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# Professional Office Procedures (5th Edition)



## Synopsis

For courses in Professional Office Procedures. Professional Office Procedures prepares students for the realistic situations, tasks and problems they will encounter in a state-of-the-art office environment. Using flexible, stand-alone chapters, this edition has been updated to reflect technology-driven innovations and is ideal for both traditional and distance learning courses. Each chapter features a wide range of activities that focus on Internet research, software application, punctuation review and human relations skill development. This new edition features more on technology, three new chapters (diversity, stress management and business etiquette), an integrated testing feature and inspiring stories of personal success.

## Book Information

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Average Customer Review: 3.3 out of 5 stars See all reviews (9 customer reviews)

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## Customer Reviews

Well, it made for some interesting (to put it mildly) discussions on how to handle work situations (i.e. 2 fellow employees do not like you & you don't know why; what to do & not do in certain work situations). What was the point of the English punctuation lessons at the ends of the chapters? This is "Professional Office Procedures & Ethics," not "Business English" or "English 101!"

It was the book my class required and it did the job really well. It is very easy to understand and I love this book. I still keep it for use all the time.

The material was very informative, and well presented, but did not suit my needs. I have a small office and a lot of the material did not apply to my business.

Keep your money in your pocket. Was not impressed! The book was not helpful at all. I wanted to know the basic steps.

It is a good book. It helps me do my assignments. I would recommend the book to someone else if they need it.

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