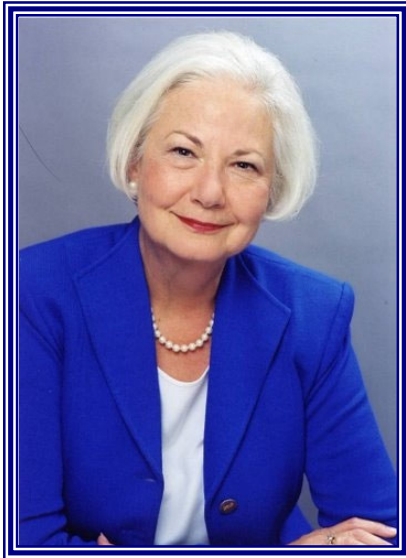


APRIL 13, 2010 PROGRAM MEETING

“CONNECT WITH CLIENTS AND CUSTOMERS”

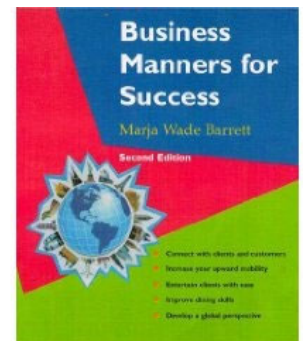


Join **Marja Wade Barrett** for this fun, interactive session that will help attendees learn and apply current and established techniques and social skills, speak and act confidently in diverse situations.

Key Topics: Know how to be memorable in a positive way; Communicate effectively to increase your upward mobility; Polish social skills; and Learn first impressions that set the tone of your meeting. Questions will be answered during the session.

Business Manners for Success will be available at the meeting for a special price of \$10.

One recertification point has been approved for this session.



Marja Wade Barrett, author of ***Business Manners for Success***, is an award-winning writer and speaker who specializes in helping people communicate professionally, improve their presentation style and adapt to diverse situations to build relationships. She facilitates the understanding of cultural differences; to go beyond your comfort zone and navigate smoothly through cultural nuances. She coordinates and presents relationship building programs for local companies and organizations. As a member of the International Visitor's Council, she regularly hosts guests from other countries.

Marja started her business in 1985 after a successful career in the fashion field as a professional model and managing director of the Kathleen Wellman School of Fashion and Modeling in Cincinnati. In 1985, she pioneered the first programs of business etiquette and protocol. Thousands have benefited from her business seminars, classroom sessions and guest presentations. In addition, her nationally syndicated newspaper articles, along with numerous radio and television appearances have touched countless others.

Marja was honored in the year 2000, by the Cincinnati Enquirer with its prestigious "Woman of the Year" Award. In August, 2006 she received benefactor recognition by The International Rotary Foundation. Her clients include Fortune 500 Corporations including Coca-Cola, Procter & Gamble, IBM, AT&T, Saks Fifth Avenue, Protocol officers at Wright Patterson Air Force Base, Delta Airlines, financial institutions, hospitals and health care organizations, the hospitality industry (Bankers Club, Metropolitan Club, national hotel/motel chains), colleges and universities.

Location: West Chester Conference Center, 9248 Princeton Glendale Road (SR747), West Chester, OH (I-75 to Union Centre Boulevard Exit; West on Union Centre Boulevard to Muhlhauser Road; Left on Muhlhauser Road to SR 747; Right on SR 747. West Chester Conference Center will be on your right past the intersection of Rialto Rd, but before the intersection of Port Union Road). For more detailed directions, visit www.wcconfctr.com.

RSVP: Email Dinner Reservation to pamhollingsworth03@msn.com – **Reservation/Cancellation Deadline:** Thursday, April 8, 2010, 5:00PM – Payment Collected at Door (Cash or Check Payable to Queen City North Chapter IAAP). A reservation is a financial commitment; cancellation must be received before the deadline; otherwise you will be responsible for the cost of the meal (\$15-Members; \$20-Non-Members).

Networking: 5:30PM **Dinner:** 6:00PM **Speaker Presentation:** 6:45PM **Menu:** Buffet – Boneless Sliced White Turkey Breast, Fresh Garden Salad w/Ranch & Raspberry Vinaigrette, Sautéed Seasoned Vegetable Medley, Browned Red Skin Potatoes, Fresh Baked Rolls/Butter, Coffee, Tea (hot and iced) and Dessert.

Questions? Lynn Haney CPS/CAP 859-240-5603 or HaneyL@one.net. For more information about the Queen City North Chapter, visit our website at www.iaap-queencitynorth.org.