



The **Office Professional Certificate Program** prepares participants for a job in the professional office environment by completing courses in business writing, professional 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 8 courses:**

- Effective Business Writing
- Professionalism at Work
- Customer Service Training: Exceeding Customer Expectations!
- Microsoft Word Basic and Intermediate
- Microsoft Excel Basic and Intermediate
- Microsoft PowerPoint Basic

Email [cynthia.jahnke@century.edu](mailto:cynthia.jahnke@century.edu) to receive your completion certificate.

## ■ Effective Business Writing

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

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

*Lynn Moline, Century College Instructor*

All classes take place at Century College, 3300 Century Avenue, White Bear Lake, East Campus, Room 2313; Class fee: \$230 including class materials

- Wednesday, October 7, 2009, 8:00am-4:00pm  
**Course Number: 20103-001545**
- Wednesday, February 3, 2010, 8:00am-4:00pm  
**Course Number: 20105-000017**

## ■ Professionalism At Work

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, so learn how to fine-tune your self-presentation abilities to be ready for the next advancement opportunity.

*Lisa Lynn, Century College Instructor*

All classes take place at Century College - East Campus, Room 2313; Class fee: \$130 including class materials

- Tuesday, October 27, 2009, 8:30am-12:30pm  
**Course Number: 20103-001698**
- Thursday, January 21, 2010, 8:30am-12:30pm  
**Course Number: 20105-001306**

## ■ 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, we must first understand who the customer is and Why I need to pay attention to our relationship. Participants will craft a practical definition of customer service specifically tailored to their own workplace/industry. We'll also explore a variety of approaches to building relationships and identify and develop skills that will enable you to take "customer service" to the next level.

*Mike Kiefer, Century College Instructor*

All classes take place at Century College - East Campus, Room 2313; Class fee: \$130 including class materials

- Tuesday, October 13, 2009, 8:30am-12:30pm  
**Course Number: 20103-001532**
- Tuesday, February 9, 2010, 8:30am-12:30pm  
**Course Number: 20105-001307**

## ■ 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. 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/>

All classes take place at Century College – East Campus, Room 2207; Class Fee: \$139 + textbook

- Wednesday, September 23, 2009, 8:30am-4:00pm  
**Course Number: 20103-001577**
- Tue & Thur, October 6 & 8, 2009, 5:30-9:00pm  
**Course Number: 20103-001584**
- Tuesday, October 27, 2009, 8:30am-4:00pm  
**Course Number: 20103-001596**
- Wednesday, November 18, 2009, 8:30am-4:00pm  
**Course Number: 20103-001607**
- Wednesday, January 20, 2010, 8:30am-4:00pm  
**Course Number: 20105-000057**
- Tuesday, February 23, 2010, 8:30am-4:00pm  
**Course Number: 20105-000132**
- Wednesday, March 17, 2010, 8:30am-4:00pm  
**Course Number: 20105-000142**
- Thursday, April 8, 2010, 8:30am-4:00pm  
**Course Number: 20105-000153**
- Tuesday, April 27, 2010, 8:30am-4:00pm  
**Course Number: 20105-000159**
- Tuesday, June 1, 2010, 8:30am-4:00pm  
**Course Number: 20105-000175**
- Tuesday, July 13, 2010, 8:30am-4:00pm  
**Course Number: 20111-000009**
- Tuesday, August 3, 2010, 8:30am-4:00pm  
**Course Number: 20111-000019**

## ■ 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 multipage documents. **Required Textbook:** *Illustrated Course Guide: Microsoft Office Word 2007 Intermediate*, approximately \$25. Online book code 1CPT 0062. 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/>

**All classes take place at Century College – East Campus, Room 2207; Class Fee: \$139 + textbook**

- Wednesday, September 30, 2009, 8:30am-4:00pm  
**Course Number: 20103-001582**
- Tuesday, November 3, 2009, 8:30am-4:00pm  
**Course Number: 20103-001599**
- Wednesday, November 25, 2009, 8:30am-4:00pm  
**Course Number: 20103-001609**
- Wednesday, January 27, 2010, 8:30am-4:00pm  
**Course Number: 20105-000060**
- Monday, March 1, 2010, 8:30am-4:00pm  
**Course Number: 20105-000134**
- Wednesday, March 24, 2010, 8:30am-4:00pm  
**Course Number: 20105-000145**
- Thursday, April 15, 2010, 8:30am-4:00pm  
**Course Number: 20105-000156**
- Tuesday, May 4, 2010, 8:30am-4:00pm  
**Course Number: 20105-000163**
- Tuesday, June 8, 2010, 8:30am-4:00pm  
**Course Number: 20105-000178**
- Tuesday, July 20, 2010, 8:30am-4:00pm  
**Course Number: 20111-000012**
- Tuesday, August 10, 2010, 8:30am-4:00pm  
**Course Number: 20111-000023**

## ■ 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. 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/>

**All classes take place at Century College – East Campus, Room 2207; Class Fee: \$139 + textbook**

- Thursday, September 24, 2009, 8:30am-4:00pm  
**Course Number: 20103-001580**
- Tue. & Thur., October 13 & 15 2009, 5:30-9:00pm  
**Course Number: 20103-001588**
- Wednesday, October 14, 2009, 8:30am-4:00pm  
**Course Number: 20103-001589**
- Tuesday, November 17 2009, 8:30am-4:00pm  
**Course Number: 20103-001606**
- Tue. & Thur., Dec. 1 & 3, 2009, 5:30-9:00pm  
**Course Number: 20103-001704**

- Tuesday, December 8, 2009, 8:30am-4:00pm  
**Course Number: 20103-001614**
- Thursday, January 21, 2010, 8:30am-4:00pm  
**Course Number: 20105-000058**
- Tue. & Thur., January 26 & 28, 2010, 5:30-9:00pm  
**Course Number: 20105-000059**
- Wednesday, February 24, 2010, 8:30am-4:00pm  
**Course Number: 20105-000133**
- Wednesday, March 3, 2010, 8:30am-4:00pm  
**Course Number: 20105-000135**
- Tue. & Thur., March 9 & 11, 2010, 5:30-9:00pm  
**Course Number: 20105-000138**
- Tuesday, March 23, 2010, 8:30am-4:00pm  
**Course Number: 20105-000144**
- Tue. & Thur., April 13 & 15, 2010, 5:30am-9:00pm  
**Course Number: 20105-000154**
- Wednesday, April 21, 2010, 8:30am-4:00pm  
**Course Number: 20105-000157**
- Wednesday, May 12, 2010, 8:30am-4:00pm  
**Course Number: 20105-000169**
- Wednesday, June 2, 2010, 8:30am-4:00pm  
**Course Number: 20105-000176**
- Monday, July 19, 2010, 8:30am-4:00pm  
**Course Number: 20111-000011**
- Wednesday, August 4, 2010, 8:30am-4:00pm  
**Course Number: 20111-000020**

## ■ 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 2007 Intermediate*, approximately \$25. Online book code 1CPT 0059. 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/> **Prerequisite:** Familiarity with the basics of Excel spreadsheets.

**All classes take place at Century College – East Campus, Room 2207; Class Fee: \$139 + textbook**

- Thursday, October 1, 2009, 8:30am-4:00pm  
**Course Number: 20103-001583**
- Tue. & Thur., October 20 & 22, 2009 5:30-9:00pm  
**Course Number: 20103-001592**
- Wednesday, October 21, 2009, 8:30am-4:00pm  
**Course Number: 20103-001593**
- Tuesday, November 24, 2009, 8:30am-4:00pm  
**Course Number: 20103-001608**
- Tue. & Thur., December 8 & 10, 2009, 5:30-9:00pm  
**Course Number: 20103-001613**
- Tuesday, December 15, 2009, 8:30am-4:00pm  
**Course Number: 20103-001615**
- Thursday, January 28, 2010, 8:30am-4:00pm  
**Course Number: 20105-000061**
- Tue. & Thur., February 2 & 4, 2010, 5:30-9:00pm  
**Course Number: 20105-000062**
- Wednesday, March 10, 2010, 8:30am-4:00pm  
**Course Number: 20105-000139**
- Tuesday, March 30, 2010, 8:30am-4:00pm  
**Course Number: 20105-000147**
- Wednesday, April 28, 2010, 8:30am-4:00pm  
**Course Number: 20105-000160**



- Wednesday, May 19, 2010, 8:30am-4:00pm  
**Course Number: 20105-000171**
- Monday, June 14, 2010, 8:30am-4:00pm  
**Course Number: 20105-000180**
- Wednesday, July 21, 2010, 8:30am-4:00pm  
**Course Number: 20111-000013**
- Wednesday, August 11, 2010, 8:30am-4:00pm  
**Course Number: 20111-000024**

## ■ Microsoft Office PowerPoint 2007: Basic

Learn how to create a presentation in PowerPoint 2007, modify a presentation, insert objects, 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. 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/>

**All classes take place at Century College – East Campus, Room 2207; Class Fee: \$139 + textbook**

- Tuesday, October 13, 2009, 8:30am-4:00pm  
**Course Number: 20103-001587**
- Thursday, November 5, 2009, 8:30am-4:00pm  
**Course Number: 20103-001602**
- Tuesday, February 9, 2010, 8:30am-4:00pm  
**Course Number: 20105-000126**
- Thursday, March 4, 2010, 8:30am-4:00pm  
**Course Number: 20105-000136**
- Wednesday, April 7, 2010, 8:30am-4:00pm  
**Course Number: 20105-000151**
- Tuesday, May 18, 2010, 8:30am-4:00pm  
**Course Number: 20105-000170**
- Monday, June 7, 2010, 8:30am-4:00pm  
**Course Number: 20105-000177**
- Thursday, July 29, 2010, 8:30am-4:00pm  
**Course Number: 20111-000018**

**To register, call 651-779-3341. For class information, call Joan Peterson at 651-773-1743 or email: [joan.peterson@century.edu](mailto:joan.peterson@century.edu)**

This document can be made available in alternative formats to individuals with disabilities by calling 651-779-3354, 1-800-228-1978 or through the Minnesota Relay Service at 1-800-627-3529.

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