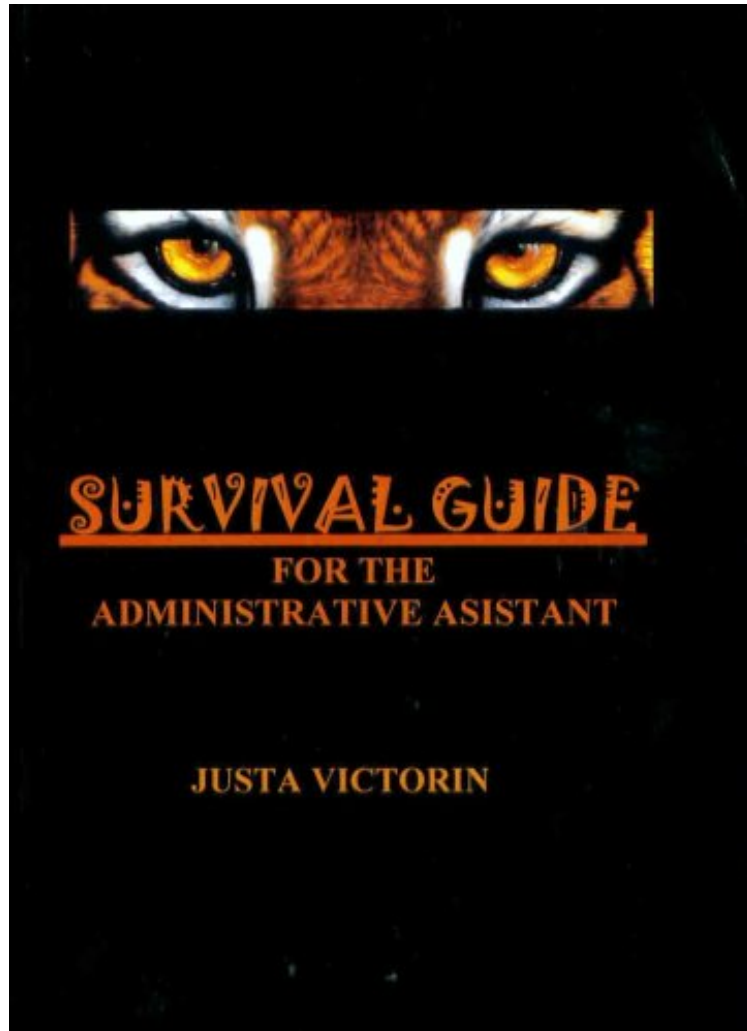


(Free and download) Survival Guide for the Administrative Assistant

## Survival Guide for the Administrative Assistant

*Justa Victorin*

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**Justa Victorin : Survival Guide for the Administrative Assistant** before purchasing it in order to gage whether or not it would be worth my time, and all praised Survival Guide for the Administrative Assistant:

5 of 5 people found the following review helpful. A noble attempt that ultimately falls shortBy BethI am a newly promoted admin assistant who has never had a job where I have my own desk, phone, computer, etc. I have worked with my present employer for almost four years now, so I already knew what I was in for in terms of culture, etc. I was hoping this book would give me an overview of the other details I was not so familiar with - MS Office skills, phone etiquette, meetings, etc.First of all, the section in this book about MS Office programs (Word and Outlook) is for the older versions of these programs. I have very limited experience with these programs and the chapter was informative. However, at my workstation I am using MS Office 2007, which this book does not cover. There is also no section on

Excel (though there is a section on tables in the part about Word). For someone who has limited experience and who is using the older version of these programs (and who has no need of Excel!) this book would be useful. However, while interesting it doesn't really fit my needs. The section on phone etiquette and customer service was very good. There is a great list of things to say and not say when talking on the phone with a caller. The email etiquette section was very short, and the dress code section was only two paragraphs. The chapter on customer service assumed that almost all customer interaction would be taking place over the phone. There was very little advice about how to deal with a customer face to face. The section on meetings is extensive and is designed for large and complicated meetings that may take place off-site. It was extremely informative; unfortunately it's not something that pertains to my position. There is also a large section that deals with the hiring and training of new employees. Again, great if that's something you need, but a lot of it was also common sense (make sure you give them the code for the copier, etc). The book is also somewhat oddly put together. There are many pages where a quote is left hanging at the top of an empty page, only to have the next page full of lines for notes. There seem to have been some formatting issues, and I spotted one or two grammatical errors as well. There was also a section in the back with real estate forms, which I thought odd as there was no chapter in the book dealing with real estate as it relates to being an administrative assistant. Ultimately, this is a good book if you need a very basic introduction to older versions of MS Word and Outlook, if you have no need of Excel, if you need basic phone and email etiquette, if you need ideas about how to plan large meetings off-site, and if you are involved with hiring and training of new employees. There were a few things I found that I thought were helpful, but largely this book was not very useful to me.

The book: *Survival Guide for the Administrative Assistant* offers an opportunity for the Administrative Assistants to start the year on a great note. It is a complete guide to get organized using established systems, to plan meetings and events. It also offers guidance on customer service, office ethics, job search, resume and interview, new employee hiring and orientation, and a protocol for leaving your job. The back of the book includes a Forms section that contains multiple forms that will make the Administrative Assistant's life easier. This book is a great manual for any business. A complete guide for office organization, administration, meeting/event planning and organizing, customer service, office ethics, job search, resume and interview, new employee orientation, protocol for leaving your job and in the forms section, multiple forms that will make the Administrative Assistant life easier. In this guide for success for the administrative assistant, the author shows you how you can: Be the best in the field; Get organized using established systems that will not fail you; Take the steps to be prepared for anything including natural disasters; Access the complete guide to organizing meetings and events; Complete assignments before and after the meeting/event; Advance your knowledge in Word and Outlook; Look for work and transition into a new job following the proper protocols; and become popular at work by being on your best behavior.

About the Author Justa Victorin is an experienced professional who has worked as an Administrative Assistant both in temporary assignments and full-time positions. She also held several positions in sales and management. She has a degree in Business Administration and is fluent in English, French and Spanish.