

Special points of interest:

- Technology Tips
- Business Skills Tips
- Computer Tips

The man who is too old to learn was probably always too old to learn.
Henry S. Haskins

You learn something every day if you pay attention.
Ray LeBlond

Get over the idea that only children should spend their time in study. Be a student so long as you still have something to learn, and this will mean all your life.
Henry L. Doherty



All tips and tricks come from PST Training materials and Instructors.

Check back each month for updated material.

Email us at pst@trainwithpst.com and give us some feedback.

Productivity Center

Outlook 2010 – What's new

- Work more efficiently with the simple and intuitive Microsoft Fluent user interface—new graphical menus and a familiar experience provide the tools you need to plan and manage your project.
- Task-oriented tabs and contextual menu groupings reveal powerful features, making it easier to get started and realize results.
- Learn about features and rich formatting controls quickly with descriptive tooltips and drop-down galleries.
- Simply be more productive by choosing your own menu options, quick access toolbar settings and setting defaults.
- Save to XPS or PDF. Quickly share, print, and publish project information from one location using the new Microsoft® Office Backstage™ view

Focus on Customer Service

With so much focus put on good customer service these days, it's always amazing when a company misses an opportunity to turn a bad experience into something positive for even one of its patrons.

A couple of years ago, I opened a canned food item and found, of all things, a cockle bur inside. It seemed that quality control had slipped up, so I notified the company of the situation. It wasn't an angry letter, just information.

To this day, I have not received a response. And, I don't bother

with the product any more. I know I'm just one consumer, but it made an impact on me, and I've told many people the story, especially when making a point about bad customer service.

Improving Customer Service is just one of many Business Skills courses that is offered by PST, and can be hosted at the location of your choice. For more information, call 843-529-0098.

For a list of upcoming Business courses being held at PST, follow this link: <http://www.trainwithpst.com/training/business-skills-dates/>

CISSP – Fastest Growing Industry

If you're interested in one of the fastest growing careers in the United States, you might take note of CISSP.

The Certified Information Systems Security Professional course expands upon security knowledge by addressing the ten domains that make up a Common Body of Knowledge (CBK). CBK is the taxonomy, or collection of topics that establish a common understanding of information security terminology – worldwide.

PST will be offering the CISSP courses per our on-line schedule, providing a job-related approach to the security process. Before registering, it is recommended that participants have certification in Network+ or Security + (or possess equivalent professional experience). Register online at: <http://www.trainwithpst.com/training/course-outlines/cissp-certified-information-systems-security-professional/>