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MASTERING OFFICE PRACTICE

SECOND EDITION

PAUL BAILEY

M
MACMILLAN

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PREFACE

This second and revised edition of *Mastering Office Practice* takes full account of all the recent developments in new office technology and provides a comprehensive text covering all the elementary and intermediate examinations in Office Practice, Clerical Duties, Secretarial Duties and Secretarial Practice, and the theory sections of all Word Processing and Information Processing examinations including those of The Royal Society of Arts, the London Chamber of Commerce and Industry and the Business and Technical Education Council. It is suitable for students taking all public examinations connected with the office and its environment and it is appropriate for those involved in commercial and information technology teacher training.

It has been written in a style which is easy to read and understand, and in such a manner as to enable teachers and students to come to terms with the rapid changes which are taking place in the office and its connected worlds. The chapters have built-in Activity sections which are designed to test knowledge and understanding to date and to suggest areas for further discussion and individual research. Questions are offered at the end of each section/chapter, together with some projects. It is expected that teachers and students will be selective about the activities and projects undertaken, but each one is designed to be of value to the student compiling a portfolio which will be of practical value when at work.

The author has provided a comprehensive framework which will enable teachers and students to expand and develop individual ideas and interests while simultaneously preparing students for public examinations and the practical problems associated with office and secretarial work. The chapters on telecommunications and computers are, in particular, relevant to all students and not just those taking office/secretarial examinations while those relating to job qualifications, the law relating to employment, wages and other forms of remuneration and giving sources of information, taken with the telecommunications and computer chapters, can form the backbone of any life and social skills course.

This book has been written by a practising teacher and examiner for teachers and students and throughout the text is the thread of the new microchip-based technology and the increasingly important telecommunications networks.

Paul Bailey

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It is impossible for any one individual to produce a book of this nature without much support, and the author is indebted to those who have supplied him with details of latest developments and so enabled the text not only to be up to date but also predict future developments.

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