

# ***SAVE THE NEW DATE***

## ***SCOPE's ANNUAL CONFERENCE FOR PROFESSIONAL OFFICE STAFF***

**Half Hollow Hills CSD  
Half Hollow Hills High School West  
375 Wolf Hill Road, Dix Hills, NY 11746**



~~~~~**Election Day**~~~~~

~~~~~**November 2, 2010**~~~~~

**8:15 AM—1:00 PM**

## ***THE 'STAR' ASSISTANT***

***A conference to help you re-energize, refresh and get ready to  
tackle the world!***

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Office assistants are expected to do whatever it takes to keep the 'train moving' amidst the confusion created by re-engineering, restructuring and limited finances. For every task outlined in your job description, there are 20 more 'between the lines.' Join us for this information packed presentation which will include:

- ◆ How the 80/20 rule will help you identify your most important tasks
- ◆ Dealing with correspondence....shortcuts for you and your boss
- ◆ How to play the valuable liaison role between your boss and other managers
- ◆ 9 important keys to maintaining an excellent working relationship with your boss
- ◆ When things go wrong...5 tips for proceeding and maintaining your credibility
- ◆ 6 basic steps for dealing with negative behavior
- ◆ How to get to the root of the problem instead of battling the symptoms
- ◆ Coping with the stress and strain of multiple responsibilities

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## About Our Presenter

### Margaret McMullen:

At the front desk, the question isn't whether problems will arise...it's how you will handle them. From difficult people to demanding phones, Margaret McMullen is the trainer with answers.

Margaret has a long track record for building skills in front-desk professionals and making businesses run better. The training sessions she delivers will change how you maintain control, deal with stress, handle difficult situations...every aspect of your performance.

Ms. McMullen's credentials are lengthy and relevant: She spent 30+ years supporting CEOs, CIOs and directors as well as managing offices. Plus, she's trained assistants, secretaries and front-desk personnel throughout the United States, Puerto Rico and the U.K.

Margaret makes the job of managing the front desk so easy. That's because she has done it all—responded to emergencies and security threats, juggled work for multiple bosses with conflicting priorities, soothed angry clients and co-workers and managed a flood of paperwork.

Attend one of Margaret's "Aha!" sessions and you can fully expect that, by the end of the session, everything about your job will fall neatly into place.

### To Register:

Mail registration form with payment to:  
SCOPE Conference  
100 Lawrence Avenue  
Smithtown, N.Y. 11787

### Cost:

\$65 per person SCOPE Member District  
\$75 per person Non-Member District  
Fee includes materials, continental breakfast and lunch  
There is a nonrefundable \$25 cancellation fee

*Space will be reserved upon receipt of your District's Purchase Order*

Please mail completed registration form to:  
SCOPE Conferences, 100 Lawrence Avenue, Smithtown, N.Y. 11787  
631-881-9650/9646 FAX: 631-881-9672

NAME: \_\_\_\_\_ DAYTIME PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

SCHOOL DISTRICT: \_\_\_\_\_

CHECK ENCLOSED FOR: \_\_\_\_\_

PURCHASE ORDER NUMBER: \_\_\_\_\_

CREDIT CARD NUMBER: \_\_\_\_\_ EXP. DATE: \_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_