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Book & CD-ROM.

Training is an investment for the future, the only foundation on which success can be built. Training delivers

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excellence in product and performance, elevating a good restaurant into a great one. Training will keep the skills of its employees and management sharp. But in no other industry is its absence or presence as obvious as it is in the food service industry. It is hard to find good, qualified employees,

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and even harder to keep them. In addition, unemployment levels are low, and competition for qualified workers is tough. What's the answer? Training! Constant training and re-enforcement keeps employees and management sharp and focused, and demonstrates the

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company cares enough to spend time and subsequently money on them. And that's precisely what this encyclopaedic book will do for you -- be your new training manager. The first part of the book will teach you how to develop training programs for food service employees, and how to train the trainer.

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The book is full of training tips, tactics and how-to's that will show you proper presentation, and how to keep learners motivated both during and after the training. The second part of the book details specific job descriptions and detailed job performance skills for every position in a food service operation, from

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the general manager to dishwasher. There are study guides and tests for all positions. Some of the positions include General Manager, Kitchen Manager, Server, Dishwasher, Line Cook, Prep Cook, Bus Person, Host/Hostess, Bartender, Wine & Alcohol Service, Kitchen Steward, Food Safety,

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Employee Safety, Hotel Positions, etc. Specific instructions are provided for using equipment as well.

The Handbook of Fraud Deterrence encompasses the applicable professional standards and common applications for forensic accounting, fraud deterrence, and fraud investigation services. It

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is the first book that explains fraud

deterrence through internal control

improvement within the structure of forensic accounting procedures.

Love helping other people improve their physical fitness?

Become a certified trainer, start your own business, and grow your client base with this

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user-friendly and practical guide Want to turn your passion for fitness into a lucrative career? Each year, more than 5 million Americans use personal trainers to take their workouts to the next level—and this plain-English guide shows you how to get in on the action. Whether you want a part-time job at

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the gym or a full-time personal training business, you'll find the practical, proven advice you need in *Becoming a Personal Trainer For Dummies*. If you want to become a certified personal trainer and start your own business—or if you're a certified trainer looking to grow your existing practice—you're in the

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right place. This practical guide has a thorough overview of what it takes to get certified and run a successful business, complete with expert tips that help you: Find your training niche Study for and pass certification exams Attract, keep, and motivate clients Interview, hire, and

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manage employees
Update your training
skills Expand your
services div

```
style="margin: 0px;  
padding: 0px; user-  
select: text; -webkit-user-  
drag: none; -webkit-tap-  
highlight-color:  
transparent; overflow:  
visible; cursor: text;  
clear: both; position:  
relative; direction: ltr;"
```

A user-friendly guide

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with unique coverage of personal trainer certification programs, *Becoming a Personal Trainer For Dummies* includes tips on selecting the right program and meeting the requirements. You'll learn to develop your training identity as well as practice invaluable skills that will make you a great personal trainer.

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Inside you'll discover
how to: div

style="margin: 0px;
padding: 0px; user-
select: text; -webkit-user-
drag: none; -webkit-tap-
highlight-color:

transparent; position:
relative;" Choose the

right fitness equipment,
for you and your clients

Create a business plan,
a record-keeping

system, and a marketing

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campaign Perform
fitness assessments

Develop individualized
exercise

Maybe you love exotic
and unusual flavors as
well as high quality
products, and you wish
that there was a way for
you to make a living
selling not just food, but
food that you love
talking about, tasting,
and sharing with others.

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You have the passion, but you need information to figure out the nitty-gritty details like regulations and financing. This book will give you industry-specific advice by discussing how to refine your vision, how to market your product as a specialty food, and more. This book will also cover the basics

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that any retail store owner needs to know. You want to make sure that you're not missing anything as you carefully decide if owning a gourmet retail store is right for you — and this book will guarantee that you don't. Gourmet food products (and corresponding gourmet retail stores) are here to

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stay as a part of the U.S. economy, despite economic uncertainty, since they are far more affordable luxuries than many other specialty items. They have also weathered the change to a more e-commerce-filled world, even though a big part of the appeal of specialty stores is the in-person experience.

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Websites can be thoughtfully designed to supplement a brick-and-mortar store, or a completely online enterprise can provide specialty goods to consumers via shipping. This new A-to-Z guide is updated and completely revised to reflect changes in the specialty food industry and the technology that governs

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retail stores. Enjoy stories from real-life entrepreneurs and practical insights needed to start, operate, and manage a highly profitable specialty store. It is the perfect book for entrepreneurs, schools, and technical training centers.

Management 3.0
Field Guide to
Leadership and

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Supervision in Business
Handbook of Geriatric
Care Management
What Forever Means
After the Death of a
Child

ISO 9001 QMS Policies,
Procedures, and Forms
Leading Agile
Developers, Developing
Agile Leaders

***Handbook of
Geriatric Care***

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**Management,
Fourth Edition**

*is a
comprehensive
and practical
guide for care
managers that
addresses the
multiple needs
of aging
adults and
their*

Where To
Download

*families. An
Manual Template
ideal teaching
tool, it
guides
students and
professionals
along the
journey of
becoming a
successful
care manager.
New to this*

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*edition are
two new
chapters on
working with
older veterans
and helping
clients with
depression.
Completely
updated and
revised, the
Fourth Edition*

Where To
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*provides
updated ethics
and standards,
a focus on
credentialing
and
certification,
numerous case
studies,
sample forms
and letters,
and tips for*

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*building and
growing a care
manager
business.*

*The Sales &
Marketing
Policies and
Procedures
Manual -
Easily Create
your Growth
Policy Manual*

Where To
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Manual Template
*Using a
Process*

*Approach to
Manage Sales
Strategies and
Marketing
Tactics
Procedures.*

*This Manual is
the foundation
of any
business and*

Where To
Download
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*can help you
take control
of your Sales
& Marketing
processes and
improve key
facets like
lead
generation and
sales closing.
Thoroughly
researched and*

Where To
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*reviewed by
experts, these
pre-written
policies and
procedures are
based on the
continually
improving
process
philosophy,
and they
incorporate*

Where To
Download

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**best practices
and proven
techniques
that provide
results.**

**Creating clear
policies and
procedures can
help align
your sales and
marketing
efforts, which**

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*dramatically
improves your
sales pipeline
management.*

*They also
assist in
determining
which efforts
and practices
produce
tangible
results;*

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*leading to
improved cost
per lead and
cost per sale
performance.
This new
edition also
includes
updated and
complete job
descriptions
for every job*

Where To
Download
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*referenced in
the text.*

*Designed for
busy
professionals
like Sales
Managers,
Marketing
Managers,
Sales &
Marketing VPs,
and Business*

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Download
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Manual Template

***Owners, the
Sales &
Marketing
Policies and
Procedures
Manual can
save you
hundreds of
hours in
researching
and writing
the procedures***

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*you need to
standardize
efforts and
practices in
areas such as
developing
strategies and
tactics, admin
istration,
lead
management and
lead*

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*qualification,
customer life
cycle*

*management,
training, and
product*

*launch. There
is no need to
start from
scratch. It
has already
been done for*

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you.

This handbook documents the antique works of art known to Renaissance artists up to 1527. More than 500 illustrations show Greek and Roman statues,

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*mythological,
and historical
reliefs
together with
Renaissance
drawings,
engravings,
bronzes, and
paintings to
demonstrate
where these
classical*

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**monuments were
discovered.**

Human

Resources

***Procedures for
Employee***

***Management can
help you***

***easily create
the Human***

***Resources (HR)
policies and***

Where To
Download
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procedures
Manual Template
manual you

*need to ensure
the fair
treatment of
employees as
required by
Federal law.
Thoroughly
researched and
reviewed by
experts in the*

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*field, this
important
organizational
resource
provides more
than 800 pages
of content
based on best
practices, and
it addresses
important
issues such as*

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Download

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Manual Template*
**COBRA, HIPAA,
ADA, FMLA, and
other major
Federal
employment
regulations.
This quality
hardback
edition also
covers
important empl
oyer/employee**

Where To Download

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**topics such as
job**

**descriptions,
hiring and
termination,
compensation
and benefits,
training and
development,
as well as
general HR adm
inistration.**

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Download
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*It also
includes a
sample
Employee
Handbook and
an HR Managers
Manual.*

*Designed for
busy
professionals
such as HR
Executives,*

Where To
Download
Employee Policy
*Office
Managers, and
Business
Owners, Human
Resources
Procedures for
Employee
Management is
an important
tool in
managing the
most important*

Where To
Download
Employee Policy
*resource in
Manual Template
your business
- your
employees.
This new
edition also
includes
updated and
complete job
descriptions
for every job
referenced in*

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the text.

Given the

*broad range of
topics that
fall under the
HR rubric,
creating a
system of
policies and
procedures can
be a daunting
task.*

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*Fortunately,
with Human
Resources
Policies and
Procedures
Manual there
is no need to
start from
scratch - it's
already been
done for you!
Renaissance*

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**Artists &
Antique**

Sculpture

Policies,

Practices,

Benefits

How to Quickly

Create an ISO

9001 Quality

Management

System Using

Easily

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*Editable
Policies and
Procedures
How to Open &
Operate a
Financially
Successful
Specialty
Retail &
Gourmet Foods
Shop
A Microsoft*

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*MVP guide to
the best parts
of Excel*

*How to Open a
Financially
Successful
Bakery*

*Whether you're a
business beginner
with big ideas or
an established
company looking*

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to review your plans in a changing business environment this practical, user friendly guide gives you everything you need to get started. Complete with an interactive CD packed with

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*planning
templates
including;
planning
documents, forms,
financial
worksheets,
checklists,
operation surveys
and customer
profiles in both
Word and PDF*

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formats you'll be armed with all you need to kick start the planning process and create a winning business plan that suits you and your long-term business vision.

*Business Plans Kit
For Dummies*

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*includes UK
specific*

*information on: UK
business practice
Currency UK
business and
financial
institutions and
advisory services
UK taxation and
VAT Partnerships
and Limited*

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Download
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Manual Template
*company
information UK
legal practice,
contractual
considerations
and insurance
matters UK
specific forms UK
specific case
studies New
content covering
online business*

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*opportunities and
resources,
alternative ways
in to business
including
franchising,
network
marketing and
buy outs, research
methods and
choosing suppliers
and outsourcing*

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will all be added
to the UK edition.

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*Part I: Laying the
Foundation for*

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Planning Engine*

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Great Business

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Components
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Understanding
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Environment
Chapter 5:
Charting Your
Strategic Direction*

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Marketing Plan*

*Chapter 8:
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Person Business*

Chapter 10:

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Small Business*

Chapter 11:

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Nonprofit*

Organization

Chapter 13:

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Business Part IV:

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of Your Plan

Chapter 14:

Putting Your Plan

Together Chapter

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*Plan to Work Part
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Chapter 17: Ten
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Information to
underpin your
Business Plan*

*Chapter 20: Ten
Ways to Use Your
Business Plan*

*Note: CD files are
available to
download when
buying the eBook*

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version

*With new
medications,
medical therapies,
and increasing
numbers of older
and medically
complex patients
seeking dental
care, all dentists,
hygienists, and
students must*

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understand the intersection of common diseases, medical management, and dental management to coordinate and deliver safe care. This new second edition updates all of the protocols

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*and guidelines for
treatment and
medications and
adds more
information to aid
with patient
medical
assessments, and
clearly organizes
individual
conditions under
three headings:*

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*background,
medical*

*management, and
dental
management.*

*Written by more
than 25 expert
academics and
clinicians, this
evidence-based
guide takes a
patient-focused*

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approach to help you deliver safe, coordinated oral health care for patients with medical conditions. Other sections contain disease descriptions, pathogenesis, coordination of

Where To Download

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Manual Template*

*care between the
dentist and
physician, and key
questions to ask
the patient and
physician.*

*No matter the
number of
employees
working at your
business,
employment*

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policies should be distributed in writing to every employee. An employee handbook is the most important communication tool between you and your employees. A well-written handbook

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sets forth a company's expectations for its employees and describes what they can expect while working for the business. An employee handbook should describe the employer's legal

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obligations and the employees' rights. The U.S. Supreme Court has ruled that businesses can protect themselves against damages from employee lawsuits by providing clear,

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written policies covering the rights and responsibilities of their employees. Even if you have only one employee, a written handbook could keep you out of court.

Written policies

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provide the principles and a basis for how businesses can manage their employees. The employee handbook can help prevent misunderstanding by listing the company's

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policies so employees and managers know what is expected of them. A handbook will also assist with employment law compliance. A written employee handbook gives everyone —

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including management — the same set of rules to follow. How to Write Your Own Effective Employee Handbook In One Hour Or Less is the ideal solution for producing your own handbook

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*quickly and
efficiently. The
companion CD-
ROM contains an
employee
handbook
template in
Microsoft Word™
format, which you
can easily edit for
your own
purposes.*

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Essentially, you just need to fill in the blanks. The book discusses various options you might have in developing the policies. Our employee handbook has been edited and approved by

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attorneys specializing in employment law. Developing your own handbook now could not be easier or less expensive. The companion CD-ROM containing the template is available in both

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English and Spanish on a single disc. The following topics are covered in the new 2011 edition of the book: at will employment, equal opportunity employment, sexual harassment,

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*immigration law,
criminal
convictions,
probationary
periods, personnel
files, orientation,
exempt and non-
exempt
employment
classifications,
pay periods,
breaks, time*

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*keeping, overtime,
performance
reviews, expense
reimbursement,
attendance,
meetings,
telecommuting,
holidays,
vacations, drugs
and alcohol,
workplace
violence and*

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Download
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*weapons,
smoking, food and
beverage areas,
attire, telephone
use, use of
company
property, safety
and security,
confidential
information,
conflicts of
interest,*

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*employment of
relatives, sick
leave, disability
leave, medical
leave, leave of
absence, jury
duty, military
duty, benefits
eligibility, medical
insurance,
retirement plans,
employee*

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*discounts,
workers'
compensation,
COBRA,
termination, and
termination
process. With this
new book, there is
finally a cost-
effective solution
for developing
your own*

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employee handbook for the small- to medium-sized business owner. Simply review the more than 100 policies already written for you and insert your own information when prompted. The

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*template comes
complete with a
table of contents,
introduction, and
a form for each
employee to sign
acknowledging
receipt of the
manual.*

*Top-level
executives,
middle managers*

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and entry-level supervisors in nonprofit organizations need the nuts and bolts for carrying out effective leadership and supervision, particularly in organizations with

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*limited resources.
This guide
includes topics
often forgotten in
nonprofit
publications,
including: time
and stress
management,
staffing,
organizing, team
building, setting*

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*goals, giving
feedback,
avoiding
Founder's
Syndrome, and
much more. It also
includes
guidelines to
ensure a strong
working
relationship
between the Chief*

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*Executive Officer
and the Board.*

*Human Resources
Policies and
Procedures
Manual*

*People Operations
Sales & Marketing
Policies and
Procedures
Manual*

The ADA Practical

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*Guide to Patients
with Medical
Conditions*

*The Recruiters
Guide Book*

*Creating and
Updating an
Employee Policy
Manual: Policies
for Your Practice*

Book & CD-ROM.

This is the A-to-Z

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guide to making it
in your own store.

Learn the expert
tips, tricks, and a
vast gold mine of
crucial how-to
information you
just can't find
anywhere else.

This is a perfect
book for
entrepreneurs,
schools, colleges

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and technical
training centres.

This detailed text
contains all the
information you
will ever need to
needed to start,
operate, and
manage a highly
profitable
speciality store.
This is an ideal
guide new for

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comers to the business as well as experienced operators. In addition to basic operational practices the book will demonstrate how to: increase impulse sales and improve presentation, utilise

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merchandising
fixtures and
techniques, cross
merchandising,
point of purchase
materials, how to
develop a product
sampling program.
The Payroll Book
is the only book
that demystifies
payroll with clear,
concise, and real-

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world examples on how to tackle the process. "The Payroll Book will be a valuable resource for the small business owner as well as for the entrepreneur planning a new venture. Thorough, well-organized,

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and thoughtfully written, this practical guide is an essential tool for managing the payroll process."

—Marilyn K. Wiley,
Dean, College of
Business,
University of North
Texas "Failing to
comply with the
withholding, tax

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remittance, and report filing requirements in handling business payroll carries a high cost. Charles' book will guide entrepreneurs through the minefields of payroll processing and reporting in language that

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business owners
can understand.

Whether you
already own or are
planning to start
your own
business, The
Payroll Book is an
essential tool."

—James A. Smith,
Past President and
Chairman, Texas
Society of CPAs "If

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accounting is something you have not paid keen attention to in your startup, then this book can demystify the whole thing for you and then some! Logically set-up and highly practical in its approach! I highly

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recommend this book for any startup, entrepreneur, and, frankly, anyone thinking about starting a business. That said, if you already started a business it's just as important—this is a must-read!"

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—Hubert Zajicek,
CEO, Co-founder
and Partner,
Health Wildcatters
"Wow! This is the
most
comprehensive
book of its kind. I
have worked in
payroll for over 25
years, and I would
recommend this
book as a

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reference to
anyone who has a
hand in payroll.

From the novice
just entering the
field to the
seasoned veteran,
there is something
in this book for
everyone."

—Romeo Chicco,
President,
PayMaster

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Provides information on successfully starting and running an eBay business.

Fundamentals of Sleep Technology provides a thorough understanding of the use of polysomnography

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and other technologies in the evaluation and management of sleep disorders. Coverage includes in-depth reviews of the neurophysiology and cardiopulmonary aspects of sleep, along with the

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pathophysiology
of sleep disorders.

Detailed sections
on

polysomnography
include recording
procedures,
identifying and
scoring sleep
stages and sleep-
related events, and
report generation.

Chapters discuss

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therapeutic interventions including positive airway pressure, supplemental oxygen, surgical and pharmacologic treatments, and patient education. A section focuses on pediatric sleep disorders and

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polysomnography.

Also included are chapters on establishing and managing a sleep center and accrediting a sleep program.

Fundamentals of Sleep Technology is endorsed by American Association of

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Sleep

Technologists
(AAST). AAST
committees
oversaw the
development of
this book, defining
the table of
contents,
recruiting the
Editors, and
providing most of
the contributors.

Where To Download

The Encyclopedia
of Restaurant

Training

Fundamentals of
Sleep Technology

Using Templates,
Project

Management, and
Six Sigma

Human Resources
Procedures for

Employee

Management

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The Handbook of
Fraud Deterrence
Excel Insights
Introduces a
realistic approach to
leading, managing,
and growing your
Agile team or
organization.

Written for current
managers and
developers moving
into management,

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Appelo shares insights that are grounded in modern complex systems theory, reflecting the intense complexity of modern software development. Recognizes that today's organizations are living, networked

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systems; that you can't simply let them run themselves; and that management is primarily about people and relationships.

Deepens your understanding of how organizations and Agile teams work, and gives you

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tools to solve your
own problems.

Identifies the most
valuable elements
of Agile
management, and
helps you improve
each of them.

Recruiter's guide
helps you to
understand
sourcing
techniques,

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headhunting,
diversity recruiting,
corporate recruiting
and successful
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then moves on to
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