

Honoring Secretaries

Next week, April 20-26, is Administrative Professionals (or Secretaries) Week, observed annually during the last full week in April. Its theme this year is *Forward Moving*, and that description certainly fits those who work throughout Life Care Centers of America.

The theme denotes how career-minded administrative professionals are positioning themselves for success in today's ever-changing business environment by mastering advanced office technology, continually honing their communication skills, forging collaborative relationships with supervisors and co-workers, and taking charge of their own career development.

Although Administrative Professionals Day is celebrated nationally on Wednesday, April 23, Life Care will do its annual salute to secretaries on Thursday morning, April 24, with a breakfast beginning at 8 a.m. That is necessary because Wednesday is the closing day of the annual meeting of directors of nursing. For the first time, Life Care has also invited the division executive secretaries to join us for this occasion. For several of them, this will mark their first visit to the corporate campuses, and they are eager to meet those with whom they talk on a regular basis, putting faces with names. We will be honoring each of them, along with selection of Life Care's Secretary of the Day. The 2007 winner was Abbie Hagan.

What makes a good Life Care secretary, or administrative professional? Here are some observations. She (or he) should:

- Demonstrate the qualifications necessary for performance of the job.
- Fulfill attendance and punctuality expectations.
- Practice exceptional customer service, which would include a friendly, helpful attitude with prompt response.
- Present a professional image, consisting of dress, grooming and conduct.
- Exemplify the mission of the department and the company.
- Interact positively and productively with other departments.

Come to think of it, aren't those the criteria by which all of us should be measured?

We thank our secretaries, one and all, for their professionalism and their commitment.

--Beecher Hunter