

ABOUT THE PRESENTERS

Mary M. Lally, Registrar
Suffolk University

Mary is a NEACRAO member who began working as a secretary many years ago at Boston State College. While attending Suffolk University as a part-time evening student, she began working at Suffolk as Assistant Registrar. She was promoted to Registrar in 1998. She received a BS and an MS from Suffolk University. She lives in Hull, MA, and commutes by ferry boat to downtown Boston everyday. She believes that because she commutes to Boston everyday by water, it was only natural that she developed an interest in exploring the FISH! Philosophy to improve student service at the Registrar's Office.

Aeri J. Meyers, Associate Registrar
Suffolk University

Aeri began her career in higher education at Suffolk University as the administrative secretary to the Dean of the Law School, and then moved to Student Services as the administrative associate to the Dean of Students, then on to the Associate Registrar position. She holds a BSBA in Computer Information Systems and an M.Ed. in Higher Education Administration. Because of her work with Mary Lally and their interest in the FISH! Philosophy, she is referred to as the "little tuna" in the Registrar's Office at Suffolk.



New England
Association of Collegiate
Registrars and
Admissions Officers

Sponsored by
Professional Development
and Ethics
Workshop and Seminars
Committee

Members:

Kathy A. Posey
Assistant Registrar
Berklee College of Music

Susan McIntyre
Associate Registrar
Springfield College

Irene Rios
Registrar
Springfield College

**Summer
Workshop**

FISH!
PHILOSOPHY

Wednesday, August 3, 2005
Boston College

The FISH! Philosophy is a training program based on the experience of the fishmongers in Seattle's Pike Place Market that encourages the development of good customer service skills by enhancing employee satisfaction. The FISH! program teaches ways to make work fun.

Designed for Registration, Enrollment, Admissions staff and other members of your organization who may be interested.

FISH! PHILOSOPHY

FISH!, a training program based on the experience of the fishmongers in Seattle's Pike Place Market, encourages the development of good customer service skills by enhancing employee satisfaction.

The FISH! program teaches ways to make work fun. The FISH! philosophy is based on studies that indicate that there is a strong link between customer satisfaction and employee satisfaction.

According to the FISH! Philosophy Web Site, "Seattle's World Famous Pike Place Fish is an otherwise ordinary fish market that's extraordinarily successful. The work is hard and the hours are long—yet the employees make a personal choice to bring amazing passion, playfulness, commitment and a positive attitude to work every day."

In this full day program, participants will uncover new approaches to being more fully engaged in their work and life that are enlightening, empowering, energetic and just fun!

The four principles of the FISH! Philosophy are: "Play", "Make Their Day", "Be There" and "Choose Your Attitudes". Find out how you can apply these principles to your professional and personal life. Take home fresh perspectives, tools and skills that may change how you look at work and life!

WHEN

Wednesday, August 3, 2005
10:00 am – 3:00 pm

WHERE

Boston College
Yawkey Center
Murray Room
Free Parking in Boston College
parking garage
Directions at:

<http://www.bc.edu/about/maps/s-approach/>

COST

\$50.00 per person
(Includes workshop, continental
breakfast, lunch and materials)

REPLY

BY JULY 25, 2005

For more information contact:

Irene Rios, Registrar
Springfield College
263 Alden Street
Springfield, MA 01109
Telephone:
413-748-3151
Fax::
413-748-3451
Email:
irios@spfldcol.edu

REGISTRATION FORM

Name

Title

College/University

Street Address

City State Zip

Telephone (Include Area Code)

e-mail

Full payment must accompany this form.
Registration fee of \$50.00 includes workshop,
continental breakfast, lunch and materials.

REGISTRATION DEADLINE: July 25, 2005

MAKE CHECK PAYABLE TO:
NEACRAO (New England Association of
Collegiate Registrars and Admissions Officers)
Federal ID #22-3008186

Detach, complete and send this completed registration form with payment to:

Irene Rios, Registrar
Springfield College
263 Alden Street
Springfield, MA 01109