Study Guide For Certified Administrative Professional

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according to the international association of administrative professionals iaap the cap exam is offered as a single part exam this book has topics compatible with the fall 2018 exam organizational communication business writing and document production technology and information distribution office and records management event and project management operational functions as a cap candidate you are expected to know almost everything you do not have to be an expert in everything but your peers will expect you to have knowledge on almost everything keep in mind the phrase administrative professional is a general title associated with administrative support staff you need to provide support whenever requested support request can come from different sources and may involve different disciplines even though you may not always need to provide hands on help you do need to know how to properly redirect and allocate the help requests to the proper places in fact administrative professionals are expected to greet and assist company visitors and customers as well as managers executives and their staff they serve both as frontline personnel and as backend personnel they need to be good communicators they need to adapt to different personalities and work styles of bosses and peers this product provides extensive and in depth coverage on a wide variety of business and office management topics to help you prepare for the exam if you are new to office procedures and administration use this study guide together with other sources of information to prepare for the exams the exams are not difficult provided that you are experienced in office administration

the certified professional secretary cps and certified administrative professional cap examination review series a four volume set of review manuals that consists of one review manual for the first three parts of the cps and cap examinations and one for part 4 of the cap examination is a joint publication of prentice hall and the international association of administrative professionals iapp the content of each review manual is based on the current certification review guide published by the iaap an overview introducting the reader to the chapter contents key terms that reinforce essential vocabulary key examples emphasized difficult concepts illustrated check point sections offer reviews of key concepts for your review practice questions similar to those found on the cps and cap examinations comprehensive practice exam soultions to all check points and review questions keyadministrative professionals preparing for the cps

and cap examinations

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