

SkillPath. "10 Qualities Every Great Administrative Assistant Should Have." *SkillPath*, skillpath.com/blog/10-qualities-every-great-administrative-assistant-should-have. Accessed 12 Mar. 2026.

10 basic qualities you should have if you want to be an assistant, but 7 that are most important as an Office Assistant. **Apatpatbilly**- Sometimes you have to apatpat yourself not only to the workplace but the people as well. **Problem-Solving**: Your boss is not always going to be at work, so you are responsible, and that might involve dealing with difficult situations and taking control. **Professionalism**- NO cussing, NO attitudes, NO inappropriate behavior. **Approachable**-A nice greeting to people who come into your workplace shows a lot about your workplace. **Organized**: Having an organized area helps reduce mental clutter. **Knowing Your Business**- if you don't know your business, how can you inform or help people who come in? **Oral Communication Skill**- Being well spoken

"Anger Management: 10 Tips to Tame Your Temper." *Mayo Clinic*, Mayo Foundation for Medical Education and Research, www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/anger-management/art-20045434. Accessed 12 Mar. 2026.

You need to know when to control your emotions at the right time. I learn that from personal experience, especially if you are in a work environment, because as an office assistant, when people come to your job, you wanna give them a good experience with a nice smile, make them feel welcome, so when they leave your work environment, they gotta wanna come back. A nice attitude can make a good impression. I don't want to go to a place, and the face of the office (Office assistant) is giving me a stink face and a nasty attitude, which is going to make me feel like I'm not comfortable staying in that school office.

"Building Good Relationships at Work Benefits Everyone." *VensureHR*, 13 Sept. 2023, vensure.com/resources/blog/building-good-relationships-at-work-benefits-everyone/.

Good relationships with people in or out of your workplace can give you great benefits and connections. Someone told me before that you can't do everything on your own, but you can make life easier with a little bit of help. I might need to reach out to other businesses or wanna partner up with different people for projects, and having friends/connections can help communication between strangers. In the workplace, people tend to listen to those with whom they have a good relationship or pick sides. That's why I wouldn't do anything for someone if I don't like them.

“How to Use Copy Machine - a Complete Guide for Copier.” *Titan Office Solutions*, 24 June 2024, titanofficesolutions.com/post/how-to-use-copy-machine.

Knowing how to use a printer is the most important thing to learn if you want to be an office assistant or even work in an office. As an office assistant, I help most students and staff with copying, and it is my responsibility to ensure those who don't know how can make copies. To use the copier, you need to know how many copies to make and whether you want them printed one-sided or double-sided. Some people might not know how the scanner works. That part of the copy machine is used mostly when teachers wanna make a copy of a page from a book, so they scan the pages and then duplicate them.

Caron-Quinn, Denise. “Office Organization: How to File [Part One].” *In Order to Succeed*, 28 June 2015, inordertosucceed.com/post/office-organization-how-to-file-part-one/.

How I file in my school as an office assistant is that every drawer in a cabinet is labeled by the year the students graduate, then I file the students alphabetically by last name. Before that, I have to go through a whole stack of students' papers from 9-12 and separate them by grade. When that is done, I put all the student papers in a folder and give it to Ms.Semaj, then she writes the student information on the front of the folder for me to file. Having a good filing system can make things easier and faster for everyone.

Boffy, Barry. “Code-Switching in the Workplace.” *Homepage*, FAIRER Consulting, 18 Sept. 2024, www.fairerconsulting.com/blog/code-switching-in-the-workplace.

Code-switching is switching yourself to accommodate others by either fixing your tone, attitude, or voice. Some people call it putting on your “white voice” because you have to act overly nice and proper, but I think code-switching is more for making whoever is in your presence comfortable, and then if they warm up to you, then you can switch back to you. I agree with what the source said when they talk about code switching, which really doesn't show who you are and your personality. If you know how to be both professional and yourself, then you can balance code-switching around the workplace.

“Phone Etiquette Tips.” *University of Mount Saint Vincent*, 24 Mar. 2015, mountsaintvincent.edu/campus-life/campus-services/human-resources/student-employment/phone-etiquette-tips/.

Phone Etiquette can almost tie into code-switching, but just answering the phones professionally is not all that phone etiquette is. You need to know how to work the phone, things

like transferring calls, calling the right class numbers, putting the calls on hold, and that's all just the inputs on the phone. Make sure you're not chewing gum while answering the phone and always have a pen and paper by your side. Also, you need to know how to handle a call that you can't understand or don't have the right knowledge to answer, and if that happens, you respectfully tell them you can't help but will appoint them to someone who can, instead of dismissing their call because if you can't help, it doesn't mean no one else can't.

"A Guide to Creating Informative Videos! (Yes, It Can Be That Easy)." *MKM Digital Marketing*, 13 Apr. 2020,
www.melinakmiller.com/a-guide-to-creating-informative-videos-yes-it-can-be-that-easy/.

The key to making a good video is a strong topic, visual content, and editing. My topic is what I do as an office assistant at sla. In my 10 videos, I'm doing a different specific thing in each video, meaning if the video is titled Phone Etiquette, the video will be me at my front desk, physically and verbally showing what phone etiquette is and how I use it in the office. The editing is tricky because I don't know the first thing about even working a camera. My goal is to try to pair up with someone who knows how to use a camera, so my videos can look professional.

morgae3, and Instructables. "How to Make a Textbook Chapter Outline." *Instructables*, Instructables, 20 Sept. 2017,
www.instructables.com/How-to-Make-a-Textbook-Chapter-Outline/.

Another part of my capstone project is having a manual based on my videos. I like the idea of having a binder with a written version of my videos that will be kept in the office, so if students or adults can't access my video on the SLA page, then they can go through my binder and get the same information the videos would have given. In a way, it's like making a book: first, make the chapters, outline how you want the pages to look, things like the title, headings, and font, then put your information in about the chapters, and finally print them and structure the book together.

"Libguides: Reflective Practice Toolkit: Reflective Writing Exercise." *Reflective Writing Exercise - Reflective Practice Toolkit - LibGuides at University of Cambridge Subject Libraries*, libguides.cam.ac.uk/reflectivepracticetoolkit/writingexercise. Accessed 12 Mar. 2026.

I want my reflection video to be about what I learn at SLA, and how that can help me further in life after SLA. My video is going to be the truth about me, my experiences, ups, downs, in between, and economic/behavior struggles, all of that. I'm going to have passion in my video, hope to give someone who looks at my capstone a feeling of when life kicks you down, you

gotta get back up. So NO, my story ain't going to be just a boring one. It's going to come straight from the heart, no script needed.