

HDI Capital Area Local Chapter Meeting Minutes

April 15, 2009

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Topic & Speaker

How to Handle an Irate Caller and Controlling a Call before it Controls You
Heather Donnelly

Lunch and Networking 12:00 to 12:30

Meeting Called to Order

Sandy Seroskie called the meeting to order @ 12:35

Announcements

- Thank you to Ajit Silva and the International Monetary Fund for hosting
- HDI Conference 2009 Recap and Global Analyst of the Year recognition for Minaz Jiwa
- Recognition of NJ Robinson's excellent representation of the Region and Capital Area.
- Ruben Canales (Global Analyst of the Year, Northeast Regional Analyst of the Year, Capital Area Analyst of the Year last year)
- Robert Stanley (Capital Area Analyst of the Year)
- Officer Introductions

Presentation

Heather Donnelly

How to Handle an Irate Caller and Controlling a Call before it Controls You

The presentation may be downloaded at:

<http://www.hdicapitalarea.com/resources.html>

Closing & Survey Drawing

Drawing Winners

Evan Payne - \$15.00 Starbucks Gift Card

Cheryl Durant - \$15.00 Starbucks Gift Card

Cheryl Mascarenhas - \$25.00 Ruby Tuesday Gift Card

Meeting Adjourned

Sandra Seroskie adjourned the meeting @ 2:00 pm