



# 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.

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