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Inside AICPA, August 20, 1990

American Institute of Certified Public Accountants (AICPA)

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August 20, 1990

**AICPA Staff
Member
Passes
CPA Exam**

Donna Borowicz, who was promoted to Director-CPE Accounting on February 16, 1990, passed the May CPA Exam.

Donna joined the Institute on November 2, 1981 as an Accountant in our General Accounting Department. In 1982 she was promoted to Manager and then two years later she was promoted to Assistant Controller. Congratulations on a job well done!

New Hires

Judith Baertsch - Sales Coordinator - Information Retrieval. Formerly, Judith worked as an Assistant Vice President-Marketing Services for Capital Markets Analytics.

Raymond Lombardo - Sr. Programmer Analyst - Programming & Systems. Raymond joins the AICPA from Garan Incorporated where he worked as a Senior Analyst Programmer.

Bruno Matricciano - Facsimile Operator - Text Processing. Bruno joins the Institute from Dante's Caterers where he worked as a Foreman.

Richard Ortolaza - File Clerk - Quality Review. Previously, Richard worked as a Cashier for Key Food Supermarket.

Russell Roif - Word Processing Operator - Text Processing. Previously, Russell was employed by Hart, Baxley, Daniels & Holton where he worked as a Word Processing Operator.

Stephen Sireci - Psychometrician - Examinations. Before joining the Institute, Stephen worked as a Research Supervisor, Office of Planning, Evaluation, and Testing, Newark Board of Education.

Jose Suarez - Library Assistant - Library Services. Jose was previously employed for the New York Public Library where he worked as an Office Aide.

Rafael Vargas - Shipping Clerk - Shipping & Receiving. Prior to joining the AICPA, Rafael worked as a Shipping Clerk for Hayim & Co. Distributor.

**Staff
Promotion**

Florence Napolitano in Customer Service was promoted from Customer Service Rep to Sr. Customer Service Rep.

**Staff
Anniversaries**

Congratulations to the following staff members who last week celebrated various anniversaries with the Institute.

		<u>Anniversary</u>
Janis Grossman	Customer Service	10th
Helen Kuch	Membership Admin.	7th
Miguel McKenzie	Mail Services	5th

**A Few Words
On Lateness
And
Absenteeism**

Lateness and absenteeism are two of industry's biggest problems. Anyone who knew a sure cure for them could sell the secret and retire in luxury.

It's hard enough to schedule work efficiently even when everyone shows up. And when people are unexpectedly late or absent, adjustments have to be made at the last minute. These makeshift changes are usually costly and inefficient.

There is, of course, no final solution. Like death and taxes, lateness and absenteeism will always be with us. Nevertheless, there are things a supervisor can do to minimize the problem.

One is to be sure--through personal contact and explanation--that everyone appreciates the problems that lateness and absence create. Some people believe it's nobody's business but their own. They must be helped to see that their actions affect the entire group, and that they are part of a team. When they're late or absent, they're letting the others down.

It's important too for the person who supervises others to practice promptness and regularity as well as preach them. Regular hours set a good example for everyone. Employees feel better about complying when they know that what's sauce for the goose is sauce for the gander, too.

Also, take more time to appreciate the work people do when they are not absent. Show them how much you count on them. People who feel needed and wanted--who know that their presence on the job is important--are less apt to be late or absent.

If excessive lateness or absenteeism continues, probe for deeper reasons. Is the job too boring? Has it lost its challenge? If so, what can you do to remedy the situation?

You will never solve these problems completely. You can, however, develop a constructive approach that holds them to a minimum.