



Administrative Management

By E. J. Ferreira, A. W. Erasmus, D. Groenewald

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The roles and responsibilities of administrative managers are identified and explained in this updated and comprehensive resource on managing the information needs of an organization to facilitate timely, relevant, and accurate communication. Topical case studies and practical examples illustrate the knowledge and skills required for success in office management. Whether managing cultural diversity in the work place or learning proper business ethics, the instructions outlined in this guide provide the basis for arriving at meaningful decisions that can make a candidate an asset in any office environment.

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About the Author

E. J. Ferreira is a senior lecturer in business management at the University of South Africa and the author of several books. **A. W. Erasmus** is a quality assurance consultant. **D. Groenewald** is a senior lecturer in business management at Rand Afrikaans University, the author of several books, and with E. J. Ferreira, the coauthor of *Business Management for Entrepreneurs*.

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