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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; International Travel; Time Zones; International Currencies; 6 Meetings; Anatomy of a Meeting; Types of Corporate Meetings; Scheduling

Meetings; Meeting Agendas; Meeting Minutes; Conferences; 7 Time Management; Overview of Time Management; Controlling Procrastination; Maintaining an Activity List; Creating Action Plans; Keeping a To-Do List; Scheduling; 8 Keeping Accurate Records; A Critical Duty; Getting Ready; Basic Filing Systems; File Cabinets; Organizing Your Computer Files; Backing Up Your Files; Viewing Files Using Recent Items Using More Than One Computer; SECTION TWO: OFFICE EQUIPMENT AND COMPUTERS; 9 Office Equipment; Telephones; Voice Mail; Special Telephone Services; Fax Machines; Office Computers; Computer Input Devices; Computer Output Devices; Storage Devices; Laptop Computers; Tablet Computers; Maintaining Your Computer; Copy Machines; Binding Systems; Laminators; Overhead Projectors; Paper Shredders; 10 Mobile Computing; iPad and iPhone; Android; 11 Using Microsoft Windows; Operating Systems; How Does Microsoft Windows Work?; The Windows 7 Desktop; Windows 8; 12 Using Apple Macintosh Overview of the Apple Macintosh Navigating with Mac OS X; Opening and Closing Programs; Working with Files; Creating an Alias; Saving Files; Copy, Cut, and Paste; Printing; Mouse and Keyboard Commands; Spotlight Functions; Print to PDF; Keyboard Shortcuts; 13 Email; Email Accounts; Passwords; Email Programs; Managing Email; Sending Attachments; Hyperlinks in Email Messages; Organizing Your Email; Email Address Book; Signature Files; Returned Mail; Instant Messaging; Email Protocol for Administrative Assistants; General Email Guidelines for Business; 14 Using the Internet; The World Wide Web Connecting to the Internet

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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.

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