



Capital News & Views

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www.NAPOWDC.com

June 2011

Membership Appreciation and Awards Dinner

Monday, June 6, 2011 6:30 pm — 9:00 pm

Mark your calendars for Monday, June 6 at 6:30 p.m. and join fellow NAPO-WDC members, the board of directors and Corporate Partners (no spouse or guests please) for a lively evening of networking and appreciation. This year we will be dining at [Brio Tuscan Grille](#) in Tyson Corner Mall next to Barnes and Noble.

We'll start with a salad and you can choose from chicken, fish or pasta followed by delicious desserts to cap off the evening. There will be a cash bar.

There's plenty of parking in the garage. The closest location is in section P4 or P5.

You will not want to miss NAPO-WDC's Award Ceremony where Professional Organizer of the Year, Volunteer of the Year and Corporate Partner of the Year will be

announced. In addition, this is the evening where one lucky member will win a free NAPO-WDC Membership for the 2011-2012 chapter year!

Please send any questions or dietary concerns to Pierrette Ashcroft at development@dcorganizers.org.

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Don't forget!
No chapter meetings in July and August.
See you in September!

Chapter Mission:
To develop, lead and promote professional organizers and the organizing industry.

**NAPO-WDC 2011-2012
Board of Directors**

President

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Info@BasicOrganization.com
571-265-1303

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Vacant

Programs and Professional
Development

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Be Sizzling Hot This Summer with Client Satisfaction



Janet Schiesl
Basic Organization
NAPO-WDC President
www.BasicOrganization.com

Do you want to be booked with appointments all summer? Clients *are* your business – you need to love working with them. And your clients need to love you. How do you create that relationship while still keeping it professional?

How can you let your clients know you love working for them? Spend some time creating ways you can serve them better than you are today. Work to better understand their wants and needs. Learn ways to provide extraordinary satisfaction and your appointment calendar will be sizzling hot this summer.

Six Steps to Providing Extraordinary Client Satisfaction

Never take a client for granted. Their satisfaction can be judged at the end of each appointment. Make them happy to have worked with you. It takes only a moment to leave your clients with a feeling of real accomplishment for a job well done.

Go the extra mile for every client. Small gestures can go a long way to create a loyal client. A short note or quick phone call between appointments praising them about the great work they did can build their confidence.

Communicate clearly with each client. Listening to what clients are saying and reading between the lines is essential. You are providing a service. Provide the best service for each and every one of them by giving them what they want and need, not what you think they want or need.

Ask for feedback from your clients. Use that feedback to improve your customer service. Who knows better than your clients the quality of your work?

Get to know your clients. Send a few minutes focusing on them as individuals, aside from the work you are doing. Ask how they are doing. Learn what's new with them. Focus on the positive and keep it light.

Have fun with your clients. Isn't that why you are in business?

You will notice that each of the steps include the word "client". Make them the star of the show. Wouldn't it be great if all your clients eagerly anticipated their next appointment with you? If you provide benefits beyond organization I promise your clients will be sizzling with satisfaction.

While we are all busy sizzling this summer, don't forget that we take a break from our monthly chapter meetings. We will all miss gathering for some education and networking. But don't fret; your board will be meeting throughout the summer to plan the upcoming chapter year. We are so excited to get started, make some changes, implement some new ideas and have some fun!

Have a great summer. See you in September.

Golden Circle News



Helen Montfort
Making Space for Life, LLC
NAPO-WDC Golden
Circle Liaison
hsmontfort@mac.com

Golden Circle Gatherings

There are several upcoming Golden Circle gatherings scheduled. There will be a potluck dinner at Helen's home on Sunday, September 11 at 4:00 pm.

Our Second Annual Golden Circle Social Outing will take place on Sunday, October 2. It will be a wine tour in Virginia with Reston Limousine providing the transportation. Mark your calendars now!

Ask the Expert Table

At the beginning of each chapter meeting, an "Ask the Expert" table is hosted by Golden Circle members. This gives new folks an opportunity to ask questions of more seasoned organizers and for GC members to give back to the organizing community. Jill Lawrence of Jill-of-All-Trades and Helen Montfort of Making Space for Life, LLC hosted the "Ask the Expert" table at the April meeting. Thanks Jill and Helen!

Golden Circle

Golden Circle originated in 1990 as a way to recognize our veteran members with a special designation for their dedication to the organizing profession and to NAPO. There are more than 600 members throughout the country and 48 in our area.

If you've been in business as an organizer for at least five years and a NAPO member for at least one year, you may qualify for GC membership. To apply, go to the Members Only section of NAPO.net and click on Golden Circle.

There are no membership fees or dues and new members receive a GC certificate and a gold membership pin. The GC logo can be used on your marketing collateral and you are designated in the national and local NAPO membership directories, and websites, as a Golden Circle member.



Get Your News in One Place

Yes, it's bittersweet but you are reading the last newsletter of its kind! From now on, you will get your news on the spot, as it happens, er, is posted, on our fabulous new website, www.napowdc.com.

Twenty-first century, here we come!!!

NAPO-WDC 2011-2012 Committee Chairs

Golden Circle

Helen Montfort

hsmontfort@mac.com

301-320-8970

Mid-Atlantic Regional Conference

Cris Sgrott-Wheedleton

Cris@OrganizingManiacs.com

703-969-8407

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CPO® Liaison

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GO Month

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703-845-1473

Quantum Leap® Embraces Homestretch Part Two

September

- 13 Chapter Meeting:
**What's In Your
Client's Attic?**
Rock Creek Mansion
Bethesda, MD
- 21 Book Club North
- 23-25 NSGCD Fall
Conference
Austin, Texas

October

- 2 MARCPO
- 4 Chapter Meeting:
**Case Studies
Round Table
Discussions**
Kena Shriners
Fairfax, VA
- 20 Book Club South

November

- 1 Chapter Meeting:
**Strategic Partners:
How to Recognize,
Attract and Build
Effective
Relationships**
Rock Creek Mansion
Bethesda, MD
- 16 Book Club North

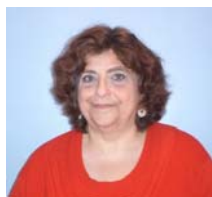
December

- 6 Chapter Meeting:
**Team Up: Organizing
With Collaborative
Partnerships**
Kena Shriners
Fairfax, VA

January

- 3 Chapter Meeting:
**Space Planning
Preview**
Rock Creek Mansion
Bethesda, MD
- 11 Book Club North

(Continued on page 5)



Alisa Levy
Embrace Your Space
NAPO-WDC Vice President
Quantum Leap® Liaison
alisa@embraceyourspace.net

NAPO-WDC members returned to Homestretch to give Paper Management classes for their clients. Under the auspices of Quantum Leap®, the community service program of NAPO, these classes were given to 43 adults in the Homestretch program. This program empowers homeless families to attain housing and self-sufficiency by giving them the skills, knowledge and hope that they need to become productive participants in their communities.

Each participant received hanging and manilla file folders that were donated by Pendaflex as well as a portable file box. Our trainers taught the classes how to set up files by category as well as basic paper management principles. Many thanks to our Quantum Leap® team for a job well done!



Nicole Oostyk (Child Services Coordinator), Janet Schiesl of *Basic Organization*, Ronni Perry of *Yellowbird Productivity Consulting*, Cris Sgrott-Wheelleton of *Organizing Maniacs*, Helena Alkhas of *A Personal Organizer, LLC*, Terri Fischer of *Consider It Done*, Helen Montfort of *Making Space for Life, LLC*, Judy Tiger of *Just That Simple*, Alisa Levy of *Embrace Your Space* and Maryna Pim (Employment Counselor).

CPO Study Group

Prep for June exam

(Continued from page 4)

Are you considering sitting for the Certified Professional Organizer exam in June 2011? If so, you may be interested in joining the NAPO-WDC Chapter CPO Study Group.

To participate you must agree to read one or more of the Board of Certified Professional Organizer's (BCPO's) suggested reference books, take notes on the book and present the highlights of the books to the others in the CPO Study Group.

Please contact the group leader, Cris Sgrott-Wheedleton, to receive your book assignment(s). She can be reached at Cris@OrganizingManiacs.com or 703-969-8407. The group meets:

1st Wednesday of every month through June 2011
 7:00 pm—8:30 pm
 Panera Bread off the Green Way
 43670 Greenway Corporate Drive
 Ashburn, VA 20147

Questions about sitting for the CPO examination, can be directed to Heather Coccozza, PMP, CPO® hcoccozza@coccozzaorgdesign.com or 703-276-1243 ext. 2.

Become a Certified Professional Organizer® (CPO®)

Check out the official [CPO® website](#) to find eligibility requirements, answers to commonly asked questions and other details to help you decide if you are ready to sit for future CPO® examinations.

Benefits of Certification

- Recognition of achievement within the industry.
- Competitive market advantage.
- Professional development and increased knowledge gained through preparation for the BCPO examination.
- Listing on the BCPO web site.
- Authority to use the CPO® designation on letterhead, business cards and all marketing materials.

Membership News: Prorated Dues Now in Effect

NAPO-WDC launched a prorated dues structure last year. Prorated dues began on February 1. The prorated dues option only applies to new members joining at this time. All new members will be subject to the full renewal rate as of October 1. Please visit the chapter website at for more details.

February

7 Chapter Meeting:
Capturing Your Share of the Booming Senior Marketplace
Kena Shriners
Fairfax, VA

16 Book Club South

March

7 Chapter Meeting:
Basic Feng Shui to Enhance Your Professional Organizing Practice
Rock Creek Mansion
Bethesda, MD

22 Book Club North

April

4 Chapter Meeting:
Referral Fees Panel Discussion
Kena Shriners
Fairfax, VA

6-9 NAPO National Conference
San Diego

20 Book Club South

May

2 Chapter Meeting:
Favorite Organizing Products
Rock Creek Mansion
Bethesda, MD

17 Book Club North

June

6 Chapter Meeting:
Membership Appreciation and Awards Dinner

July

19 Book Club North

No chapter meetings in July or August.

**NAPO-WDC
Corporate Partners**

Premium Partners

123Junk.com
www.123junk.com

Standard Partners

Closet Factory Washington
DC www.closetfactory.com

College Hunks Hauling Junk
www.1800junkusa.com

Eco-Nize Closets
www.eco-nize.com

Junk in the Trunk
www.JITT.com

The Photo Editor
[Beth Whiteley](#)

ReSale Solutions
www.resale-solutions.biz

Shelf Genie
www.shelfgenie.com

Board Meetings

Board meetings are scheduled immediately preceding each chapter meeting. Board meetings are open to all chapter members. To ensure enough space at the location of an upcoming board meeting, non-board members who wish to attend should contact Chapter President Janet Schiesl one week prior to the meeting.

Website Report



Nealey Levi
On Track
NAPO-WDC Director of Communication & Technology
liveontrack@gmail.com

TECH TIP: *Have a great summer!*

Can you believe it?! It's summer!!!! I know we won't see you since we don't have chapter meetings in July and August, but that doesn't mean we can't stay connected. Here are a few things you can do stay involved. Enjoy the warm weather and see you in the fall!

- Sign in to the Members Only section of our website and update your profile. We added new sections where you can showcase things like your volunteer work.
- Volunteer for a committee. The chapter is operated by volunteers and every little bit helps!
- Sign up for MARCPO 2011!!!!!!
- Help us grow by recruiting new members and/or corporate partners. Send them to our new fabulous website for details on joining.
- Renew your chapter membership between August 1st and September 30th.

Check Out the NAPO-WDC Book Club!

Take part in this great opportunity to get to know other members and to share your knowledge. The **NAPO-WDC Book Club** meets every other month and choose their own books.

All chapter members are welcome to attend. The club reads organizing books or books related to business. We discuss the aspects of each book and how the book relates to our work as organizers and small business owners.

Please check the chapter newsletter for future dates for the Book Club. RSVP to Lynn Meltzer at arnielynn@verizon.net or 301-530-3551 for directions

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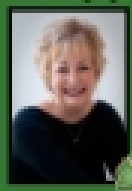
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Fairfax, VA

Barb Schwarz
The creator of Home Staging®



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To save enter promo code NAPO

NAPO-WDC Chapter Membership Dues

Regular chapter membership requires membership in NAPO National (*see below*).

Regular chapter member (local) \$165
Regular chapter member (non-local) \$120
New member one-time processing fee \$25

Corporate Partner Standard: \$275
Corporate Partner Premium : \$450
CP one-time processing fee \$50

Membership year is from October 1 through September 30.

For NAPO-WDC Chapter membership information and application visit www.napowdc.com.

Corporate Partner info, contact Terri Fischer at corpartners@dcorganizers.org.

NAPO National Annual Member Dues

Industry Member—Provisional \$200
Industry Member — Level 1 (w/o employees) \$230
Industry Member — Level 2 (w/employees) \$280
Corporate Associate \$615
One-time processing fee \$ 25

Send NAPO National dues to:
NAPO
15000 Commerce Parkway
Suite C
Mount Laurel, NJ 08054
Tel: 856-380-6828
Fax: 856-439-0525

Visit the website to download a membership application.