



**COMPUTER TRAINING, SALES AND SERVICE CENTRE**

**UNIT # 13 PLAZA VENEZIA, NORTH SOUND ROAD**

**TELEPHONE: 943-3765 OR 928-3765**

**COURSES OFFERED**

# Introduction to Microcomputers and Windows XP

**\$250.00**

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**Who should attend?**

This course is intended for users new to Microcomputers and Windows XP.

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**Prerequisites**

None.

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**Course Objectives**

Upon completion of the course, participants will be able to accomplish the following:

- Recognize the basic components of a personal computer.
- Recognize basic system and application software.
- Recognize the interface features of the Windows XP environment and learning their basic operations.
- Use the tools necessary to manage disk operations in Windows XP, including the new search features, and folder views.
- Use networking features available in Windows XP.
- Manage print queues, including how to cancel and resume print jobs.
- Customize your Desktop environment.

**Course Content****Hardware**

What is a PC? ; System Unit ; Memory and Storage ; I/O Devices ; Networks ; Portable Computers ;

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**Software**

System Software ; Word Processing ; Spreadsheet ; Database ; Graphics ; Publishing ; Presentation ; E-Mail ; Web Browsers ; Anti-Virus Software ;

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**The Basics**

Getting Started ; Start Menu ; The Windows XP Desktop ; Window Components ; Managing Multiple Windows ; Getting Help ;

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**Disk Management**

Concepts ; Viewing Drive Information ; Viewing Options ; Searching for Files ; Selecting Objects ; Folder Management ; File Management ; Removable Storage ; The Recycle Bin ;

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**Connectivity**

Creating a Network Place ; Creating a Share ; Connecting to a Share ; Network Drives ; Integrated Internet Browsing ;

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**Printing**

Overview ; Managing Print Jobs ; Adding a Local Printer ; Network Printing ;

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**Customizing the Desktop**

Shortcuts ; Customizing the Start Menu ; Using the Control Panel ; Customizing the Taskbar ; Using Taskbar Toolbars ;

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# Internet Explorer 6 Level 1

**\$250.00**

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**Who should attend?**

This course is intended for new users of Internet Explorer 6.

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**Prerequisites**

Windows 98, Windows NT 4.0, Windows 2000, Windows XP

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**Course Objectives**

Upon completion of the course, participants will be able to accomplish the following:

- Using the browser to explore the World Wide Web and customizing the appearance of Web documents on the screen.
  - Using the browser to locate Web information and using the Favorites, History, and Links features to return to frequently visited sites.
  - Saving, printing, and downloading information from the World Wide Web.
  - Using Internet Explorer's Web Privacy tool and Offline browsing options.
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**Course Content****Using the Browser Effectively**

Exploring the World Wide Web ; Customizing the Browser ;

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**Searching the World Wide Web**

Developing a Search Strategy ; Returning to Frequently Visited Sites ;

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**Using Web Information**

Saving Web Information ; Downloading Files from the Web ;

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**Improving Web Privacy and Working Offline**

Improved Web Privacy ; Working Offline ;

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# Outlook 2003 Level 1

**\$250.00**

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**Who should attend?**

This course is intended for new users of Outlook 2003.

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**Prerequisites**

Windows 98, Windows NT 4.0, Windows 2000, Windows XP

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**Course Objectives**

Upon completion of the course, participants will be able to accomplish the following:

- Explore the Outlook 2003 environment and create customized notes
- Communicate with electronic mail quickly and easily
- Manage contact information and track communications
- Address, distribute, file, sort, find, and manage messages efficiently
- Record, prioritize, and track tasks
- Schedule and manage appointments efficiently
- Coordinate and schedule meetings with others
- Select print styles and print Outlook items

**Course Content****Understanding the Outlook Environment**

Working in Outlook ; Creating and Customizing Notes ;

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**Communicating with E-Mail Messages**

Creating and Sending Messages ; Replying to, Forwarding, and Deleting Messages ;

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**Working with Contacts**

Managing Contacts ; Tracking Communications in the Journal ;

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**Managing Messages**

Creating Distribution Lists ; Organizing, Sorting, and Finding Messages ; Managing Junk E-Mail ;

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**Managing Tasks**

Creating, Editing, and Deleting Tasks ; Organizing, and Tracking Tasks ;

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**Scheduling and Managing Appointments**

Scheduling Appointments ; Managing Appointments ; Calendar Options ;

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**Scheduling Meetings**

Planning, Requesting, and Scheduling Meetings ; Rescheduling and Cancelling Meetings ;

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**Printing Outlook Items**

Selecting Print Styles and Printing Messages ; Printing Schedules and Contact Lists ;

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## Outlook 2003 Level 2

**\$300.00**

### Who should attend?

This course is intended for participants who are familiar with Outlook 2003.

### Prerequisites

Outlook 2003 Level 1

### Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Customize the Outlook Interface, view Web Pages and Favorites and work with Office 2003 applications
- Organize Outlook folders by assigning categories, creating rules, and applying filters
- Manage junk e-mail, use colour-coding and stationery, control messages, and use message notifications
- Work with shared folders, delegate folder access, and archive Outlook items
- Get familiar with advanced productivity-improving features of the Calendar, Contacts, and Tasks folders, as well as create and use Outlook forms
- Set up Outlook 2003 for mobile use and synchronize mail

### Course Content

#### **Getting the Most out of Outlook 2003**

Customizing the Outlook Interface ; Viewing Web Pages and Favorites ; Integration with Office 2003 Applications ;

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#### **Managing Folders**

Categories ; Rules Wizard ; Filtering a View ;

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#### **Using Advanced Message Features**

Organizing Messages ; Creating and Using Stationery ; Controlling Messages ; Message Notifications ;

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#### **Sharing Folder Access and Archiving Outlook Items**

Working with Shared Folders ; Delegating Folder Access ; Archiving Outdated Items ;

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#### **Personal Productivity**

Calendar ; Contacts ; Tasks ; Forms and Templates ;

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#### **Outlook for Mobile Clients**

Working Offline ;

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# Word 2003 Level 1

**\$250.00**

## Who should attend?

This course is intended for new users of Word 2003.

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## Prerequisites

Windows 98, Windows NT 4.0, Windows 2000, Windows XP

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## Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Understand the concepts of word processing, as well as create, save and open documents for easy document management.
- Insert and delete text to edit a document, then print the document to keep a record of your work.
- Modify text alignment and move, copy, and replace text for emphasis and document control.
- Modify and enhance text appearance by altering font type and size, and changing font attributes.
- Use tab stops, set indents, apply bullets and numbering, and change line spacing to enhance document appearance.
- Use margins, page breaks, and headers and footers to enhance the page layout.
- Simplify proofreading of documents by checking spelling, enhance productivity by using AutoText and AutoCorrect, and simplify document creation by using templates.

## Course Content

### **Getting Started with Word 2003**

Understanding Word Processing Concepts ; Getting Started ; Creating and Saving Documents ; Opening Documents ;

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### **Using Word 2003 Basics**

Editing Documents ; Printing Documents ;

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### **Managing Text**

Aligning Text ; Moving, Copying, and Replacing Text ;

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### **Modifying and Enhancing Text Appearance**

Modifying Text Appearance ; Using Effects ;

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### **Modifying and Enhancing Paragraph Appearance**

Using Tabs ; Changing Tab Settings ; Setting Indents ; Applying Bullets and Numbers ; Changing Paragraph and Line Spacing ;

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### **Controlling Page Layout**

Setting Margins ; Inserting Page Breaks ; Using Headers and Footers ;

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### **Using Writing Tools**

Checking Spelling in a Document ; Using AutoText and AutoCorrect ; Using Document Templates ;

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## Word 2003 Level 2

**\$300.00**

### Who should attend?

This course is intended for participants who are familiar with Word 2003.

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### Prerequisites

Word 2003 Level 1

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### Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Create and modify tables to organize data and enhance appearance
- Use the Mail Merge task pane with different data sources and main documents to create form letters, envelopes, and mailing labels
- Use styles to create consistently formatted documents and to facilitate changing paragraph and character formatting
- Use existing templates to provide consistent document editing and formatting, and create custom templates

### Course Content

#### **Creating and Managing Tables**

Creating Tables ; Modifying and Formatting Tables ;

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#### **Using Mail Merge**

Form Letters ; Data Sources ; Envelopes ; Mailing Labels ;

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#### **Managing Styles**

Styles Overview ; Applying Paragraph Styles ; Modifying Styles ; Creating Styles ; Copying Styles ;

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#### **Working with Templates and Forms**

Using Templates ; Creating Templates ; Creating Forms ; Protecting and Using Online Forms ;

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## Word 2003 Level 3

**\$350.00**

### Who should attend?

This course is intended for participants who are familiar with Word 2003.

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### Prerequisites

Word 2003 Level 2

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### Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Assign themes and insert graphics to add visual appeal to documents and use WordArt and text boxes to enhance document layout
- Add columns, headers, and footers to enhance page layout and use tables to sort, calculate, and chart data
- Use Outline View to organize documents, use sections to control document layout, add references to navigate and display document information, and create tables of contents and indexes
- Insert revisions and comments in a document to track changes, compare and merge documents to review changes, save versions of documents and add comments to document summaries to organize work-in-progress
- Record and edit macros to automate repetitive actions, create custom menus and toolbars to quickly access macros and commands

### Course Content

#### **Enhancing Publications with Graphics**

Assigning Themes ; Inserting Files and Graphics ; Inserting WordArt and Symbols ; Adding Other Artwork ;

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#### **Building Page Layout**

Formatting Text in Columns ; Adding Headers and Footers ; Sorting Text ; Calculating and Charting Data ;

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#### **Document Organization**

Outline View ; Sections ; References ; Tables of Contents ; Indexes ;

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#### **Revising Documents**

Managing Revisions in a Document ; Inserting Comments in a Document ; Protecting a Document ; Comparing Documents ; Saving Document Versions ; Working With File Options ;

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#### **Automating Actions**

Recording and Running Macros ; Editing Macros ; Creating Custom Menus ; Creating Custom Toolbars ;

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# Excel 2003 Level 1

**\$250.00**

## Who should attend?

This course is intended for new users of Excel 2003.

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## Prerequisites

Windows 98, Windows NT 4.0, Windows 2000, Windows XP

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## Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Open and move around in an Excel workbook to learn navigation skills necessary for creating and using Excel spreadsheets
- Organize columns and rows to accommodate information and edit the contents of cells to organize the information on your worksheet
- Calculate values by entering formulas into cells and specify an exact address of a cell by creating an absolute cell reference, create formulas by typing functions or build more complex formulas using the Insert Function dialog box
- Format cells and worksheet elements to make the worksheet consistent and readable
- Change the page setup and preview the workbook to define how the printed worksheet appears

## Course Content

### **Getting Started with Microsoft Excel 2003**

Understanding Spreadsheet Concepts ; Creating New Workbooks ;

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### **Modifying the Worksheet**

Working with Columns and Rows ; Working with Cell Contents ;

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### **Using Formulas and Functions**

Creating and Using Formulas ; Creating and Using Functions ; Using Absolute Cell References ; The Insert Function Command ;

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### **Formatting Worksheets**

Formatting Cells ; Formatting Worksheet Elements ;

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### **Setting Print Options**

Changing the Page Setup ; Previewing the Workbook ;

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# Excel 2003 Level 2

**\$300.00**

**Who should attend?**

This course is intended for participants who are familiar with Excel 2003.

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**Prerequisites**

Excel 2003 Level 1

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**Course Objectives**

Upon completion of the course, participants will be able to accomplish the following:

- Organize, protect, and display data, using various tools
- Create linking formulas and use the IF function
- Set up multiple worksheets, using information from other sources through consolidation, and copy and paste links to combine information into one worksheet
- Create and modify charts to present data effectively, customize charts to enhance their appearance
- Create and apply styles to format worksheets consistently and quickly, use conditional formatting, comments, and text boxes to highlight and explain data

**Course Content**

**Worksheet Organization**

Range Names ; Workbook Templates ; Worksheet Security ; Outlining ;

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**Advanced Formulas**

Using the IF Function ; Linking Formulas ;

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**Using Multiple Workbooks and Worksheets**

Working with Multiple Workbooks ; Setting Up Multiple Worksheets ; Using Multiple Worksheets ; Creating Links with Formulas ; Modifying and Restoring Links ; Consolidating Data ;

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**Working with Charts**

Creating Charts ; Publishing Charts on the Web ; Changing Chart Data ; Modifying Chart Elements ; Creating Custom Charts ;

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**Applying Formatting**

Creating Styles ; Working with Styles ; Using Conditional Formatting ; Annotating Worksheets ;

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# Excel 2003 Level 3

**\$350.00**

**Who should attend?**

This course is intended for participants who are familiar with Excel 2002.

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**Prerequisites**

Excel 2002 Level 2 OR Intermediate

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**Course Objectives**

Upon completion of the course, participants will be able to accomplish the following:

- Adding, editing, searching for, and deleting records in a data list using a form, as well as looking up data.
- Sorting records in a data list using a variety of methods.
- Filtering data in a list using a variety of methods, as well as working with filtered data.
- Creating and working with subtotaled lists, as well as using various database functions to summarize data.
- Creating, modifying, and working with PivotTables and Pivot Charts.
- Starting MS Query, defining a data source and adding a table to the query window, as well as adding and managing fields in the data pane, returning data to Excel, and importing data from Web pages.
- Importing text files using the Text Import wizard.

**Course Content**

**Maintaining Data Lists**

Data List Concepts ; Using Data Forms ; Using Lookup Tables ;

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**Sorting Lists**

Sorting Concepts ; Sorting a List ; Custom Sort Orders ;

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**Filtering Lists**

Filtering Concepts ; Using AutoFilter ; Using Advanced Filter ; Working with Filtered Data ;

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**Summarizing Data**

Automatic Subtotals ; Working with Subtotaled Lists ; Using Functions to Summarize Data ;

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**PivotTables**

PivotTable Concepts ; Creating a PivotTable ; Modifying a PivotTable Layout ; Working with PivotTables ; Additional PivotTable Information ; Pivot Charts ;

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**Using MS Query to Retrieve Data**

Overview ; Starting Query from Excel ; Defining the Data Source ; Query Wizard ; Returning Data to Excel ; Microsoft Query ; Refreshing Data from a Query ; Importing Query Data from Web Pages ;

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**Supplemental Topics**

Data Parsing ;

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# PowerPoint 2003 Level 1

**\$250.00**

## Who should attend?

This course is intended for new users of PowerPoint 2003.

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## Prerequisites

Windows 98, Windows NT 4.0, Windows 2000, Windows XP

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## Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Identify PowerPoint 2003 screen elements and terms to use the program efficiently
- Use outlines to organize the text of your presentations
- Display a consistent look throughout presentations by using colour schemes and the Slide Master
- Enhance your presentations by using PowerPoint 2003 design templates and formatting tools
- Modify your presentations for a more organized display of information
- Polish presentations by adding WordArt and objects and inserting pictures
- Produce an on-screen slide show

## Course Content

### Getting Started

Understanding Presentation Concepts ; Opening a Presentation and Identifying Screen Elements ;

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### Creating a New Presentation

Creating a New Presentation ; Organizing Text in Outlines ;

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### Modifying Colour Schemes and Masters

Modifying Colour Schemes ; Modifying Masters ;

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### Designing a Presentation

Applying Design Templates ; Entering and Formatting Text ;

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### Making Modifications

Formatting Bullets ; Editing a Presentation ;

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### Enhancing Presentations with Objects

Adding and Modifying WordArt ; Adding and Managing Objects ; Adding Graphics ;

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### Producing a Presentation

Building a Slide Show ; Running a Slide Show ;

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# PowerPoint 2003 Level 2

**\$300.00**

**Who should attend?**

This course is intended for participants who are familiar with PowerPoint 2003.

**Prerequisites**

PowerPoint 2003 Level 1

**Course Objectives**

Upon completion of the course, participants will be able to accomplish the following:

- Import and share data between presentations and programs to create a presentation quickly
- Use charts and tables to present data graphically
- Use graphics to enhance a presentation, use animation to increase the impact of text and graphics in a presentation
- Use the Style Checker to ensure that a presentation is free of errors, add annotations to slides, use PowerPoint features to rehearse a slide show, package it, and prepare it for presentation
- Use PowerPoint 2003's Help features effectively and learn to use PowerPoint 2003 shortcuts

**Course Content**

**Sharing Information**

Sharing Slides and Objects Between Presentations ; Creating Presentations Using Text from Another Source ; Creating Hyperlinks ; Linking and Embedding Between Microsoft Programs ;

**Enhancing Presentations with Charts and Tables**

Working with Charts ; Creating Charts ; Editing Charts ; Importing Data from Other Programs ; Creating Organization Charts ; Inserting Tables ;

**Enhancing Presentations with Graphics and Animation**

Using Graphics to Create Slide Backgrounds ; Working with Objects ; Rearranging Objects ; Using Animation Effects ; Incorporating Audio and Video ;

**Producing Advanced Slide Shows**

Checking for Consistency and Style ; Notes and Annotations in Slide Shows ; Using Hidden Slides and Rehearsing Slide Timings ; Packaging a Presentation for CD ; Saving a PowerPoint Presentation as a Web Page ;

# FrontPage 2003 Level 1

**\$250.00**

## Who should attend?

This course is intended for new FrontPage 2003 users.

## Prerequisites

Windows 98, Windows NT 4.0, Windows 2000, or Windows XP

## Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Explore the FrontPage 2003 Environment
- Create Web-based HTML documents to develop a Web site
- Format a page to make it visually appealing
- Create hyperlinks to link to other files on the Internet or on a network
- Place pictures in a page to increase the information conveyed to visitors
- Use tables to arrange text and objects on a page
- Add multimedia to your pages by inserting movies, sounds, and animations
- Manage and publish your site with FrontPage tools

## Course Content

### Exploring FrontPage 2003

Creating a New FrontPage Web Site ; Identifying the Views in FrontPage ;

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### Creating HTML Documents

Entering and Editing Text ; Changing Save Options ;

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### Formatting Web Pages

Modifying Paragraph Formatting ; Modifying Document Appearance ;

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### Hyperlinking Pages

Creating Hyperlinks to Other Documents in Your Site ; Creating Hyperlinks to Other Resources ;

---

### Adding Graphic Elements

Adding Pictures to Web Pages ; Working with Pictures ;

---

### Arranging Text and Graphics in Tables

Creating Tables ; Arranging Pictures in Tables ;

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### Adding Multimedia to Web Pages

Adding Movie and Sound Files ; Inserting Animated Elements ;

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### Managing and Publishing Your Web Site

Checking for Correct Spelling ; Publishing a Site ;

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## FrontPage 2003 Level 2

**\$300.00**

### Who should attend?

This course is intended for participants who are familiar with FrontPage 2003.

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### Prerequisites

FrontPage 2003 Level 2.

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### Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Import files from different locations to collect all of the necessary files in one place, define the formatting for headings and other HTML elements
- Use the Navigation view to create a structure for navigation bars, enable visitors to your site to see multiple pages at once with frames
- Create a form to gather information from visitors to your Web site, use advanced form options to save information in a database, and create discussion groups
- Use Substitution and Include components to automatically include and update information, use FrontPage to work in a group

### Course Content

#### **Developing a Consistent Theme**

Creating a New FrontPage Web Site ; Incorporating Styles in a Web Site ; Applying and Modifying Themes ; Controlling the Layout of a Page ;

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#### **Changing the Navigation of Your Web Site**

Creating a Navigation Structure ; Using Shared Borders ; Setting Up a Frame Page ; Creating a Collapsible Outline ;

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#### **Collecting and Using Data**

Creating Forms ; Choosing the Options for Saving Form Results ; Creating a Database Form ; Creating a Discussion ;

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#### **Using FrontPage Management Tools**

Including Information Automatically ; Using the Reports View ; Working in a Workgroup ; Optimizing for Specific Browsers ;

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# QuickBooks Pro 2006

\$325.00

## Topic-Level Outline

**Prerequisites:** Windows XP or Vista and Microsoft Word:

### **Unit 1: Getting started**

**Topic A:** Introducing QuickBooks 2006

**Topic B:** Getting help and closing QuickBooks

### **Unit 2: Setting up a new company**

**Topic A:** Using the EasyStep Interview

**Topic B:** Using the Chart of Accounts

### **Unit 3: Working with centers and lists**

**Topic A:** Managing customers, vendors, and employees

**Topic B:** Working with the Item List

**Topic C:** Adding custom fields

### **Unit 4: Working with business forms**

**Topic A:** Creating invoices and credit memos

**Topic B:** Sales receipts and customer payments

**Topic C:** Purchase orders and inventory

**Topic D:** Finding completed forms

### **Unit 5: Banking and billing activities**

**Topic A:** Writing and printing checks

**Topic B:** Managing bank account transactions

**Topic C:** Entering and paying bills

**Topic D:** Introduction to payroll

### **Unit 6: Working with reports and budgets**

**Topic A:** Generating reports

**Topic B:** Setting up budgets

### **Unit 7: Protecting and backing up data**

**Topic A:** Protecting and sharing data

**Topic B:** Backing up data

The duration of each course will be **10 hours** (unless otherwise specified) and will be delivered over a period of **5 weeks**. That is, each class will be **2 hours** long. Classes will be offered on Mondays, Tuesdays, Wednesdays, or Thursdays of each week from **6:00 p.m. – 8:00 p.m.**

If you are interested in a course that is not listed here please feel free to call **(943-3765 OR 928-3765)** and enquire about its availability.

**Additional Courses Offered includes:**

# **Time management**

## Topic-Level Outline

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**Days:** 1

**Prerequisites:** None

### **Unit 1: Time management overview**

**Topic A:** Principles of time management

**Topic B:** Productivity cycles

**Topic C:** Goals and priorities

### **Unit 2: Time management plans**

**Topic A:** Time management plan

**Topic B:** Daily plan

### **Unit 3: Technology and time management**

**Topic A:** Technology saves time

**Topic B:** Say “No”

### **Unit 4: Productivity**

**Topic A:** Interruptions and meetings

**Topic B:** Factors affecting productivity

### **Unit 5: Information overload**

**Topic A:** Causes of information overload

**Topic B:** Organize your office

**Topic C:** Communication

**Ethics in Business**  
A Guide for Managers  
0-931961-69-6

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# Organizational skills

## Topic-Level Outline

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Days: 1

Prerequisites: *None*

**Unit 1: Information management**

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Topic B: The INFO process

**Unit 2: Managing incoming information**

Topic A: Managing written information

Topic B: Managing oral information

Topic C: Managing electronic information

Topic D: Managing your memory

**Unit 3: Managing outgoing information**

Topic A: Fundamentals

Topic B: Modes of sending information

**Unit 4: Time management**

Topic A: Time management

Topic B: Time management problems

**Unit 5: Organizing time**

Topic A: Getting organized

Topic B: Planning and prioritizing

Topic C: Procrastination

**Unit 6: Coordinating time with others**

Topic A: Interpersonal communication

Topic B: Office interruptions

Topic C: Effective delegation

**Unit 7: Team time management**

Topic A: Managing team time

Topic B: Team communication and planning

Topic C: Effective use of team time

**Quality Customer Service**  
How to Win with the Customer  
1-56052-599-1

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