

BUSINESS EDUCATION 11 AND 12
BUSINESS INFORMATION MANAGEMENT 12
GRADE COLLECTION

Overview of Comprehensive Resources

The Canadian Office: Systems and Procedures,
Second Edition
(Grade 12)

This softcover text supports most of the learning outcomes for Business Information Management 12 by providing the latest information on computers and other modern office technology systems and procedures. The text features updated information on telephone systems and regulations; postal regulations; record management rules; electronic filing information; payroll and other accounting procedures; realistic, office-oriented activities; case studies; and in-depth projects. The text also introduces and reinforces the personal or “soft skills” such as time management, professionalism in the workplace, business ethics and more. Black-and-white photographs and illustrations complement the text. Includes chapter outlines and summaries, key terms, review questions and an index.