

NO FRILLS Exam Prep Books

Intellectual Properties, Trademarks and Copyrights

ExamREVIEW.NET (a.k.a. ExamREVIEW) is an independent content developer not associated/affiliated with the certification vendor(s) mentioned throughout this book. The name(s), title(s) and award(s) of the certification exam(s) mentioned in this book are the trademark(s) of the respective certification vendor(s). We mention these name(s) and/or the relevant terminologies only for describing the relevant exam process(es) and knowledge.

We are NOT affiliated with IAAP. This book is also NOT endorsed by IAAP. The CAP certification exam is the property of IAAP. MOS and MS Excel are the trademarks of Microsoft. We are not affiliated with Microsoft.

ExamREVIEW(TM) and ExamFOCUS(TM) are our own trademarks for publishing and marketing self-developed examprep books worldwide. The EXAMREVIEW.NET web site has been created on the Internet since January 2001. The EXAMFOCUS.NET division has its web presence established since 2009.

Copyright 2012, 13. ExamREVIEW.NET. All rights reserved.

Contents of this book are fully copyrighted. We develop study material entirely on our own. Braindump is strictly prohibited. We provide essential knowledge contents, NOT any generalized "study system" kind of "pick-the-right-answer-every time" techniques or "visit this link" referrals.

Contents Update

All books come with LIFE TIME FREE UPDATES. When you find a newer version of the purchased book all you need to do is to go and download. **Please check our web site's Free Updates section regularly:**

http://www.examreview.net/free_updates.htm

Page Formatting and Typeface

To accommodate the needs of those with weaker vision, we use LARGER PRINT throughout the book whenever practical. The text in this book was created using Garamond (size 16). A little bit of page resizing, however, may have happened along the actual book printing process.

Exam topics covered in this book

According to the International Association of Administrative Professionals (IAAP), both the Certified Professional Secretary (CPS) exam and the Certified Administrative Professional (CAP) exam are multiple choice based. Starting from Nov 2011 the CAP exam will be offered as a single part exam. The new exam covers:

Communication	Physical and Information Resources
Organization and Planning	Document Production
Information Distribution	Financial Functions
Records Management	Human Resources

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 be able to adapt to different personalities and work styles of bosses and peers.

There isn't any affordable "official" self study pack in the market, so we fill the gap here by releasing this product, which provides extensive and in-depth coverage on a wide variety of business and office management topics to help you prepare for the exam.

Also, as of the time of this writing, after passing the CAP exam you can apply for a TA Specialty by passing one of the Microsoft Office certifications. This Study Guide provides full coverage on the Microsoft MOS Excel 2013 exam, which can satisfy the TA Specialty exam requirement.

The exams are not difficult provided that you are experienced in office administration. If you are not, then lots of readings would have to be done. The books listed below provide good coverage on the various office administration topics and procedures:

The Professional Secretary Volume 1: Communication Skills, by John Spencer and Adrian Pruss (1995)

The Professional Secretary's Handbook: Management Skills, by John Spencer and Adrian Pruss (1995)

The Complete Office Handbook, by Mary A Devries (1987)

Procedures for the Office Professional / 4 ed, by Patsy Fulton-Calkins and Joanna D Hanks (2000)

Table of Contents (2013 Revised Edition)

INTELLECTUAL PROPERTIES, TRADEMARKS AND COPYRIGHTS.....	1
CONTENTS UPDATE	2
PAGE FORMATTING AND TYPEFACE	2
EXAM TOPICS COVERED IN THIS BOOK	2
COMPUTER SKILLS PREPARATION REVIEW	7
OPERATING SYSTEMS	7
APPLICATION SOFTWARE	8
INTERNET CONNECTIONS.....	12
WEB BROWSING.....	12
EMAIL COMMUNICATION.....	13
ENCRYPTION	14
HARDWARE AND DEVICES.....	14
ERGONOMICS.....	17
VIRTUAL OFFICE	18
FAX.....	18
PRACTICAL HOW-TO	19
THE SECRETARIAL PROFESSION.....	20
BASIC BUSINESS KNOWLEDGE AND SKILLS	24
ECONOMICS	24
MONETARY POLICY AND FISCAL POLICY	28
ECONOMIC GROWTH, INFLATION AND CPI.....	28
BALANCE OF PAYMENTS AND BALANCE OF TRADE	29

MONEY SUPPLIES, EXCHANGE RATE AND CURRENCY VALUATION	30
FOREIGN EXCHANGE	30
ECONOMIC INDICATORS	31
BASIC ACCOUNTING PRINCIPLES	31
BASIC ACCOUNTING PRACTICES	34
BASIC BOOKKEEPING	37
DEPRECIATION AND VALUATION	40
BASIC MANAGEMENT PRINCIPLES	42
BASIC OB MODELS AND THEORIES	46
ORGANIZATIONAL STRUCTURE AND DEVELOPMENT	47
GROUP MANAGEMENT	49
BASIC CHANGE MANAGEMENT	51
BASIC STRATEGIC PLANNING	52
LEVELS OF STRATEGY FORMULATION	53
US BUSINESS ENVIRONMENT AND REGULATORY REQUIREMENTS	54
BASIC BUDGETING	57
OTHER COSTING ACTIVITIES AND METHODS	59
PERFORMANCE MEASUREMENT, ROI AND BENCHMARKING	61
INFORMATION MANAGEMENT	62
COMMUNICATION MANAGEMENT	63
BUSINESS NEGOTIATION	66
MANAGING CUSTOMERS	66
BASIC MARKETING	67
SERVICE CHAIN MANAGEMENT	69
THE SALES PROCESS	69
MANAGING QUALITY	70
BUSINESS PROCESS REENGINEERING	72
LEADERSHIP	73
CORPORATE STRUCTURE AND GOVERNANCE	74
TYPES OF BUSINESS ORGANIZATION	76
AGENCY THEORY	79
BUSINESS ETHICS	80
SOCIAL RESPONSIBILITY	81
RECORDS MANAGEMENT	81
MANAGING TIME	88
MANAGING KNOWLEDGE	89

MEASURING BUSINESS PERFORMANCE	91
METRICS FOR OPERATION AND INVENTORY MANAGEMENT INCLUDE:	92
MANAGING PROCUREMENT	94
MANAGING BUSINESS CONTRACT	97
STAFFING	100
WORKPLACE DEVIANCE	104
STAFFING RELATED LAWS AND REGULATIONS	105
INTERNAL CONTROLS	108
DELEGATION VS MICROMANAGEMENT	111
WORKPLACE PRIVACY	112
DIVERSITY MANAGEMENT	113
RISK MANAGEMENT	113
ASSESSING THREATS	114
BCP, DRP AND COOP	114
MOS EXCEL 2013	116
THE PRIMARY INTERFACE.....	116
WORKSHEETS AND WORKBOOKS	119
COPYING, PASTING AND FILLING CELLS AND RANGES.....	132
FORMATTING CELLS AND RANGES.....	141
LISTS, TABLES AND CHARTS	147
FORMULAS AND FUNCTIONS.....	154
TEXTBOXES AND OTHER OBJECTS	158
MACRO AND SHORTCUT KEYS.....	164