

## References & Recommended Reading List

Susan Jaderstrom, Leonard Kruk, Joanne Miller (2002) *Complete Office Handbook: Third Edition*

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

Sue France (2012) *The Definitive Executive Assistant and Managerial Handbook: A Professional Guide to Leadership for all PAs, Senior Secretaries, Office Managers and Executive Assistants*

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

Karen Porter (2014) *Communication Strategies for Administrative Professionals: How to Communicate What You Can Do, Can't Do, Will Do, Won't Do, Need and Want*

Joan Burge, Nancy Frazee, and Jasmine Freeman (2012) *Who Took My Pen...Again?*