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"Customer Service, 4/e" by Lucas features how-to topics for the customer service professional. It covers the concepts and skills needed for success in business careers, including listening techniques, verbal and nonverbal communication, and use of technology. Emphasis is given to dealing with customer service problems and how to handle conflicts and stress. Insights and tips are also provided for customer service supervisory personnel.

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[Gregg College Keyboarding & Document Processing \(Gdp\); Lessons 1-60 Text](#)

Gregg College Keyboarding and Document Processing (GDP), 11e by Ober, Johnson, and Zimmerly: Your complete learning/teaching system. Your guide to success. GDP/11 is an integrated keyboarding system that cohesively lead students through each lesson to provide an easy path to success. As a solid product for over 50 years, this version of the GDP software has grown into an online functionality. The same program is now web-based with seamless updates to provide greater accessibility for use at home, in class, and in labs - perfect for distance learning! Strong enhancements to the book while maintaining key elements support the cohesive program's strong content. Skillbuilding is reinforced with MAP+ (Misstroke Analysis and Prescription). MAP+ is an individualized, diagnostic tool that is built into the software to help identify student's strengths and weaknesses while providing prescriptive drills to help them practice where they need it most. Also, MAP+ now has new, unlimited drill lines that begin at Lesson 1. GDP/11 automatically scores for keyboarding errors. As a result, instructors will appreciate the customization of course management tools in GDP/11, including the new GPS (Grade Posting System) which allows complete flexibility in setting up grades. GDP/11 your complete learning/teaching system. Your guide to success.

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Learn basic keyboarding techniques and word processing functions. Increase your speed and accuracy on the keyboard and the 10-keypad.

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Gregg College Keyboarding and Document Processing (GDP), 11e by Ober, Johnson, and Zimmerly: Your complete learning/teaching system. Your guide to success. GDP/11 is an integrated keyboarding system designed to process and score documents created in Microsoft Word. Together, the book and software systematically lead students through each lesson to provide an easy path to success. As a solid product for over 50 years, this version of the GDP

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software has grown into an online functionality. The same program is now web-based with seamless updates to provide greater accessibility for use at home, in class, and in labs - perfect for distance learning! Strong enhancements to the book while maintaining key elements including integrated language arts (starting at lesson 21) support the cohesive program's strong content. Skillbuilding is reinforced with MAP+ (Misstroke Analysis and Prescription). MAP+ is an individualized, diagnostic tool that is built into the software to help identify student strengths and weaknesses while providing prescriptive drills to help them practice where they need it most. Also, MAP+ now has new, unlimited drill lines that begin at Lesson 1. Additionally, GDP/11 automatically scores for keyboarding errors and now formatting errors too! As a result, instructors will appreciate the customization of course management tools in GDP/11, including the new GPS (Grade Posting System) which allows complete flexibility in setting up grades. GDP/11 your complete learning/teaching system. Your guide to success.

[Ober: Kit 3: \(Lessons 1-120\) w/ Word 2013 Manual](#)

After a brief review of basic document processing techniques, Gregg College Keyboarding and Document Processing, 9e (Lessons 121-180) by Ober et al places the student in an actual office in various industries (for example hospitality, electronics, government, legal, and medical) where students not only have to process documents but also exhibit other necessary office skills, such as prioritizing work, simulated transcribing of dictation (documents that contain no capitalization or punctuation), incomplete directions, and composing correspondence. Students who complete this course will be office-tested and ready to succeed.

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on the job. Skillbuilding is stressed in every unit.

[Gregg College Document Processing](#)

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Gregg College Keyboarding and Document Processing (GDP), 11e by Ober, Johnson, and Zimmerly: Your complete learning/teaching system. Your guide to success. GDP/11 is an integrated keyboarding system designed to process and score documents created in Microsoft Word. Together, the book and software systematically lead students through each lesson to provide an easy path to success. As a solid product for over 50 years, this version of the GDP software has grown into an online functionality. The same program is now web-based with seamless updates to provide greater accessibility for use at home, in class, and in labs - perfect for distance learning! Strong enhancements to the book while maintaining key elements including integrated language arts (starting at lesson 21) support the cohesive program's strong content. Skillbuilding is reinforced with MAP+ (Misstroke Analysis and Prescription).

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[Microsoft Office Word 2010 Manual t/a Gregg College Keyboarding & Document Processing \(GDP\); Microsoft Office Word 2010](#)

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