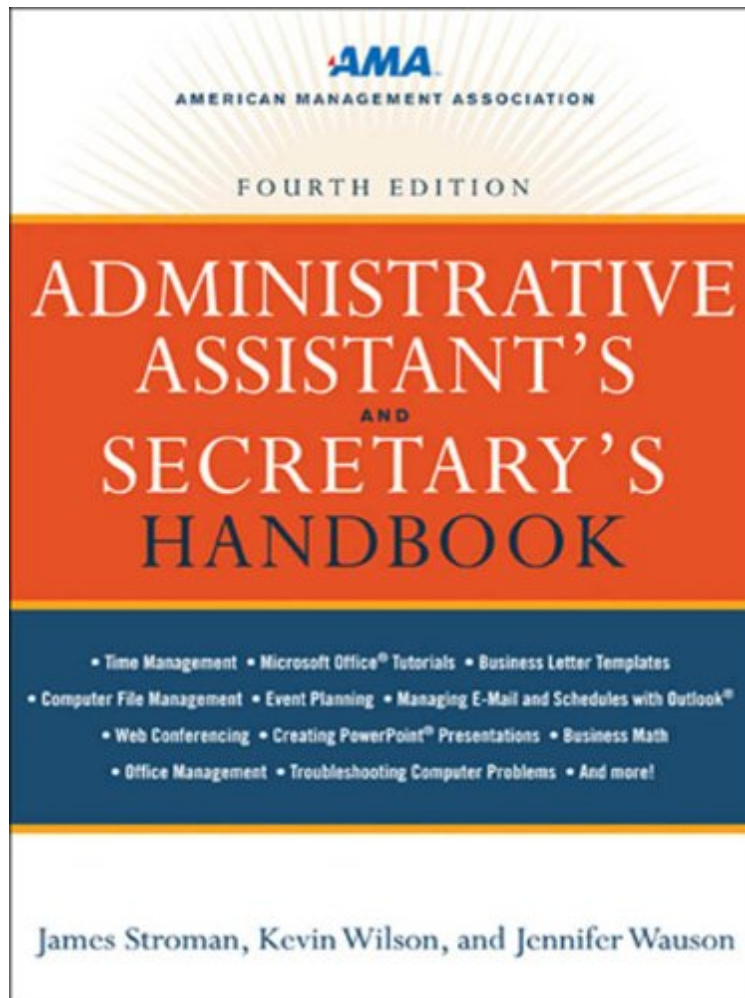


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Administrative Assistant's and Secretary's Handbook

James STROMAN, Kevin WILSON, Jennifer WAUSON
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An administrative professional's job requires a diverse range of abilities. From managing schedules, coordinating meetings, and fielding calls to planning events, deciphering legal documents, and creating PowerPoint presentations, today's administrative assistants are expected to effortlessly and efficiently juggle it all. Professionals looking to improve their performance—and enhance their value to employers—should turn to the fourth edition of *Administrative Assistant's and Secretary's Handbook*. With 250 pages of new or completely revised material, the handbook provides thorough, practical instruction on: Web conferencing; Creating graphics, charts, and presentations; Microsoft Office 2010; Business math; Managing e-mail and schedules with Outlook; Organizing computer files; Research skills; Time management; Customer service skills; Troubleshooting computer problems; Event planning; and much more. Administrative jobs are constantly changing, but with the latest edition of this best-selling guide, professionals everywhere can stay ahead of the curve.

From the Inside Flap Does a busy administrative professional like you really have time to read a 500-page book? Not likely. But will there be times—countless times—when a no-frills, practical, complete, and timely response to an urgent business matter will save the day? You bet your job there will. The bottom line is, you've got to have one resource you can go to every day to help you slam-dunk every single one of your dozens of job responsibilities, from managing the phones and coordinating meetings to preparing presentations and writing sensitive (and bulletproof) business communications. Now in its fourth edition, the definitive *Administrative Assistant's and Secretary's Handbook* remains the go-to source for invaluable help in doing your job efficiently and well every day. And with more than 250 pages of brand-new or fully revised material, it's as up to date as it is indispensable. The book's impressive range of new topics includes: How-to tutorials for Microsoft Office products: Word, Excel, PowerPoint, Publisher, and OneNote, with a special section on creating business documents; Powerful strategies for maximizing Microsoft Outlook for e-mail and schedule management; Working with Windows 7 and Macintosh OS X; Understanding and using common business math; Managing virtual meetings and training sessions with Microsoft Live Web applications; Working across organizational structures; Understanding workplace law and business ethics issues; And much more Every day, you'll find yourself consulting the language usage reference section, implementing tips on file and data organization, or executing complex travel arrangements with newfound ease. You'll also find priceless advice on managing multiple bosses, and even prickly personalities and downright difficult people. You'll have everything you need to become more adept and comfortable with customer service, banking issues, troubleshooting office technology; the list goes on and on. (And if you take *Administrative Assistant's and Secretary's Handbook* home with you after work, you can take advantage of the super career advice: creating the perfect resume, networking, and acing the interview that will lead to your next great move!) In your position, you need to be everything to everyone, all the time. With the brand-new edition of *Administrative Assistant's and Secretary's Handbook*, you'll have the techniques and tools to make yourself more valuable, promotable, and marketable than ever before. JAMES STROMAN has served as a private professional secretary, administrative assistant, and executive assistant to a wide range of individuals including an army general, a governor, a university president, and the owner of an NFL football team (the Dallas Cowboys). KEVIN WILSON is a writer, instructional designer, training consultant, and Vice President of Videologies, Inc., a company that specializes in training administrative professionals at Fortune 500 companies. He is the co-author of *The AMA Handbook of Business Writing* and *The AMA Handbook of Business Documents*. JENNIFER WAUSON is a training consultant, video producer and director, project manager, and President of Videologies, Inc. She has managed multi-million-dollar projects and feature films, produced a national television series, and produced award-winning, multimedia training programs for companies like IBM, Sony, Chevron, and Verizon. She is the co-author of *The AMA Handbook of Business Writing* and *The AMA Handbook of Business Documents*. From the Back Cover "[A] treasure trove of practical tips, accessible instructions, and invaluable tools for administrative professional; it doesn't get much better than this book." Praise for a previous edition of the handbook, BookViews.com As an office professional, you only have to do one thing: everything. And there never seems to be enough time to do it all, much less learn how. But if you really want to ramp up your job performance—and your value to your employer—you need the new fourth edition of the *Administrative Assistant's and Secretary's Handbook*—an almost endless supply of savvy advice, great tips, proven tools, and powerful strategies for dealing with both everyday job responsibilities and the almost-everyday crisis. Here is the definitive source of information on: time management; creating great PowerPoint presentations; managing e-mail and your schedule with Microsoft Outlook; creating first-class business documents with Microsoft Word; creating attention-grabbing newsletters using Microsoft Publisher; making clear and accurate spreadsheets with Microsoft Excel; time-saving keyboard shortcuts; computer and paper filing systems; mail and shipping issues; travel arrangements; meeting planning and management; e-mail etiquette; language usage, grammar, spelling, and punctuation; foreign countries, languages, and currencies; zip codes and area codes; weights and measures; legal terminology and workplace laws; data security; planning and coordinating

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