Administrative Assistants 10/8/18 Sessions

Session Time	SRN Number	Location	Session Title	Session Description	Target Audience	Presenters	# Seats	Parking	Entrance Instructions
Morning Choice 1									
8:30-9:50	20194600203	Washington-Lee 1011	**Customer Service at APS: Why is it important?**	Customer service is an integral part of any organization, especially since it has a major impact on the way an organization is perceived by the public. Therefore, it is important all APS central office and school-based staff know how to effectively deliver superb customer service to both internal and external stakeholders. In addition, this session will explore service recovery techniques and how to proactively avoid customer service failures.	All Administrative Assistants	Linda Erdos	60	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
8:30-9:50	20194502506	Washington-Lee Cafeteria	**Emergency Management Basics**	An introduction into emergency management and preparedness, looking through the lens of procedures that you should take in the most likely hazards or threats affecting Arlington Public Schools.	All Administrative Assistants	Zachary Pope	60	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
8:30-9:50	20193301101	Washington-Lee Room 2019	**MS Word Mail Merge using MS Excel Data**	This workshop will introduce you to mail merge using user-created letters and the label templates in Microsoft Word that are populated from a data source in Microsoft Excel. You will learn about merging letters and labels to new documents, or directly to a printer.	All Administrative Assistants	Rochelle Davis	20	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
8:30-9:50	20193301201	Washington-Lee Room 2018	**Your Google Drive - Tips and Tricks & What's Available!**	Navigating in your Google Drive can sometimes be overwhelming. In this workshop you will learn the basics of navigating and organizing your Google Drive. Also, learn some tips, tricks and other features available to you in your suite of google apps.	All Administrative Assistants		20	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
Morning Choice 2									
10:10-11:30	20194600204	Washington-Lee 1011	**Customer Service at APS: Why is it important?**	Customer service is an integral part of any organization, especially since it has a major impact on the way an organization is perceived by the public. Therefore, it is important all APS central office and school-based staff know how to effectively deliver superb customer service to both internal and external stakeholders. In addition, this session will explore service recovery techniques and how to proactively avoid customer service failures.	All Administrative Assistants	Linda Erdos	60	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
10:10-11:30	20194502507	Washington-Lee Cafeteria	**Emergency Management Basics**	An introduction into emergency management and preparedness, looking through the lens of procedures that you should take in the most likely hazards or threats affecting Arlington Public Schools.	All Administrative Assistants	Zachary Pope	60	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
10:10-11:30	20193301102	Washington-Lee Room 2019	**MS Word Mail Merge using MS Excel Data**	This workshop will introduce you to mail merge using user-created letters and the label templates in Microsoft Word that are populated from a data source in Microsoft Excel. You will learn about merging letters and labels to new documents, or directly to a printer.	All Administrative Assistants	Rochelle Davis	20	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
10:10-11:30	20193301202	Washington-Lee Room 2018	**Your Google Drive - Tips and Tricks & What's Available!**	Navigating in your Google Drive can sometimes be overwhelming. In this workshop you will learn the basics of navigating and organizing your Google Drive. Also, learn some tips, tricks and other features available to you in your suite of google apps.	All Administrative Assistants		20	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage

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Afternoon Choice 1									
12:30-1:50	20194600205	Washington-Lee 1011	**Customer Service at APS: Why is it important?**	Customer service is an integral part of any organization, especially since it has a major impact on the way an organization is perceived by the public. Therefore, it is important all APS central office and school-based staff know how to effectively deliver superb customer service to both internal and external stakeholders. In addition, this session will explore service recovery techniques and how to proactively avoid customer service failures.	All Administrative Assistants	Linda Erdos	60	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
12:30-1:50	20194502508	Washington-Lee Cafeteria	**Emergency Management Basics**	An introduction into emergency management and preparedness, looking through the lens of procedures that you should take in the most likely hazards or threats affecting Arlington Public Schools.	All Administrative Assistants	Zachary Pope	60	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
12:30-1:50	20193301103	Washington-Lee Room 2019	**MS Word Mail Merge using MS Excel Data**	This workshop will introduce you to mail merge using user-created letters and the label templates in Microsoft Word that are populated from a data source in Microsoft Excel. You will learn about merging letters and labels to new documents, or directly to a printer.	All Administrative Assistants	Rochelle Davis	20	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
12:30-1:50	20193301203	Washington-Lee Room 2018	**Your Google Drive - Tips and Tricks & What's Available!**	Navigating in your Google Drive can sometimes be overwhelming. In this workshop you will learn the basics of navigating and organizing your Google Drive. Also, learn some tips, tricks and other features available to you in your suite of google apps.	All Administrative Assistants		20	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
Afternoon Choice 2									
2:10-3:30	20194600206	Washington-Lee 1011	**Customer Service at APS: Why is it important?**	Customer service is an integral part of any organization, especially since it has a major impact on the way an organization is perceived by the public. Therefore, it is important all APS central office and school-based staff know how to effectively deliver superb customer service to both internal and external stakeholders. In addition, this session will explore service recovery techniques and how to proactively avoid customer service failures.	All Administrative Assistants	Linda Erdos	60	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
2:10-3:30	20194502509	Washington-Lee Cafeteria	**Emergency Management Basics**	An introduction into emergency management and preparedness, looking through the lens of procedures that you should take in the most likely hazards or threats affecting Arlington Public Schools.	All Administrative Assistants	Zachary Pope	60	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
2:10-3:30	20193301104	Washington-Lee Room 2019	**MS Word Mail Merge using MS Excel Data**	This workshop will introduce you to mail merge using user-created letters and the label templates in Microsoft Word that are populated from a data source in Microsoft Excel. You will learn about merging letters and labels to new documents, or directly to a printer.	All Administrative Assistants	Rochelle Davis	20	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage
2:10-3:30	20193301204	Washington-Lee Room 2018	**Your Google Drive - Tips and Tricks & What's Available!**	Navigating in your Google Drive can sometimes be overwhelming. In this workshop you will learn the basics of navigating and organizing your Google Drive. Also, learn some tips, tricks and other features available to you in your suite of google apps.	All Administrative Assistants		20	Parking Garage behind school + street parking on Stafford St.	Main entrance of Stafford Street (door #1) & entrance #5, near parking garage