

References & Recommended Reading List

Burton, Sharon and Nelda J. Shelton (2011) *Office Procedures for the 21st Century*

Clark, James L. and Lyn R. Clark (2009) *How 12: A Handbook for Office Professionals*

Cooperman, Susan H. (2011) *Professional Office Procedures*

Fulton-Calkins, Patsy (2003) *Technology and Procedures for Administrative Procedures*

Fulton-Calkins, Patsy and Karin M. Stulz (2013) *Procedures & Theory for Administrative Professionals*

Guffey, Mary Ellen (2009) *Essentials of Business Communication*

Read, Judith and Mary Lea Ginn (2010) *Records Management*