



## Office Professional Certificate

### Continuing Education & Customized Training

#### Five Easy Registration Options

- **Online:** [century.augusoft.net](http://century.augusoft.net)
- **Phone:** 651.779.3341
- **Fax:** 651.779.5802
- **Mail to:** Century College, CECT Dept.  
3300 Century Avenue North  
White Bear Lake, MN 55110
- **In Person:** East Campus  
Mon–Thu 8 a.m.–7 p.m.  
Fri 8 a.m.–4 p.m.

#### Questions?

Contact **Joan Peterson**  
at [joan.peterson@century.edu](mailto:joan.peterson@century.edu)  
or **651.773.1743**.

These programs can also be brought to your business/organization! Call Joan for more details.



Achieve efficiency and effectiveness on the job with an office professional certificate. Our eight course program will provide you with an understanding of the popular operating systems and programs used in a typical office such as business writing, professionalism at work, customer service, and computer courses in Microsoft Word, Excel and PowerPoint. Upon completion of this certificate, you will be prepared for jobs in customer service, bank teller, receptionist, and various office assistant settings.

Take one each of the following eight courses:

- Effective Business Writing Workshop
- Professionalism at Work
- Exceeding Customer Expectations!

- Microsoft Word Basic and Intermediate
- Microsoft Excel Basic and Intermediate
- Microsoft PowerPoint Basic

Upon completion, please email [joan.peterson@century.edu](mailto:joan.peterson@century.edu) to receive your Office Professional Certificate.

#### Effective Business Writing Workshop

This workshop will help you write clear, concise, effective correspondence that reflects your professionalism. Through engaging, hands-on practice, you will sharpen your business writing skills and gain the confidence you need to be a more effective writer in any situation.

You will learn how to:

- Assess the reader before beginning to write
- Focus and clarify the purpose of the document you are writing
- Manage the tone conveyed in technical documents and correspondence
- Write attention-getting, effective openings for all correspondence
- Compose clear, concise sentences and paragraphs to convey the intended message
- Eliminate unnecessary and confusing words and phrases
- Avoid common errors in grammar, punctuation, and spelling
- Understanding how to use email for greatest impact and clarity

East Campus, Room 2313 \$235

Tues, Nov 22, 2011 8 am–4 pm  
Thur, Mar 8, 2012 8 am–4 pm

### Exceeding Customer Expectations

Is the customer always right? Customer service is not only about meeting their needs, but exceeding their expectations. There are many choices for people when it comes to spending their dollars – why not make them choose your business? Making your customers feel heard, understood, and important is priceless. Learn how to set yourself apart from others in your industry by providing the service your customers want and deserve.

You will learn how to:

- Define and analyze service: both great and poor experiences
- Internal versus external customers



- What do your customers want?
- Build rapport and take responsibility
- Use powerful language and avoid negative
- Handle customer complaints
- Set goals for exceptional service

East Campus, Room 2313 \$135

Tues, Oct 11, 2011 8:30 am–12:30 pm  
Wed, Feb 22, 2012 8:30 am–12:30 pm

### Professionalism at Work

What messages are you sending through the way you carry yourself? Your attitude? The way you interact? Your knowledge? Your integrity? The way you speak? Professionalism at work encompasses more than the way you look. In today's competitive marketplace, employers seek individuals who will represent their company professionally and can communicate effectively to both internal and external customers. Learn to present yourself in a way that not only can advance your career, but can help you to build your personal brand image.

You will learn:

- Professionalism assessment
- First impressions
- Attitude
- Communication
- Etiquette
- Integrity
- Defining your personal brand image

East Campus, Room 2313 \$135

Tues, Oct 4, 2011 8:30 am–12:30 pm  
Wed, Feb 15, 2012 8:30 am–12:30 pm

### Microsoft Office Word 2007: Basic

Getting started with Word 2007 includes: creating documents, formatting text and paragraphs, and formatting/editing documents. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2007 Basic*, approximately \$25. Online book code 1CPT 0061.

East Campus, Room 2207 \$139

Tues, Sept 13, 2011 8:30 am–4 pm  
Wed, Nov 16, 2011 8:30 am–4 pm  
Tues, Feb 21, 2012 8:30 am–4 pm  
Thur, Apr 5, 2012 8:30 am–4 pm  
Tues, May 29, 2012 8:30 am–4 pm

### Microsoft Office Word 2007: Intermediate

Learn how to illustrate a document with graphics, build a document using themes, merge Word documents, work with styles and templates and develop multi-page documents. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2007 Intermediate*, approximately \$25. Online book code 1CPT 0062.

East Campus, Room 2207 \$139

Thur, Sept 15, 2011 8:30 am–4 pm  
Wed, Nov 23, 2011 8:30 am–4 pm  
Tues, Feb 28, 2012 8:30 am–4 pm

### Microsoft Office Excel 2007: Basic

Get started with Excel 2007 including: working with formulas and functions, formatting a worksheet, working with charts, and analyzing data using formulas. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Excel 2007 Basic*, approximately \$25. Online book code 1CPT 0058.

East Campus, Room 2207 \$139

Thur, Sept 22, 2011 8:30 am–4 pm  
Tues & Thur, Oct 11 & 13, 2011 5:30 pm–9 pm  
Wed, Feb 22, 2012 8:30 am–4 pm  
Tues & Thur, Apr 10 & 12, 2012 5:30 pm–9 pm

### Microsoft Office Excel 2007: Intermediate

Learn how to manage workbook data, use tables, analyze table data, automate worksheet tasks, enhance charts, share Excel files and incorporate Web information. Prerequisite: Familiarity with the basics of Excel spreadsheets. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Excel Intermediate*, approximately \$25. Online book code 1CPT 0059.

East Campus, Room 2207 \$139

Thur, Sept 29, 2011 8:30 am–4 pm  
Tues & Thur, Oct 18 & 20, 2011 5:30 pm–9 pm  
Tues, Nov 22, 2011 8:30 am–4 pm  
Thur Jan 26, 2012 8:30 am–4 pm  
Wed, Mar 7, 2012 8:30 am–4 pm  
Wed, May 16, 2012 8:30 am–4 pm  
Wed, Jul 18, 2012 8:30 am–4 pm

**Microsoft Office Powerpoint 2007: Basic**

Learn how to create a presentation in PowerPoint 2007, modify a presentation, insert objects into a presentation, finish a presentation, and work with advanced tools and masters. REQUIRED TEXTBOOK: Illustrated Course Guide: Microsoft Office PowerPoint 2007 Basic, approximately \$25. Online book code 1CPT 0060.

East Campus, Room 2207	\$139
Wed, Sept 14, 2011	8:30 am–4 pm
Tues, Feb 7, 2012	8:30 am–4 pm
Wed, Apr 4, 2012	8:30 am–4 pm
Mon, Jun 4, 2012	8:30 am–4 pm

**Microsoft Office Word 2010: Basic**

Learn to understand the Office 2010 suite, start and exit an Office program, view the Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2010 Basic*, approximately \$25. Online book code 1CPT 0129.

East Campus, Room 2207	\$139
Tues & Thur, Oct 4 & 6, 2011	5:30 pm–9 pm
Tues, Oct 25, 2011	8:30 am–4 pm
Wed, Jan 18, 2012	8:30 am–4 pm
Tues & Thur, Jan 24 & 26, 2012	5:30 pm–9 pm
Tues, Feb 28 & Thur, Mar 1, 2012	5:30 pm–9 pm
Wed, Mar 14, 2012	8:30 am–4 pm
Tues & Thur, Apr 3 & 5, 2012	5:30 pm–9 pm
Tues, Apr 24, 2012	8:30 am–4 pm
Tues, Jul 10, 2012	8:30 am–4 pm

**Microsoft Office Word 2010: Intermediate**

Learn to insert a graphic, size and scale a graphic, position a graphic, create a text box, create WordArt, draw shapes, create a chart, and finalize page layout. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2010 Intermediate*, approximately \$25. Online book code 1CPT 0130.

East Campus, Room 2207	\$139
Tues, Nov 1, 2011	8:30 am–4 pm
Wed, Jan 25, 2012	8:30 am–4 pm
Wed, Mar 21, 2012	8:30 am–4 pm

Tues, May 1, 2012	8:30 am–4 pm
Tues, Jul 17, 2012	8:30 am–4 pm

**Microsoft Office Excel 2010: Basic**

Learn to understand the Office 2010 suite, start and exit an Office program, view the Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Excel 2010 Basic*, approximately \$25. Online book code 1CPT 0134.

East Campus, Room 2207	\$139
Wed, Oct 12, 2011	8:30 am–4 pm
Tues, Nov 29 & Thur, Dec 1, 2011	5:30 pm–9 pm
Tues, Dec 6, 2011	8:30 am–4 pm
Tues, Jan 31 & Thurs, Feb 2, 2012	5:30 pm–9 pm
Tues, Mar 20, 2012	8:30 am–4 pm
Wed, Apr 18, 2012	8:30 am–4 pm
Wed, May 30, 2012	8:30 am–4 pm
Wed, Aug 1, 2012	8:30 am–4 pm

**Microsoft Office Excel 2010: Intermediate**

Learn to manage workbook data, using tables, analyzing table data, automating worksheet tasks, enhancing charts, using what if analysis. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Excel 2010 Intermediate*, approximately \$25. Online book code 1CPT 0135.

East Campus, Room 2207	\$139
Wed, Oct 19, 2011	8:30 am–4 pm
Tues & Thur, Dec 6 & 8, 2011	5:30 pm–9 pm
Tues, Dec 13, 2011	8:30 am–4 pm
Wed & Thur, Feb 8 & 9, 2012	5:30 pm–9 pm
Tues, Mar 27, 2012	8:30 am–4 pm
Wed, Apr 25, 2012	8:30 am–4 pm
Mon, Jun 11, 2012	8:30 am–4 pm
Wed, Aug 8, 2012	8:30 am–4 pm

**Microsoft Office Powerpoint 2010: Basic**

Learn to understand the Office 2010 suite, start and exit an Office program, view the Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office PowerPoint 2010 Basic*, approximately \$25. Online book code 1CPT 0137.



East Campus, Room 2207	\$139
Thur, Nov 3, 2011	8:30 am–4 pm
Thursday, March 1, 2012	8:30 am–4 pm
Tues, May 15, 2012	8:30 am–4 pm
Thursday, July 26, 2012	8:30 am–4 pm

***“The instructors for the continuing education classes are dedicated to their students and a pleasure to work with. These courses allow me to keep up-to-date on technology and add to my resume at the same time. Thank you Century for your dedication to the needs of the office professional.”***

***~ Sabrina Sutter***



## Textbook Information

Textbooks should be purchased before the first class and are available at the Century College Bookstore located on the West Campus, 651.779.3281 or online at [centurycollegebookstore.com](http://centurycollegebookstore.com)

Century College is a member of the Minnesota State Colleges and Universities system. We are an affirmative action, equal opportunity employer and educator.

This document can be available in alternative formats to individuals with disabilities by calling 651.779.3354 or 1.800.228-1978 x 3354 or Minnesota Relay Service at 1.800.627.3529.

## Office Professional Certificate Program Registration Form

Please fill out all information completely. Date of birth **or** social security number is required. This data is for student tracking purposes only, and will not be released or used for any other purpose.

Name \_\_\_\_\_ Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Home Phone (\_\_\_\_) \_\_\_\_\_

Home Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Social Security # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ \_\_\_ Male \_\_\_ Female

Business Name \_\_\_\_\_ Business Phone (\_\_\_\_) \_\_\_\_\_

Business Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail address \_\_\_\_\_

Course Name	Course Date	Course Fee
1. _____	_____	\$ _____
2. _____	_____	\$ _____
3. _____	_____	\$ _____
4. _____	_____	\$ _____
Total Course Fees:		\$ _____

### PAYMENT INFORMATION

- Check(s) Enclosed (Please write a separate check for the exact amount of each course, payable to Century College.)
- Business purchase order attached
- Please charge to my: \_\_\_ VISA \_\_\_ MasterCard \_\_\_ Discover Account # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Cardholder's Name \_\_\_\_\_ Exp. Date \_\_\_\_/\_\_\_\_/\_\_\_\_