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Autore	Stroman James
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Nota di contenuto	Cover; Contents; Preface; SECTION ONE: GENERAL PROCEDURES; 1 Overview for the New Administrative Assistant; Why Are You Needed?; What Do Employers Want?; Interview Tips; Your Apprenticeship; 2 Daily Routine; Your Office; Your Workstation; Office Supplies; Reference Works; Work Planning; Dictation and Transcription; Your Employer's Office; The Intangibles; 3 Telephone Usage; Telephone Manners; Taking and Transferring Calls; Taking Messages; Screening Calls; Protecting Your Employer; Courtesy; Telephone Etiquette Tips; Often-Used Numbers; Domestic Information; International Long-Distance Calls Voice-Mail Etiquette Answering Services; 4 Mail Services and Shipping; The Office Mail; Addressing for Success; How to Make Sure Your Mail Gets Through; Postal Automation: Encoding for Business Mailers; Postage Meters; Printing Postage Online; Packaging; U.S. Postal Service Mail Services; Forwarding First-Class and Other Mail; Other Special Mail Services; Information on the Internet; Alternatives to the U.S. Postal Service; Other Shipping Services; 5 Travel Arrangements; Today's Business Traveler; Getting the Trip Under Way; Booking Travel Online; Hotel Reservations Transportation Reservations The Itinerary; Before-the-Trip Checklist;

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Sommario/riassunto

Administrative assistants are expected to be everything to everyone, all the time. From managing the phones, coordinating meetings, and preparing presentations, to planning events, crafting clear business communications, and deciphering legal documents, they have to juggle it all. Extensively updated, the fifth edition of the Administrative Assistant's and Secretary's Handbook gives readers the information they need to improve their performance and enhance their value to employers.
