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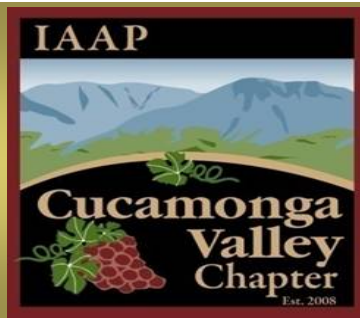
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VOLUME 4 ISSUE 1

AUGUST 2011



President's Message

EFAM Rocked! It was an honor and a privilege to represent Cucamonga Valley Chapter at the 2011 International Educational Forum and Annual Meeting in Montreal, Canada. I was impressed with the beauty of Montreal, the warmth of its residents, and the magnitude of the conference! I learned a lot, met the most fascinating Admins from all over the world, and thoroughly enjoyed time spent with my fellow travelers: Jan McGovney, CPS/CAP – my roommate and Orange Empire Chapter President; Sue Burk, Past CA Division President; and Janean Gray, CPS/CAP – Valencia Orange Chapter President. Here are some of the highlights:

- Opening Day - Parade of Flags – very moving
- Candidates Forum – Getting to hear the candidates goals and plans
- Evening of Welcome - Huge party of Admins! Mingling with the International Board
- Voting for the Board – much like a November election!!
- Business Session - Credentials Report – Teller's Report
- Bylaw Amendments Discussion:
 - * The 1st Amendment that we were concerned about – proposing to disband Chapters with fewer than 15 members received two more amendments and failed in the final count.
 - * Installation of Officers
 - * Fantastic Speaker #1 - Bob Abrames, "Lead, Follow or Get Out of the Canoe"
 - * Working as a team – he was part of a 9-member canoe expedition for 90 days, and if that wasn't a monumental feat, they did it as if it were in the 1800's! It was a character-building expedition!
 - * Fantastic Speaker #2 - Clinton Kelly, "Making a Great First Impression"
 - * What not to wear! He was extremely entertaining and had some really good tips –

first of all, get a professional bra fitting!! He had us laughing the whole time.

- * Fantastic Speaker #3 - Sam Glenn, "A Kick In The Attitude: Recharge Your Work and Life"
- * Sam turned his life around with a positive attitude. He was amazing – while he was speaking he was chalking an incredible picture. He went from the streets to becoming a national speaker all because of his positive attitude!
- * The Workshops
- * "Social Media for Admins", "Changing Places, Changing Faces: Admins in the Global Workplace", "Are you LinkedIn?", and "Put On Great Webinars" are a few of the ones I took.
- * The Final Night Banquet

Saying good bye to Mary Ramsay-Drow, CPS/CAP and welcoming Tamara L. Goodall, CPS/CAP as International President.

I hope all of you will have an opportunity to attend EFAM, and maybe next year when it's in Grapevine, Texas would be an attainable goal, it's a lot closer to home! Remember the new IAAP motto for 2011-2012, "**Making the Leap to REMARKABLE!**" Let this be your year to "Step Up, Think Big and Lead the Way!!" Making a commitment now and putting a little away each month will get you an experience of a lifetime next July!



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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.

• **Bunco Night- August 19, 2011**
- Donna Kendrena's home

This is a Friday night when we can get together and have a nice evening of laughter and fun! The cost is \$15 with a pot luck dish to share for dinner, or \$25 for those who are coming from work and just can't add one more thing to their schedule! Whether you come to relax or to compete, please join us for a lovely summer evening!
Sign up on our website now!

• **August 24, 2011-no meeting**

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

• **September 28, 2011**

IAAP Meeting: Dave & Busters—**Cindy Navaroli-What Every Admin Should Know About Accounting.** Cindy will help us make sure we are doing our best at financial decisions that can help our companies we work for and ourselves! In this time of budget crises issues, we need to be more careful than ever!

• **October 26, 2011**

IAAP Meeting: Dave & Busters—**Dana Nagengast** -She is a motivational coach and will explain how to build a quick and effective rapport with anyone and how to communicate more positively. More info on this to come, but she is a very interesting speaker with lots to offer everyone. Plan on joining us for this interesting evening!

• **November 2011**

We are dark due to the Thanksgiving holiday.

• **December 2011**
Annual holiday party

Save the date:

Wednesday, December 7, 2011

We are working on some **spectacular** plans-wait until you hear! Stay tuned for more information!

• **January 25, 2012**

IAAP Meeting: Dave & Busters—**Leigh Adams**-Toastmasters International local President. Leigh will be teaching us **Public Speaking 101.** This will be helpful in all walks of life-join us!

• **February 22, 2012**

IAAP Meeting: Dave & Busters—**Cherylinn Nicklas**-our CA Division State Treasurer will be helping us with **"How to Interview So You Get the Job!"**. This can be a huge help on how you present yourself, even if you are not actively seeking employment. We love Cherylinn and can't wait for her presentation!

• **March 28, 2012**

IAAP Meeting: Dave & Busters—**Barb Schmit with Esselte (Pendaflex)** She sounds like a lot of fun with a great sense of humor! She will bring lots of goodies to share and show us all the latest inventions to make our lives easier. A practical and hands-on meeting!

• **April 25, 2012**

IAAP Meeting: Dave & Busters—**Administrative Professional's Day.** We will have another great celebration-can you hardly wait to see what we plan this time??

Events Around Town

• **October 1, 2011**
Professional Development Day
Multi-Chapter Symposium
Crown Plaza Hotel
Irvine, CA

Cucamonga Valley Chapter is a co-host to this exciting event!

This is one of our big money-makers of the year. Please plan on joining all 6 Chapters for an all-day Development Enrichment Day planned just for Admins! Sign up information coming soon!

• **June 2012**

California Division Conference
San Mateo...near San Francisco.

We had a wonderful group of members from Cucamonga Valley Chapter attend last June in San Diego. We cheered every time Donna got up to get another award for our wonderful Chapter! Please plan on attending this exciting event. More info to sign up will be coming after the first of the year.

• **July 22 – 25, 2012**

International Education Forum and Annual Forum (EFAM)

Grapevine, Texas (near Dallas)

More registration info to come!



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



Community Outreach

Casey Costa, CPS/CAP
Community Outreach Chair
City of Rancho Cucamonga

I have such fond memories when I was a child of going shopping for school supplies at the beginning of the school year. I recall the excitement of organizing my new folders, sharpening my pencils, smelling my new erasers and vowing to myself that I would stay focused and organized throughout the school year. The school supply drive that was conducted at the July 2011 Chapter Meeting made this possible for many school children who would otherwise not have had the opportunity to get excited about the new school year in this way.

In total, 529 items were collected including pens, pencils, crayons, backpacks, scissors, glue, spiral notebooks, and the list goes on and on! What an incredible effort made by our Members! Cucamonga Valley IAAP partnered with the Rancho Cucamonga Resource Center, who will distribute these school supplies to those who are in need of assistance.

Way to go Cucamonga Valley IAAP – *as usual, your generosity is overwhelming!!*



Hospitality

Melonee Vartanian
Hospitality Chair
Grand Jury
County Of San Bernardino

Congratulations to everyone who are designated as Members of Excellence! You deserve HUGE accolades for making the commitment to IAAP and being a part of the CVC!!! All members - make sure to look up the criteria on the website NOW so you, too, will have the requirements to obtain this special designation at the end of June 2012. We know our members are all excellent, but wouldn't it be great to have a membership full of Members of Excellence, so everyone else knows it too? Let me know if I can help.....In July we had three new guests:

- Simone Strauss, Superior Court – San Bernardino
- Hazel Lambert, County of San Bernardino
- Alfa Lopez, City of Pomona

All three participated in our "Deal or No Deal" information game and were great sports! We appreciate all new guests and we hope to see them again soon!

Birthdays: Maria Linzay, August 10
 Debbie Cabana, August 15

IAAP August Anniversaries: Harvana Clark is celebrating her First Anniversary with IAAP/CVC – Congratulations, Harvana!

Casey Costa has been a member from the beginning, celebrating her Third Anniversary! Way to Go Casey!

MEMBER SPOTLIGHT



Name: Cindy Cisneros, CAP
 Business: Sr. Admin Assistant
 Years: 3 years
 Employer: City of Pomona

What do you enjoy most about being an administrative professional? I enjoy the purpose of the position. I get great satisfaction from being in a support position where I know that my contribution is going towards the greater good. I also appreciate the opportunity to work with so many different managers and departments throughout the City. Knowing that no two days will be alike and that I will often have to step outside my boundaries to solve a problem or accomplish my task is what I find most enjoyable.

How did you hear about IAAP? What brought me to IAAP was the ability to pursue certification and continuing education. The guest speaker's lessons and workshops available are fantastic education and networking tools. The camaraderie and the friends I have made have been an added surprise; these are the best group of ladies I have ever met! I keep telling everyone how I wish I would have known about IAAP sooner.

Do you have any interests or hobbies? Hiking local trails, I love being outdoors, it helps keep me grounded and is a great stress release. My other hobby is reading; I can get lost in books for hours.

Job Postings

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.

If you hear of a job opening, please send the tip to Debbie Cabana for posting on our Chapter Website and Newsletter at dcabana@yahoo.com.

Watch for future postings!

GREAT NEWS! NEW EMPLOYMENT OPPORTUNITIES! Please go to the web site to view the latest postings. Here is one of the listings:

Office Specialist I (Part Time) City of Rancho Cucamonga

\$13.25 - \$17.02 per hour (part-time 20 hours per week with a flexible schedule)

The City of Rancho Cucamonga is seeking an experienced and team-oriented individual to serve as a part time Office Specialist I for the Rancho Cucamonga Community & Arts Foundation. The Office Specialist I will play an important role by providing administrative/clerical support for the Community and Arts Foundation and their fundraising efforts.

Examples of Duties and Desirable Qualifications

- Enters financial data into existing databases according to prescribed procedures, updates information and maintains records by transferring data, calculating totals and subtotals.
- Prepares daily cash deposits for transmittal to bank.
- Prepares and mails donor contribution receipts and updates donor contribution records.

- Updates and maintains donor and donor prospect mailing lists.

- Types lists, cards, address labels, forms, tabulations, minutes or routine correspondence from handwritten or typed copy; proofreads and/or corrects typed materials for completeness and/or spelling, grammatical or punctuation accuracy.

- Maintains Foundation and individual donor files and keep records on donor prospect related communications.

- Operates a variety of office equipment, such as typewriters, word processing equipment, electronic calculators and photocopiers.

- Assists others involved in related activities including fundraising events, donor recognition events and preparing information for Foundation Board meetings.

APPLICATION PROCESS

All applicants are required to complete a City application form and return it to Personnel, 10500 Civic Center Drive , Rancho Cucamonga or mail it to P. O. Box 807 , Rancho Cucamonga , CA 91729 . **Closing date is September 19, 2011.**

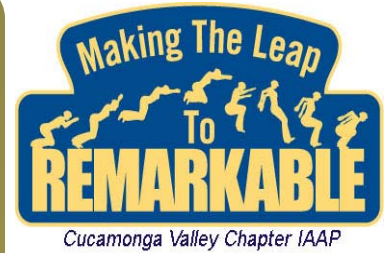
Questions regarding this recruitment may be directed to Personnel at (909) 477-2700. Applicants may wish to visit the City's official website at www.ci.rancho-cucamonga.ca.us for more information.





Crystal's Corner

By: Crystal Schultze, CPS
City of Hesperia



We're all on the same team...aren't we?

For all the talk of teamwork in corporate America, your co-workers should be oozing with collaboration. Right? Yet that's often not the case. Administrative professionals often feel the sting of office politics, or feel a lack of support from workplace peers.

For example, I recently read about a disturbing story from an administrative professional by the name of Cathy. When Cathy tries to set up meetings for her boss, one of her co-workers (who supports another exec) routinely ignores her e-mails.

The result: Cathy feels frustrated by the silence, and worries that it makes her appear incapable of arranging a meeting.

What do you do about another administrative pro who gives you the cold shoulder? How do you draw more collaboration out of the co-worker?

1. **Invest in relationship-building.** "Develop a relationship with this person" was one Admins advice. "Call to say hello. Show interest in her personally. Ask how her day is going. Show understanding regarding her "busy schedule" was another's advice.
2. **Reconsider your communication style.** Are you calling and speaking to her directly or emailing? Though it may seem more time consuming, a phone conversation may save time in the end. Try calling or walking over to her desk.
3. **Get tough.** Several Admins, including me, advocate liberal use of the Cc line. Be careful about cluttering a boss's inbox unless you've exhausted other possibilities.

This doesn't mean to be rude or aggressive, but let's face it, we are all

busy and some just don't have the time to wander around and "coffee-clatch" or build relationships with everyone in the office, so try to do so with those "key" staff members you deal with regularly. I try to always be polite and courteous when dealing with all of my co-workers. Personally, I prefer to start out by always making sure that I respond to a request they make of me in a timely manner; that way, I usually do receive the same courtesy.

If it doesn't, I make only one request: making sure to give a specific due date for their reply. If I do not receive their reply, then I will re-send it with a Cc to my boss and theirs as well, making sure I add the words "Second Request" before the subject. I will start out by typing, "I know that you are really busy and this may have just slipped your mind, so I wanted to send you this as a reminder. Please respond by..." then give a date. That has never failed me yet.

The Handy Tip Section



One-Minute Strategies

Use these 3 R's to work smarter

1. **Review** what you've done. Is it ready to go or does it still need polish?
2. **Re-evaluate** your plan, if necessary. Do you need more resources? Do you need to involve a co-worker or ask for a

deadline extension?

3. **Recharge** your batteries with a stretch, a beverage and a breath of fresh air. Spending too much time hunched over a keyboard or a stack of papers stresses mind and body.

"Between" Versus "Among"

By Mignon Fogarty

Today we're going to talk about the difference between the words "between" and "among."

Between Versus Among

You may have noticed that I said we were going to talk about the difference between the words "between" and "among." I used the word "between" because I was talking about a choice that involves two distinct words. Many people believe "between" should be used for choices involving two items and "among" for choices that involve more than two items. That can get you to the right answer some of the time, but it's not that simple (1, 2, 3, 4).

Here's the deal: you can use the word "between" when you are talking about distinct, individual items even if there are more than two of them. For example, you could say, "She chose between Harvard, Brown, and Yale" because the colleges are individual items.

Relationships

The *Chicago Manual of Style* describes these as one-to-one relationships. Sometimes they are between two items, groups, or people, as in these sentences:

Choose between Squiggly and Aardvark.

Let's keep this between you and me.

Other times they can be between more than two items, groups, or people as in these sentences:

The negotiations between the cheerleaders, the dance squad, and the flag team were going well despite the confetti incident.

The differences between English, Chinese, and Arabic are significant.

On the other hand, you use "among" when you are talking about things that aren't distinct items or individuals; for example, if you were talking about colleges collectively you could say, "She chose among the Ivy League schools."

If you are talking about a group of people, you also use "among":

Fear spread among the hostages.

The scandal caused a division among the fans.

Squiggly and Aardvark are among the residents featured in the newsletter.

Grammar Girl™
Quick AND Dirty Tips
FOR BETTER WRITING



Hosted by
Mignon Fogarty

Quick
AND Dirty
Tips™

Part of a Group

"Among" can also indicate that someone is part of a group or left out of a group, as in these examples:

He was glad to find a friend among enemies.

She felt like a stranger among friends.

Sylvia was later found living among the natives.

Location

"Between" and "among" can also tell the reader different things about location or direction. Think about the difference between these two sentences:

Squiggly walked between the trees.

Squiggly walked among the trees.

"Squiggly walked between the trees" gives you the idea that he stayed on the path; he either walked between two trees or was on a route that was surrounded by trees.

On the other hand, "Squiggly walked among the trees" gives you the idea that he wandered around a park or forest. He may have had an endpoint in mind, but it doesn't sound as if he went from point A to point B on a defined path.

"Among" Versus "Amongst"

Finally, people sometimes ask about the difference between "among" and "amongst." Both words mean the same thing, but "amongst" is the older form and is more commonly used in Britain than in the United States. It's considered archaic and overly formal or even pretentious in American English (5). The only time I can think of when it would be appropriate for an American writer to use it would be in fiction set in a different era or world. Something like:

Is it truly safe to walk amongst the peasants, my lord?

Dear listeners, I hope this trifling is amongst your favorites for the week.

Used with permission from Mignon Fogarty



Fun, friendly, practical advice
to help you do things better.



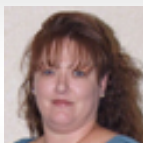
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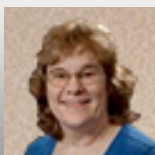
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Ontario, CA
909-987-1557
Official meeting place for CVIAAP

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
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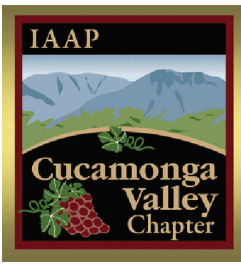
909-989-5585
951-479-9911
800-266-5585
fax 909-989-7251

Ashlee Gonzales
ashlee@daisyit.com
service@daisyit.com
www.daisyit.com

SBE/WBE

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/>



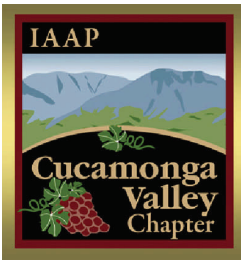
Rummage Sale

Saturday, September 10, 2011 from 8:00 Am - 1:00 PM

RC Family Resource Center, 9791 Arrow Rte. 91730

We are looking for gently used Clothing and Shoes, any and all Household Items, Tools, Furniture, Working Electronics, Books, Kitchen Ware, Musical Instruments, Garden Tools and Gardening Items, Lawnmowers, Exercise Equipment, Camera's, Sporting Goods, Craft Materials and supplies, Children's games and toys and more.

Please bring your donations to the CVIAAP Booth the morning of the Rummage Sale between 6:00 AM - 7:30 AM. We are also looking for Members to staff the booth for one to two hours.



Cookbook

Order Form



Name: _____

E-Mail: _____

Phone No: _____

Company: _____

QTY: _____ X Cost of: \$10.00 EA. Total Amount Due: _____

Make Checks Payable To: Cucamonga Valley IAAP or to pay via PayPal:
<http://www.cucamongavalleyiaap.com/>

35th Annual Professional Development Day

A Multi-Chapter Event

Crowne Plaza Hotel

17941 Von Karman Avenue, Irvine, California



**International Association of
Administrative Professionals®**

Multi-Chapter Symposium

“Admins Achieving Excellence”

Hosted by the following IAAP Chapters:
Bahia ~ Citrus Valley ~ Cucamonga Valley
Orange Empire ~ Valencia-Orange County

Guest Speakers

W. Mitchell

**“It’s Not What Happens To You-
It’s What You Do About It”**

and

Todd Hunt

**“Communication Bleeps and
Blunders In Business”**

Saturday, October 1, 2011

8:00 a.m. ~ 3:30 p.m.