoy most about being an Admin Professional:

I enjoy the everyday challenges. I work in the Facilities Services Department (which takes care of all the maintenance, construction and utilities for the entire campus). I am the budget person and enjoy keeping/reconciling the books and keeping the managers on track with their expenditures and budget. It is a challenge as I have 212 accounts within 17 departments that I take care of.

How did I hear about IAAP:

One year when our Senior Director took us out to lunch for Admin Professional Day, he told us about it and said that they would pay the dues for anyone interested in joining. A few of us joined and I am the only one who stayed with it and I am very glad that I did.

My interests and hobbies:

Reading - I always have a book with me. I love camping. I sell Avon. I am on a Board of Directors for a Credit Union and really enjoy giving my input on the running of the C.U. I especially love spending time with my daughter, sisters, brother-in-laws & nieces (we have been trying to do that more often lately).

Although I am shy about talking on a stage, I will go up there (with notes) and share about myself.

See you at the January meeting!

Peggy

Around and in the Inland Empire.....

To access new employment opportunities from our web site Employment Opportunities page, please visit our web page (www.cucamongavalleyiaap.com) and click on the "Employment Opportunities" button.

Superior Court of San Bernardino jobs:

Legal Processing Assistant Trainee - All Districts
Supervising Accountant

Please visit www.sb-court.org

Mt. San Antonio College: If you are interested in applying for a position or obtaining information about any employment opportunities at the Mt. San Antonio College, please visit our website to create an online application at <http://hrjobs.mtsac.edu>.

You may also contact the Office of Human Resources at 909.594.5611 ext. 4225, E-mail employment@mtsac.edu or in person in building 16E, 1100 N. Grand Avenue, Walnut, CA 91789 .

Citrus College has jobs available online at their site:

<http://www.citruscollege.edu/stdntsrv/ses/layouts/jobPostings.aspx> For Job Information, call 909.652.6534

Daily Bulletin Newspaper has jobs listed in their newspaper online at: http://hotjobs.yahoo.com/jobs-Clerical_Administrative?partner=ladailynews

If you hear of a job opening, please send the tip to Debbie Cabana for posting on our Chapter Website and Newsletter. If you would like to be notified right away of any new job postings, then add your email address to the Job Opportunities HOT LINE distribution list by contacting Debbie Cabana at dcabana@yahoo.com.

Watch for future postings!



2010-2011 IAAP CALIFORNIA DIVISION BOARD OF DIRECTORS



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Angie LaCarte
president@iaap-ca.org



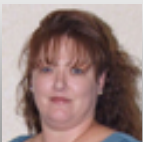
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recordingsecretary@iaap-ca.org



Vice President
Murphy Jones, CPS/CAP
vice_president@iaap-ca.org

Cucamonga Valley IAAP Honors Its Sponsors



Dave & Buster's,
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Ontario, CA
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Official meeting
place for CVIAAP

Great games, great fun,
great food and great drinks!

This is our Sponsor page. If you know of any companies that would be interested in advertising in our newsletter and/or our web site, please contact Debbie Cabana at dcabana@yahoo.com
Cucamonga Valley IAAP values our sponsors. Please support and patronize them.

Links to IAAP Resources:

CA Division:
<http://www.iaap-ca.org/index.html>

IAAP Headquarters:
<http://www.iaap-hq.org/>

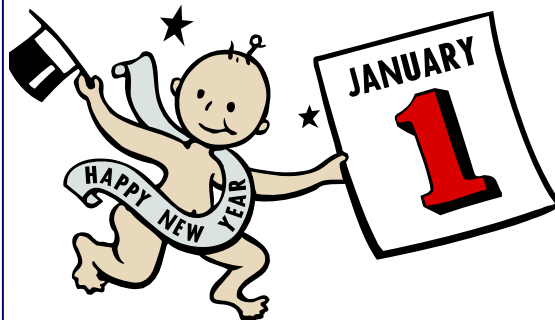
IAAP Web Community:
<http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Home/>

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HAPPY NEW YEAR

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

SAVE THE DATE



WELCOME IAAP 2011 to the Hilton San Diego Mission Valley

June 9-12, 2011

\$109.00 per night rate standard room single/double occupancy; rate valid 3 days pre and post

Complimentary self parking (\$14.00 value)

Complimentary high speed internet access in guest rooms (\$9.95 value)

15+ restaurants within walking distance: Benihana, Gordon Biersh, Friday's, PEI WEI, etc.

Walking distance to Mission Valley & Fashion Valley Malls...the SD Trolley goes to all SD Locations



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San Diego, California 92108
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WE CANNOT WAIT TO BE YOUR HOST!
Please call if you have any questions: 619-543-9000
Your booking link will be posted on the Registration Web Site.