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3-16-1992

## Inside AICPA, March 16, 1992

American Institute of Certified Public Accountants (AICPA)

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March 16, 1992

**Staff  
Anniversaries**

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

**Anniversaries**

Rick Rikert	Technical Information	22nd
Jo DeLosReyes	Executive	21st
Pam Mongello	CPE Operations Administration	15th
Louise Birk	Text Processing	11th
Betty Watson	Professional Ethics	10th
Tom Haller	CPE Administration	8th
Agnes Ramdas	State Society Relations	7th
David Silverman	Printing Services	6th
Irene Rhubright	Text Processing	6th
Tracey Argenzio	Office Administration	6th
JP Mascetti	Programming & Systems	6th
Jeann Smolka	Advertising	6th
Mark Scotto	CPE Production	6th
Eddie Lanigan	General Accounting	5th
John Young	Planning & Research	5th

**Please Welcome**

Ruth Kaplan - Assistant Librarian - Library Services. Before joining the Institute Ruth worked as a Library Research Consultant for various firms.

Judy Morales - Administrative Assistant - Executive. Judy joins us from Tribeca Group, Ltd. where she worked as an Administrative Assistant to the Managing Director of Real Estate.

Nancy Orloff - Administrative Assistant - Government Relations. Nancy joins our Washington Staff from Capitol Associates, Inc. where she worked as an Administrative Assistant.

Robin Quinn rejoins the Institute and is now working as a Customer Service Representative for our Customer Service Department.

## Women's Basketball

The AICPA women's basketball team won its final regular-season game last Tuesday night, defeating third-place Sony 50-41. High scorers were Pam Green and Mikki Worrell (both of Quality Review) with 26 points and 7 points respectively. The team has this week off before the semi-finals to be played on Wednesday, March 25, 9 p.m. at Asher Levy High School, 11th Street and 1st Avenue. Come cheer on the team in its bid for the championship!

## What's in a Name?

Did you know that there are more than 40 last names shared by Institute employees? This number doesn't include last names spelled or pronounced similarly, or employees with the same or similar first and last names.

As you can imagine, such similarities can cause a great deal of confusion. For example, Elaine Goldstein (List Sales Coordinator -- Promotions) and Ellen Goldstein (Editor - *CPA Letter* -- Public Relations) often get phone and mail inquiries for each other. These misdirected inquiries not only cause inefficiency, but present an inconvenience to members and other outside callers. While we cannot expect each caller to the Institute to always know or remember the full name of the employee who can help them, we can take measures to ensure that calls and inquiries go to the right place:

Write out the full name and department of staff members (using middle initials where appropriate) when addressing correspondence, so that there will be no doubt as to its correct destination. Likewise, staff members should also include that information in correspondence.

Make sure those most likely to answer your phone or direct calls and mail to you are fully aware of your specific duties and responsibilities.

When handling misdirected calls, tell the caller the full name, title and department of the person you are transferring them to and explain the reason for the misdirection.

Following these procedures will help to eliminate unnecessary duplication of effort and aid callers in reaching the appropriate staff member the first time.