



The Administrative Professional: Technology & Procedures (Advanced Office Systems & Procedures)

Patsy Fulton-Calkins, Dianne Rankin, Kellie A. Shumack

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Administrative Procedures is a capstone course for students majoring in Office Technology. It integrates the software applications skills they have learned previously, business communication skills, critical thinking, and concepts and activities that address the workplace environment, customer service, mail, travel, meetings, and events, records management; Students take this course because they'll be entering the workforce as administrative professionals and need to learn about office procedures, communication styles, financial factors and methods, meeting preparation, and office technology among other topics.

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