



Continuing Education & Customized Training

Office Professional Certificate

Five Easy Registration Options

- **Online:** 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, Rm E2330
Mon–Thu 8:00am–7:00pm
Fri 8:00am–4:00pm

Questions?

Contact **Joan Peterson**
at joan.peterson@century.edu
or **651.773.1743**.

These programs can also be brought to your business/organization! Call Joan for more details. To register online go to century.augusoft.net (no www, http, etc.) or call 651-779-3341.



The Office Professional Certificate Program prepares participants for a job in the professional office environment by completing courses in business writing, professionalism at work, customer service, and computer courses in Microsoft Word, Excel and PowerPoint. Upon completion of this certificate, participants will be prepared for jobs in customer service, bank teller, receptionist, and various office assistant settings. To obtain the certificate you need to complete the following 9 courses:

- Effective Business Writing
- Professionalism at Work
- Customer Service Training: Exceeding Customer Expectations!
- Learn Basic Computer Skills Using Windows XP

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

Upon completion, please email cassie.morrisette@century.edu to receive your Office Professional Certificate.

Effective Business Writing

Workshop Purpose: to assure that participants are able to write clear, concise, effective correspondence that reflects their professionalism.

Objectives of the Workshop:
Workshop participants will sharpen their business writing skills by:

- learning to assess the reader before

- beginning to write
- focusing and clarifying the purpose of the document they are writing
- managing the tone conveyed in technical documents and correspondence
- writing attention-getting, effective openings for all correspondence
- composing clear, concise sentences and paragraphs to convey the intended message
- learning ways to eliminate unnecessary and confusing words and phrases
- avoiding common errors in grammar, punctuation, and spelling
- understanding how to use e-mail for greatest impact and clarity

East Campus, Room 2313

\$230

Monday, Nov 15, 2010

8:00am-4:00pm

Thursday, Apr 21, 2011

8:00am-4:00pm

Professionalism At Work

Do you project a professional image? Professionalism in the workplace is based on many factors, including how you dress, how you carry yourself, your attitude, and how you interact with others. Self-presentation skills can make or break your next career move. Your competence on the job is one factor in career advancement, but how you present and promote your skills is also critical. This is one area where it is definitely up to you alone.

In this session, you will learn how to improve your self-presentation to be ready for the next advancement opportunity.

East Campus, Room 2313

\$130

Tuesday, Sept 21, 2010

8:30am-12:30pm

Thursday, May 12, 2011

8:30am-12:30pm

Customer Service Training: Exceeding Customer Expectations!

Is the customer always right? Customer service is not about meeting the needs of customers, but exceeding their expectations. The question of what makes good customer service is best answered from the point of view of the customer, and in order to grasp that, you must first understand who the customer is and why you need to pay attention to that relationship.

In this session, you will learn how to:

- Develop a practical definition of customer service specifically tailored to your own workplace and industry
- Practice a variety of approaches to building successful relationships
- Identify and develop skills to take your customer service to the next level

East Campus, Room 2313

\$130

Thursday, Dec 2, 2010

8:30am-12:30pm

Thursday, May 5, 2011

8:30am-12:30pm

Basic Computer Skills Using Windows XP

Here is the introduction you've been waiting for! Using Windows XP operating system, this class will begin at the beginning to help you become confident using the mouse and walking through the 'layers' of software applications, selecting from the menu, choosing the right 'tools' from the toolbar, and understanding how to manage files and folders for your saved work. You will also learn the basics of the internet – It's easier than you think! **Required Textbook:** *Microsoft Windows XP, Basic*, approximately \$39. Online book code 1CPT 0124 .

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 <http://centurycollegebookstore.com/>

East Campus, Rooms 1730 & 2207

\$139



Friday, Sept 24, 2010 (1730) 8:30am-4:00pm
Friday, Oct 15, 2010 (1730) 8:30am-4:00pm
Monday, Jan 24, 2011 (2207) 8:30am-4:00pm
Monday, Mar 7, 2011 (2207) 8:30am-4:00pm
Friday, Mar 25, 2011 (2207) 8:30am-4:00pm
Monday, Apr 25, 2011 (2207) 8:30am-4:00pm

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**

Wednesday, Sept 22, 2010 8:30am-4:00pm
Tuesday & Thursday, Oct 5 & 7, 2010 5:30-9:00pm
Tuesday, Oct 26, 2010 8:30am-4:00pm
Wednesday, Nov 17, 2010 8:30am-4:00pm
Wednesday, Jan 19, 2011 8:30am-4:00pm
Tuesday & Thursday, Jan 25 & 27, 2011 5:30-9:00pm
Tuesday, Feb 22, 2011 8:30am-4:00pm
Tuesday & Thursday, Mar 1 & 3, 2011 5:30-9:00pm
Wednesday, Mar 16, 2011 8:30am-4:00pm
Tuesday & Thursday, Apr 5 & 7, 2011 5:30-9:00pm
Thursday, Apr 7, 2011 8:30am-4:00pm
Tuesday, Apr 26, 2011 8:30am-4:00pm
Tuesday, May 31, 2011 8:30am-4:00pm
Tuesday, July 12, 2011 8:30am-4:00pm
Tuesday, Aug 2, 2011 8:30am-4:00pm

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**

Wednesday, Sept 29, 2010 8:30am-4:00pm
Tuesday, Nov 2, 2010 8:30am-4:00pm
Wednesday, Nov 24, 2010 8:30am-4:00pm
Wednesday, Jan 26, 2011 8:30am-4:00pm



Tuesday, Mar 1, 2011 8:30am-4:00pm
Wednesday, Mar 23, 2011 8:30am-4:00pm
Thursday, Apr 14, 2011 8:30am-4:00pm
Tuesday, May 3, 2011 8:30am-4:00pm
Tuesday, June 7, 2011 8:30am-4:00pm
Tuesday, July 19, 2011 8:30am-4:00pm
Tuesday, Aug 9, 2011 8:30am-4:00pm

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**

Thursday, Sept 23, 2010 8:30am-4:00pm
Tuesday & Thursday, Oct 12 & 14, 2010 5:30-9:00pm
Wednesday, Oct 13, 2010 8:30am-4:00pm
Tuesday, Nov 16, 2010 8:30am-4:00pm
Tuesday, Nov 30 & Thursday, Dec 2, 2010 5:30pm-9:00pm
Tuesday, Dec 7, 2010 8:30am-4:00pm
Thursday, Jan 20, 2011 8:30am-4:00pm
Tuesday & Thursday,

Feb 1 & 3, 2011 5:30-9:00pm
Wednesday, Feb 23, 2011 8:30am-4:00pm
Wednesday, Mar 2, 2011 8:30am-4:00pm
Tuesday & Thursday, Mar 15 & 17, 2011 5:30-9:00pm
Tuesday, Mar 22, 2011 8:30am-4:00pm
Tuesday & Thursday, Apr 12 & 14, 2011 5:30-9:00pm
Wednesday, Apr 20, 2011 8:30am-4:00pm
Wednesday, May 11, 2011 8:30am-4:00pm
Wednesday, June 1, 2011 8:30am-4:00pm
Monday, July 18, 2011 8:30am-4:00pm
Wednesday, Aug 3, 2011 8:30am-4:00pm

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.
Required Textbook: *Illustrated Course Guide: Microsoft Office Excel Intermediate*, approximately \$25. Online book code 1CPT 0059.

Prerequisite: Familiarity with the basics of Excel spreadsheets.

East Campus, Room 2207 **\$139**

Thursday, Sept 30, 2010 8:30am-4:00pm insert objects into a presentation, finish a presentation, and work with advanced tools and masters.

Tuesday & Thursday, Oct 19 & 21, 2010 5:30-9:00pm

Wednesday, Oct 20, 2010 8:30am-4:00pm

Tuesday, Nov 23, 2010 8:30am-4:00pm

Tuesday & Thursday, Dec 7 & 9, 2010 5:30-9:00pm

Tuesday, Dec 14, 2010 8:30am-4:00pm

Thursday, Jan 27, 2011 8:30am-4:00pm

Tuesday & Thursday, Feb 8 & 10, 2011 5:30-9:00pm

Wednesday, Mar 9, 2011 8:30am-4:00pm

Tuesday, Mar 29, 2011 8:30am-4:00pm

Wednesday, Apr 27, 2011 8:30am-4:00pm

Wednesday, May 18, 2011 8:30am-4:00pm

Monday, June 13, 2011 8:30am-4:00pm

Wednesday, July 20, 2011 8:30am-4:00pm

Wednesday, Aug 10, 2011 8:30am-4:00pm

Required Textbook: *Illustrated Course Guide: Microsoft Office PowerPoint 2007 Basic*, approximately \$25. Online book code 1CPT 0060. 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 <http://centurycollegebookstore.com/>

East Campus, Room 2207 **\$139**

Tuesday, Oct 12, 2010 8:30am-4:00pm
Thursday, Nov 4, 2010 8:30am-4:00pm
Tuesday, Feb 8, 2011 8:30am-4:00pm
Thursday, Mar 3, 2011 8:30am-4:00pm
Wednesday, Apr 6, 2011 8:30am-4:00pm
Tuesday, May 17, 2011 8:30am-4:00pm
Monday, June 6, 2011 8:30am-4:00pm
Thursday, July 28, 2011 8:30am-4:00pm

Microsoft Office PowerPoint 2007: Basic

Learn how to create a presentation in PowerPoint 2007, modify a presentation,

Textbook Information

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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 # _____ - _____ - _____ (Confidential—to be used in registration system as your Student ID.) ___ 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 ____/____/____