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Preface

In writing this work I have aimed to produce a comprehensive textbook for those pursuing courses leading to professional examinations and for those aiming to complete BTEC courses. I have, therefore, been guided by the contents of the latest syllabuses of the professional bodies and by the guidelines laid down by the Business and Technician Education Council in respect of the requirements of the Board for Business and Finance, as well as by my own business and lecturing experience over many years.

I have paid particular regard to the syllabus of the Institute of Chartered Secretaries and Administrators for their paper 'Office Administration and Management' and to the syllabuses of the Institute of Administrative Management in Office Administration and other papers. However, the requirements of other examining bodies have not been forgotten where office administration forms an element in a paper by another title, such as Business Administration.

At the end of each chapter are questions for the reader, drawn principally from the examinations of various professional bodies: for instance the questions from the examinations of the Institute of Chartered Secretaries and Administrators are drawn mainly from the papers 'Office Administration and Information Systems', and 'Office Administration and Management'. These questions can also be used as the basis of discussion and for material on which to base BTEC assignments.

In addition to assisting students aiming for particular qualifications, I hope this work will be an informative and useful guide for practising office administrators and for those aspiring to this position.

My acknowledgements and thanks are due to the following professional bodies who gave me permission to reproduce questions from their past examination papers: in the text they are identified by the initials that here follow their names:

The Institute of Administrative Management	(Inst.AM)
The Association of Business Executives	(ABE)
The Institute of Chartered Secretaries and Administrators	(ICSA)
The Society of Company and Commercial Accountants	(SCA)

I must extend my grateful thanks to the Institute of Administrative Management who took great trouble in advising me and checking my manuscript on their job grading and merit rating scheme, and to Plantime Limited who advised me on flexible working hours and gave me permission to use extracts from their very informative booklet entitled *Flexible Working Hours Explained*. My thanks are also due to British Telecom, International Computers Limited and the Institute of Personnel Management for helpful information and advice.

Whilst I take personal responsibility for this work, I must also thank friends and business associates who kindly read and advised me on many aspects of my manuscript, but who prefer to remain unnamed. In addition, I must express my deep appreciation for the support and forbearance of my wife, Irene, during the writing of this work.

Finally, I must add that where the masculine form alone is used in the text this is for reasons of clarity and ease of reading: in all cases the feminine may be substituted.

E. C. EYRE