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Nota di contenuto	Preliminaries; Contents; 1. Overview for the New Administrative Assistant; 2. Daily Routine; 3. Telephone Usage; 4. Mail Services and Shipping; 5. Travel Arrangements; 6. Meetings; 7. Keeping Accurate Records; 8. Office Machines; 9. Telecommunications Equipment; 10. Computer Hardware; 11. Computer Software; 12. Database Management; 13. Computer Networking; 14. E-Mail; 15. Using the Internet; 16. Spreadsheet Software; 17. Data Security; 18. Keyboarding Skills; 19. Word Processing; 20. Desktop Publishing; 21. Multimedia and Presentation Software; 22. Office Ergonomics 23. Glossary of Computer Terms24. The Business Letter; 25. Other Written Communications; 26. Forms of Address; 27. Legal Documents and Terms; 28. Grammar; 29. Language Usage and Style; 30. Common English Usage Problems; 31. Spelling; 32. Pronunciation; 33. Punctuation; 34. Numerals; 35. Bookkeeping and Accounting; 36. Business Taxes; 37. Banking; 38. Special Business and Financial Information for the Small Business Administrative Assistant; 39. Weights and Measures; 40. Your Future; Index
Sommario/riassunto	The most thorough career guide for administrative professionals now addresses the latest issues in a new second edition.

