

University of Mississippi

eGrove

Newsletters

American Institute of Certified Public
Accountants (AICPA) Historical Collection

2-25-1991

Inside AICPA, February 25, 1991

American Institute of Certified Public Accountants (AICPA)

Follow this and additional works at: https://egrove.olemiss.edu/aicpa_news



Part of the [Accounting Commons](#)

February 25, 1991

**Heartbreaking
Loss On
Valentine's
Day**

The AICPA lost another tough game on February 14th, as it fell to Seagram's, 69-67. Down 38-32 at halftime, the Institute finally pulled even at 55, with 6 minutes left in the game. Seagram spurted and went ahead by 6. The AICPA staged yet another comeback, tying the score at 67, with 45 seconds left. Then the Institute knocked the ball out of bounds, the AICPA tried to call a timeout. However, the referee would not allow the call, and Seagram immediately scored on a lay up. The Institute had one more chance to win, but it was ruled that Tony Pacheco's 35-foot basket came after the clock ran out.

The AICPA was led by Ronnie Dunn (Shipping & Receiving) with 19 points, and Nick Fiore (The Tax Adviser), with 18. Tony Pacheco (Printing Services) also scored 16, and Tony Betances (Office Facilities) added 12.

Institute fans will have one final chance to cheer on their team this year, as the AICPA will close out its season this evening, Monday, February 25, at 6:55 p.m. against Blair Communications. The game will be played at P.S. 111 (53rd Street between Ninth and Tenth Avenues).

**Staff
Anniversaries**

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

Anniversary

Torny Berntsen	General Counsel & Trial Board	29th
Dorothy Smith	Receivables	20th
Shirley Price	Technical Information	5th

**In
Memoriam**

It is with regret that we inform you of the passing of Frank DiPascali, a retiree, on February 14, 1991. Frank joined our staff as a Manager in the General Accounting Department on August 7, 1972. He retired on August 31, 1984 as Director of Financial Management.

HELPFUL TELEPHONE HINTS

The majority of AICPA's business is conducted through the telephone. For many of us, it is usually the initial and sometimes the only contact we have with our membership and staff members. It is critical that we all conduct ourselves in a pleasant, business-like and helpful manner. Without good telephone manners and habits, even the best personal or business relationship can be ruined.

Some helpful telephone tips follow:

Answer Calls Promptly - Answering on the first ring makes you seem alert and builds a reputation for quick service.

Identify Yourself - Don't leave any room for confusion.

Transfer Only When Necessary - Be reasonably sure you are transferring the caller to the right person. Give the caller the name and phone number of the individual getting the call in case you get disconnected. If you are not sure who should handle the call, get the caller's name, telephone number and as much information about the caller's request. Have the appropriate individual return the call ASAP.

Be Prepared - A pad of paper or telephone message forms, a pen or pencil and the most recent copy of the telephone directory should be next to every phone.

Take Accurate Messages - Always write a clear, understandable message. Include the date, time, name of caller, the caller's number (including Area Code), a message (if any) and your name.

Never Leave a Line Open - If can sometimes have disastrous results. Place the call on "Hold", if possible, or lay the handset down gently on a pad of paper or other sound-absorbing surface.

When You Go, Leave Word - Never leave your phone without informing the person who's to answer it, about where you are going and when you expect to return.

Get Your Messages - Always look for messages immediately after you return to your phone. Return all calls promptly.

Keep A Personal Call List - Having frequently called numbers readily available saves valuable time.

Make Your Own Calls - It's the most efficient and friendliest way of calling.

Limit Personal Calls - Frequent and lengthy personal calls delay or prevent us from conducting normal business. Remember, it is AICPA policy to limit the length and frequency of necessary incoming calls and permissible to make one daily personal phone call, of not more than five minutes, to your home.

Be Yourself - Cultivate a natural, courteous telephone manner in dealing with co-workers, friends and business contacts. Put a smile in your voice and let them know you're someone special!