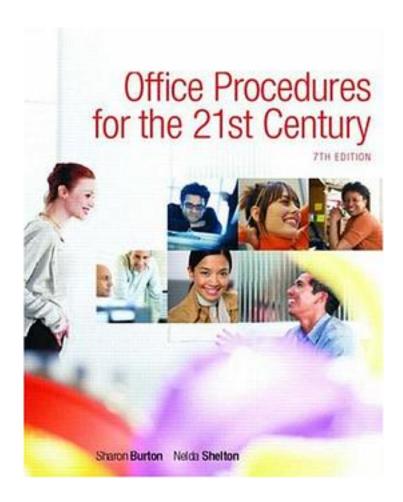
Office Procedures for the 21st Century and Student Workbook Package



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For courses in Office Administration, Procedure, and Management courses. Office Procedures for the 21st Century, Seventh Edition offers a desirable blend of procedural

approach and proven system, it prepares students for employment in today's office environment and addresses the skills, strategies, and techniques needed to excel in any organization. This edition features an increased coverage of communication and human relations and offers more on ethics, technology and productivity. A new chapter on developing effective oral presentations is included and reorganized end of chapter exercises are supported by student working papers and a student data CD-ROM.
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