

Administrative assistant's and secretary's handbook

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Abstrak

Between coordinating meetings, making travel arrangements, and running the phone lines, being a professional administrative assistant requires an astonishing and varied range of skills involving interpersonal communication, written presentations, and organizational ability. Written in a down-to-earth style, "Administrative Assistant's and Secretary's Handbook" provides readers with information on subjects including record keeping, telephone usage, office machines, mail, business letters, and computer software skills. Now in its third edition, the book has been completely revised with expanded coverage of topics including electronic records management, interpersonal and communication skills, troubleshooting computer problems, time and stress management, customer service, event planning, web conferencing, math for office professionals, office management and supervision, transcription, and much more. Comprehensive and completely up-to-date, this is the book every administrative professional should own.