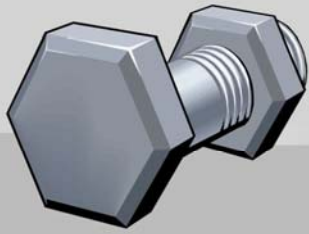


# Nuts n' Bolts of Formatting

Using Microsoft Word



## It Doesn't Get Any Easier!

### USING MS WORD 2000-XP-2003

BASIC MS WORD  
FAXES  
BUSINESS LETTERS  
RESUMES AND COVER LETTERS  
MEMORANDUMS  
PROOFREADERS' MARKS  
TABLES  
BOUND & UNBOUND REPORTS  
SIMPLE MAIL MERGE  
CREATING FLIERS WITH CLIP ART  
E-MAIL (Web-Based)



By Barbara G. Ellsworth

**Ellsworth Publishing Co.**



**FORMATTING**

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# Nuts 'n Bolts of Formatting

Using Microsoft Word

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*It Doesn't Get Any Easier!*

**By**

**Barbara Grace Ellsworth**

**Mesa Community College**

**Mesa, Arizona**

# Nuts 'n Bolts of Formatting

By

**Barbara Grace Ellsworth  
Mesa Community College  
Mesa, Arizona**

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# COURSE DESCRIPTION

## STEP-BY-STEP INSTRUCTIONS

This course is self-paced (step-by-step) and very easy for students to follow on their own. The directions were checked on MS Word 2002 & 2003 with the exception of E-mail. It is designed so the teacher can select from the following: (Check the Table of Contents for a complete listing)

- ◆ **Basic Word Concepts** (includes information students will need for several units, such as how to open an MS Word document, how to save, how to exit MS Word, how to open a saved document, how to enter your name and assignment number in the header, etc.)
- ◆ **Fax Applications** (using three fax wizards, saving a fax template)
- ◆ **Interoffice Memos** (including Memo Wizards)
- ◆ **Business Letters** (Block, Semi-Block, Simplified, Personal Business Letter, Open and Mixed Punctuation, Subject line, bullets, reference initials, enclosures, cc, 2-Page Letter headings, *special software program developed to help students learn the 2-digit state/possession codes from the Official United States Postal Services State/Province Abbreviations list*)
- ◆ **Resumes and Cover Letters** (Create resumes from templates in MS Word; Create a personal resume and cover letter)
- ◆ **Proofreader's Marks** (Common proofreading marks useful to any edit project)
- ◆ **Tables** (Using AutoFit, AutoFormat, Centering vertically and horizontally, removing gridlines)
- ◆ **Bound and Unbound Business Reports** (Creating the Title pages, internal citations, Reference page, indenting a quote, footnote, sorting, page numbering)
- ◆ **Simple Mail Merge** (Using templates, save and delete preferred templates, merge and print)
- ◆ **Creating Fliers With Clip Art** (Creating full-page fliers, inserting and resizing clip art, and selecting different font colors)
- ◆ **Basics of Using E-Mail** (Opening an E-mail account, Reading E-mail, Deleting unwanted E-mails, Empty the Trash Folder, Send E-mails, Add Addresses to Address Book, Using the Yahoo! Calendar)

**At the end of each section are Multiple-Choice questions for tests or quizzes.**

## EASY GRADING—SOLUTION KEY AND STUDENT CHECK-OFF SHEET

Assignment check-off sheets are an easy method of grading and recording. After checking their work with a solutions key, students put it on top of their CPU. The teacher sees at a glance who has something ready for checking. If the assignment is acceptable (correct), the blank is **initialed** by the teacher. Students can put any ungraded assignments in their folder for the next class period. Grading is easy! Add

up the points earned and compare it to a grading scale such as: (based on 124 points total)

90% (or 112+) = A

80% (or 99+) = B

70% (or 87+) = C

60% (or 74+) = D

<b>FORMATTING — GRADE SUMMARY</b>		<b>DATE</b> _____			
<b>STUDENT'S NAME</b> _____		<b>CLASS</b> _____			
<u>LESSON</u>	<u>POINTS</u>	<u>ASSIGNMENTS</u>			
<b>Basic MS Word</b> (Approx. 1/2 hr.)	(2)	1_____			
<b>Faxes</b> (Approx. 1 hr.)	(4)	1_____	2_____	3_____	4_____
<b>Memos</b> (Approx. 3 hrs.)	(16)	1_____	2_____	3_____	4_____
		5_____	6_____	7_____	8_____
<b>Letters</b> (Approx 5 hrs.)	(32)	1_____	2_____	3_____	4_____
		5_____	6_____	7_____	8_____
		9_____	10_____	11_____	12_____
		13_____	14_____	15_____	16_____
<b>Resumes/Cover Letters</b> (12) (Approx. 4 hrs.)		1_____	2_____	3_____	4_____
		5_____	6_____		
<b>Proofreading</b> (Approx. 1 1/2 hrs.)	(5)	1_____	2_____	3_____	4_____ 5_____
<b>Tables</b> (Approx. 2 1/2 hrs.)	(12)	1_____	2_____	3_____	4_____
		5_____	6_____		
<b>Business Reports</b> (Approx. 5 hrs.)	(20)	1_____	2_____	3_____	4_____ 5_____
		(2 pts)	(2 pts)	(6 pts)	(8 pts) (2 pts)
<b>Simple Mail Merge</b> (Approx. 2 hrs.)	(7)	1_____	_____	2_____	_____ 3_____
		(3)		(3)	(1)
<b>Fliers w/Clip Art</b> (Approx 2 hrs.)	(6)	1_____	2_____	3_____	
<b>Using E-Mail</b> (Approx. 2 hrs.)	(8)	1_____	2_____	3_____	4_____
<b>TOTAL POINTS</b>	<b>124</b>				

**HOURS TO COMPLETE:** Approx. 28 hours (Teachers can select the lessons to be taught.)

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## Special Features of EPC Keyboarding & Ten Key Courses:

- ★ **INTERNET VERSION**—Students can learn anytime, anywhere (classroom, lab, or home). Student progress can be viewed over the Internet by the teacher—no papers to handle, grade, or turn in. Printing is optional. Software is hosted on Ellsworth Publishing Co. (EPC) servers. Data is saved on our servers. *No EPC software to install or maintain.*
- ★ **UNIQUE KEYBOARDING FEATURES**—
  - Select one or two spaces after a period at the end of a sentence and [ :, !, and ?].
  - Turn off the timing area on the screen to prevent students from looking at their fingers or the screen. If they take their eyes off the copy, they will lose their place.
  - Turn off the Backspace key completely, or just for selected timings.
  - Internal message manager to send and receive messages to one or all students. The message is seen when students first open their data files (*Internet version only*).
- ★ **FLEXIBILITY**—Course standards can be changed/customized for individualized learning or course length/time needs. Make the course fit your needs, not the other way around.
- ★ **POWERPOINT COURSE DEMONSTRATIONS**—Student software CD's and Instructor Tutorial CD's contain demonstrations of their course. It is also available on our website at [www.EllsworthPublishing.com](http://www.EllsworthPublishing.com).
- ★ **PROGRESS REPORTS**—Show the best scores that meet the accuracy standard entered in the *Setup*. A weekly *Progress Report* from each student is the only paper a teacher usually sees, unless they are using the Internet version which requires no printed copies.
- ★ **GRADE REPORTS (Mid-Term & Final)**—The average keystrokes per hour (KSPH) for Ten Key and the average words per minute (WPM) for keyboarding in each lesson as shown on the *Progress Report* is automatically averaged to calculate an overall course average. The course average is compared to the grading scale entered in the *Setup* and a grade is assigned on the Grade Report. Lessons and lines can be practiced again to try to raise the final grade.
- ★ **INSTANT FEEDBACK**—All lines are timed; speed and accuracy are reported after each timing.
- ★ **COMPETENCY BASED**—The instructor's grading scale is entered in the *Setup*. The grade for an "A" is the goal for each line. Students practice each line until they reach their goal before going on to the next line.
- ★ **SELF-PACED**—Students can go at their own pace (within the weekly parameters set by the instructor).
- ★ **SECURITY**—The name, ID#, and scores are permanently recorded within each student's file for security reasons. Students can't change the name or exchange scores.
- ★ **SPECIAL ADAPTATION FOR BUSY (NOISY) CLASSROOMS, OR HEARING IMPAIRED STUDENTS**—All lines are timed. A special end-of-timing blinking monitor silently notifies students that the timer has run out of time.



## About the Author:

Barbara G. Ellsworth has taught at Mesa Community College for over 40 years. For many years Mrs. Ellsworth taught Business Machines. During that time she wrote and published over 42 workbooks for various Ten-Key and calculating machines. Mrs. Ellsworth currently has written and published five textbooks with computer programs—*Ten Key Mastery*, *Keyboard Mastery*, *Keyboard Short Course*, *Skillbuilding Mastery*, and *Keyboarding For Kids (Grades 1-6)*, and this textbook *Nuts 'n Bolts of Formatting*. Her products are found at all educational levels—K-12, College/Adult, job corps., as well as in government institutions and commercial businesses.

A PowerPoint demonstration that completely explains the course, course descriptions, downloads, current syllabi, and online course information can be seen at:

[www.EllsworthPublishing.com](http://www.EllsworthPublishing.com)

### Course Descriptions

- ★ **TEN KEY MASTERY** — To teach the numeric keypad with speed and accuracy. Course includes three actual employment tests for students to practice. To achieve employment standards, it is recommended to be a quarter or semester course.
- ★ **KEYBOARD MASTERY** — To teach the alpha/numeric keyboard to beginners and to those who haven't typed in a long time and have rusty skills. The course contains 15-second to 5-minute timings that cover the basics. This course can be customized for either a semester or a quarter course.
- ★ **KEYBOARD SHORT COURSE** — A shortened version of KEYBOARD MASTERY. It covers the alphabetic and punctuation keys (no numeric or symbol keys). It is designed for approximately 5 - 9 weeks. The course contains mainly 15-second timings which push for speed and accuracy, and includes 30-second, 1- and 2-minute timings. This course is excellent for beginners and experienced typists who need to raise their skills quickly.
- ★ **SKILLBUILDING MASTERY** — Advanced Keyboarding. Covers alpha and numeric/symbol keys with 15-second to 5-minute timings designed to bring students to employable levels of speed and accuracy. It is recommended that students type approximately 32-35 wpm before taking this course.
- ★ **KEYBOARDING FOR KIDS** — For Grades 1 - 6. Teaches keyboarding correctly to children at a time when they are exposed to computers, and to prevent the formation of bad keyboarding habits. The short timings and textbook help keep student's eyes away from the screen and fingers. Students are rewarded with graphics of praise when they meet their goal.
- ★ **INTRODUCTION TO MICROSOFT APPLICATIONS** —Introduction to Windows, Publisher, Excel, Access, PowerPoint, etc.

# MS Word

## Basic MS Word Concepts

# BASIC MS WORD CONCEPTS

This section contains some very basic MS Word information that will help you complete the assignments in this book. If you forget how to save, for example, refer to this unit. Assignment #1 will be to print the document you open and use in this unit.

## *Objectives*

**When you complete this unit, you will be able to:**

- Start MS Word, Open a blank document
- Maximize the screen
- Obtain two toolbars (if necessary)
- Save on the A drive
- Exit MS Word
- Open a saved document
- Change Font Styles and Sizes
- Know what Font size numbers mean
- Determine whether to use the Backspace or the Delete key
- Use the Header to enter name and assignment number

---

## How to Start MS Word and Open a Blank Document

Some programs may be installed differently, but usually these directions will open a new MS Word document: (open one so you can follow the instructions)

- Click Start
- Point to Programs
- Point to Microsoft Office
- Click on Microsoft Word

---

## How to Maximize Your Screen

Once you have a new blank document, if it is already maximized to fill the screen, you will see two small squares in the middle box in the upper right corner.

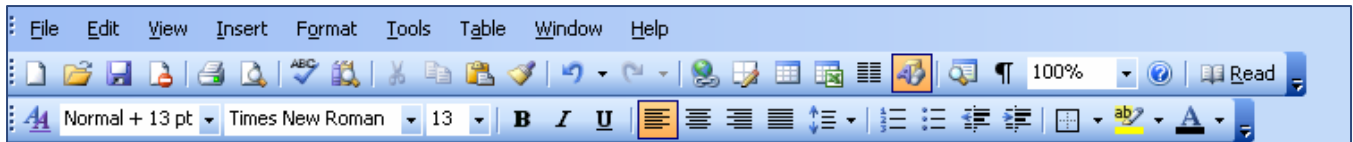


If you see one larger square in the middle box, click on it to maximize your document to fill the screen.



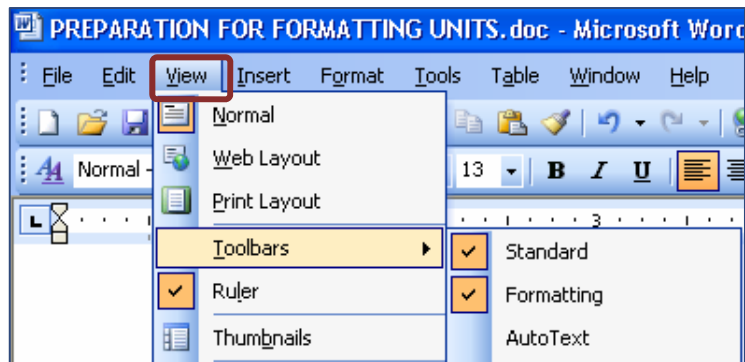
## How to Obtain Two Toolbars (if they aren't there already)

You will need both toolbars throughout this textbook:



The top line is your Menu Bar. The second line is the Standard Toolbar. The third line is the Formatting Toolbar. If they are not there when you open your document:

- Click View on the Menu Bar
- Click Toolbars
- Make sure that Standard and Formatting have checks by them

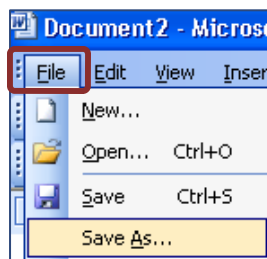


## How to Save Your Work on the A Drive (ask your instructor for help if it is to another drive)

On the document you opened and have on your screen, press the Caps Lock key on the keyboard and type this line:

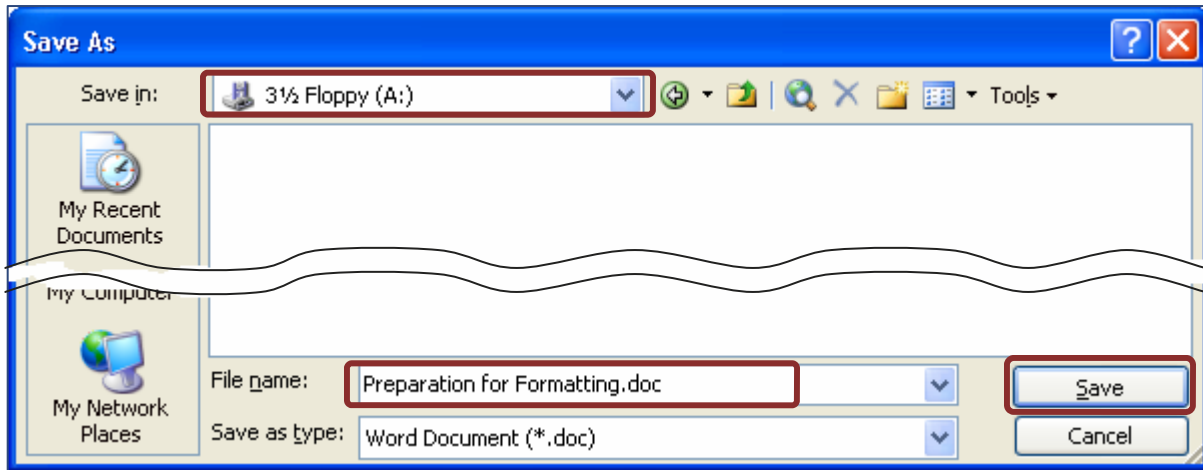
I AM GOING TO LIKE THIS COURSE!

- Press the Caps Lock key again to deselect ALL CAPITAL LETTERS
- Click File
- Click Save As



After you click Save As, another dialog box appears.

Click the arrow to bring up a list of possible drives, and click on the 3 1/2 Floppy (A) so it appears in the Save in: area.

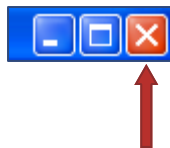


Enter Preparation for Formatting.doc in the File name: area. The three-letter extension (.doc) for MS Word documents would automatically appear after you saved it even if you didn't type it in.

If the "Save in:" area is pointing to 3 1/2 Floppy (A:), and the "File name:" is correct, click the Save button.

### How to Close MS Word

Close MS Word by clicking on the "X" on the upper top right corner.

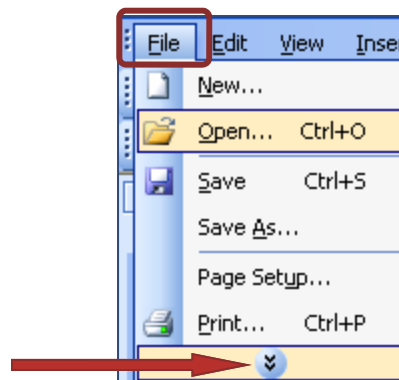


### How to Open a Saved Document

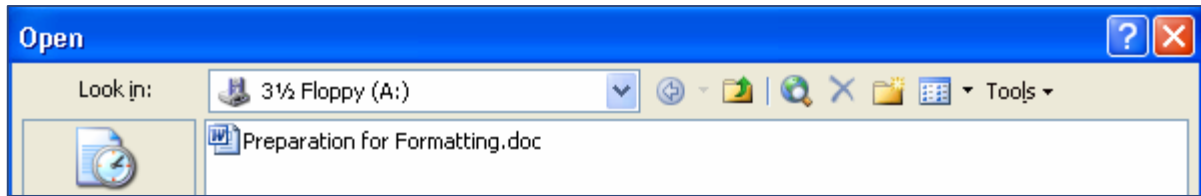
Open an MS Word document as per the directions earlier.

- Click File
- Click Open

If you don't see all the features you need on a menu, click the down arrows to reveal more.



When the Open dialog box appears, click the arrow in the Look in: rectangle area. Be sure that 3 1/2 Floppy (A:) drive is selected.

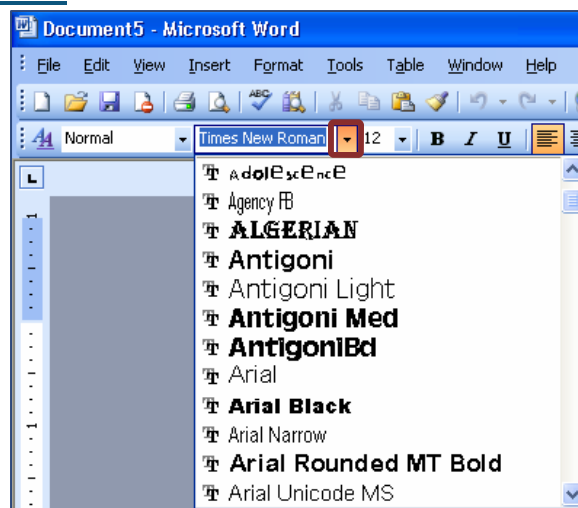


When the "Look in:" shows 3 1/2 Floppy (A:), all the files on your floppy disk will show.

Open your file by double clicking on the file, or click on it to select it and then click the Open button. It should be open for the next illustration.

## How to Change Font Styles and Sizes

- Select the words: I AM GOING TO LIKE THIS COURSE! with your mouse so they are highlighted.
- Click on the Font Style arrow and various font styles will appear.
- Click several of the Font Styles so you can see how it affects your sentence.



- To change the Font Size, with your sentence still selected click on the font number arrow. Click on several numbers so you can see how it affects your sentence.



## What the Font Size Numbers Mean

In printers language, there are 72 points to 1inch. If you selected a word and clicked on Font size 36, the selection would be 1/2” high. If you clicked on 24, your selection would be 24/72” high. A common font size for most applications is 12, such as Times New Roman font style with 12 as the font size.

## How to Know Whether to Use the Backspace or the Delete Key

Look down at your keyboard. Notice that there is a “line” (empty space) between the Backspace and the Delete keys. Pretend that your blinking cursor is that line:

Backspace

Delete

If the letters you want to erase are to the left of your blinking cursor, use the Backspace key to the left of the “line”. If the letters to erase are to the right of your cursor, use the Delete key.

I AM GOING TO LIKEE | THIS COURSE!  
a                      b c                      d

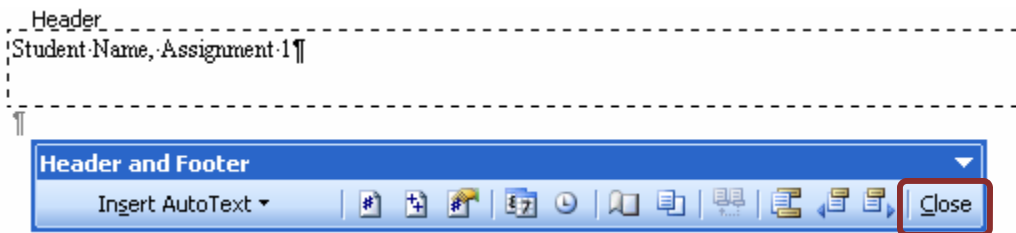
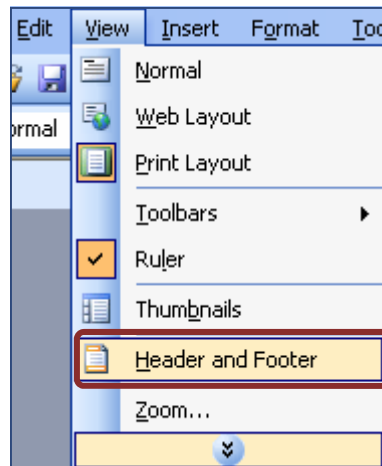
- a) To erase the first “O”, it is to the left of the cursor, so use the Backspace key.
- b) To erase the first “E”, it is to the right of the cursor, so use the Delete key.
- c) To erase the first “T”, it is to the right of the cursor, so use the Delete key.
- d) To erase the first “S”, it is to the left of the cursor, so use the Backspace key.

## How to Enter Your Name and Assignment Number in the Header

You will be asked to enter your name and assignment number in most of the assignments in this textbook. This is Assignment #1.

With your Word document open that has I AM GOING TO ENJOY THIS COURSE!:

- Click View
- Click Header and Footer
- Type your name and Assignment #**BWD-1** in the header.
- Click the Close button on the Header and Footer toolbar as shown below:



**Save and print. Click the Save button on the Standard Toolbar. Click the Print button on the Standard Toolbar, or click File, Print, OK.**



# Faxes

## Fax Applications

# FAX APPLICATIONS

Fax stands for Facsimile. It is used to send information electronically. Often faxes contain information that would be included in a letter; it is just quicker. Faxes are also used as a cover sheet to accompany another item; both the fax cover sheet and the invoice or application or business form are sent electronically together. If you had an application that you filled out for a job, you could fax the application with a cover letter and cover fax giving further explanation or asking questions.

There are several styles of Fax templates. Templates are already formatted and you just have to fill in the information. You can create your own template and save it to use when you need to send a fax. If you send a lot of faxes, you can save a shortcut icon to your favorite fax template on your desktop and be a double click away whenever you want to use it.


## Objectives

---

**When you complete this unit, you will be able to:**

- Use various Fax templates—Business Fax, Contemporary Fax, and Elegant Fax
- Enter information in the template placeholders
- Save Fax templates for future use
- Delete Fax templates no longer needed

This is an example.  
Directions begin on the  
next page.

	<b>A facsimile from</b>
<b>To:</b> [Click <b>here</b> and type name] Fax number:	<b>A &amp; E Corporation</b> 1-800-555-5556
<b>Date:</b> 5/5/2005	
<b>Regarding:</b> [Click <b>here</b> and type subject]	
<b>Comments:</b>	

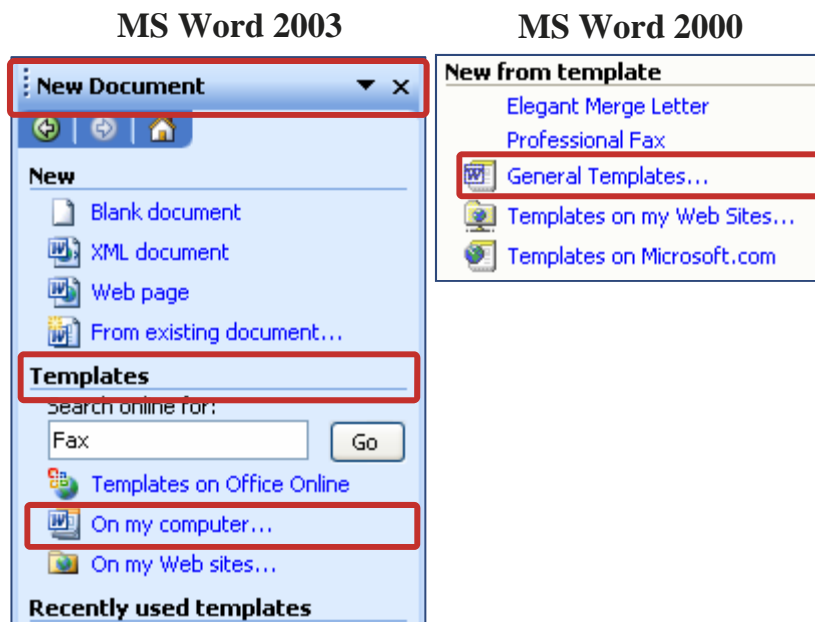
## Create a Business Fax as assignment #1

1. Open an MS Word blank document and maximize the screen. (*Check Section 1 if you have forgotten how.*)
2. Click File on the Menu bar, and click New.

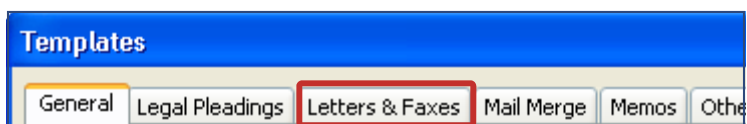
3. **MS Word 2003**—In the New Document dialog box at the right of your screen, under the Templates section, click on “On my computer ...”

**MS Word 2000**—Under “New from template”, click “General Templates”.

(*If for any reason you don't have templates on your computer, enter “Fax” to Search online and click the Go button.*)

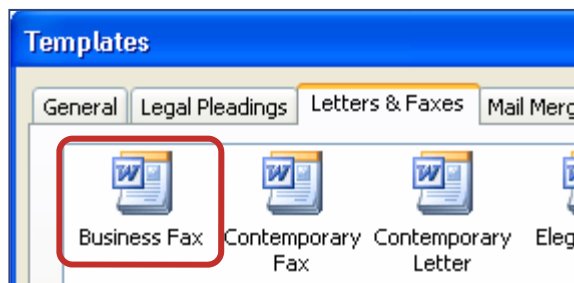


4. Select the Letters & Faxes tab.



5. **MS Word 2003**—Select the Business Fax.


**MS Word 2002**—Select the Professional Fax. (*2002 does not have the Business Fax.*)



6. Click OK. (*You could also double click on Business Fax to open it.*)

7. The name for the bracket, [ ], is called a “placeholder”. Click inside the placeholder and it is selected ready for you to enter your information. In some cases, you may have to select the words inside the placeholder. Follow the directions in red for your version of software:

**2003—Business Fax.** Click on the placeholders [Business name] and [Contact information] and enter the information shown below:

	<p><b>A facsimile from</b></p> <p><b>A &amp; E Corporation</b> 1-800-555-5556</p>
<b>To:</b> [Click here and type name] Fax number:	
<b>Date:</b> 5/5/2005	
<b>Regarding:</b> [Click here and type subject]	
<b>Comments:</b>	

**2002—Professional Fax.** Click on the first placeholder and type any return address, phone, and fax number. Then enter the Company Name.

312 N. 3 <sup>rd</sup> Street Phoenix, AZ 85015 Phone: 602-666-7777 Fax: 602-666-8888	A & E Corporation
Fax	
⊗	
<b>To:</b> [Click here and type name]	<b>From:</b> [Click here and type name]
<b>Fax:</b> [Click here and type fax number]	<b>Pages:</b> [Click here and type # of pages]
<b>Phone:</b> [Click here and type phone number]	<b>Date:</b> 4/29/2005
<b>Re:</b> [Click here and type subject of fax]	<b>CC:</b> [Click here and type name]
<input type="checkbox"/> Urgent <input type="checkbox"/> For Review <input type="checkbox"/> Please Comment <input type="checkbox"/> Please Reply <input type="checkbox"/> Please Recycle	

**Put your name and Assignment #FA-1 in the header [Check Lesson 1 if you forgot how]. Print.**

### To Save your Fax for Future Use

As you use fax templates, you will find that you prefer one style over others. Use these directions to save the preferred fax to your home or business computer. Your school might not let you save them to the school computers. If not, click the “x” close button on the fax. However, if it is allowed, instructions follow to delete it from the school hard drive.

#### **MS Word 2003:**

Have the preferred fax showing on your desktop.

Click File on the Menu bar, click **Save as**.

In the **Save in:** area, click the arrow and select the “**Local disk (c)**” drive.

In the **File name:** area, type **Business Fax 2.dot**

In the **Save As Type:** box *below the File name box*, select **Document Template**, and click **Save**.

The next time you want to use this updated template (with company information already filled in):

- Click File on the Menu bar, and click New

#### **MS Word 2002:**

Have the preferred fax showing on your desktop.

Click File on the Menu bar, click **Save as**.

In the **Save in:** area, click the arrow and select the “**Local disk (c)**” drive.

In the **File name:** area, type **Professional Fax 2.doc**

In the **Save As Type:** box, select **Document Template (\*.dot)**.

In the **Save in:** area, the folder **Templates** appears. Instead of “**Local disk (c)**”. **Click Save**.

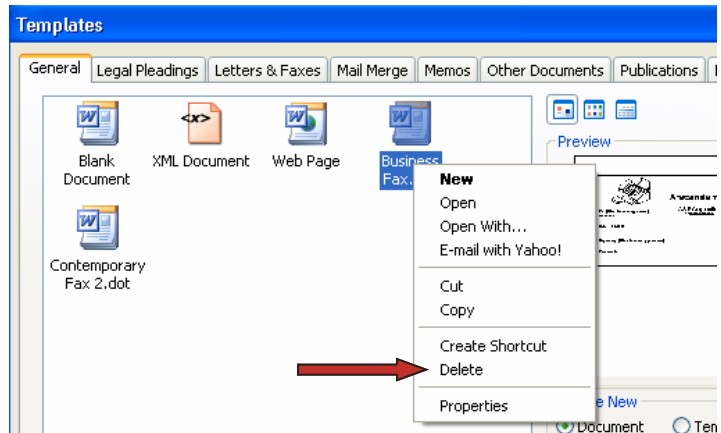
- In the New Document task pane, under Templates, click on “On my computer”.
- In the Templates dialog box, click the “General” tab. Your updated template is there ready for use.

The next time you want to use this updated template, with company information filled in:

Click File on the Menu bar, and click New. Under “New from template” section, click on “General Templates...”. Select the “General” tab. Your updated template is there ready for use.

## To delete your fax template

1. Delete the template you created:
  - Click on File, New.
  - **2003**—Under Templates, click On my computer. Click to select the General tab.
  - **2002**—Under New from template, General Templates..., Click to select the General tab.
  - **Right click** on the file icon you want to delete.
  - Click **Delete**.
  - Answer **Yes** to Confirm File Delete notice.



## Create a Contemporary Fax as assignment #2

1. Open an MS Word blank document, if not already open. Maximize the screen.
2. Click **File** on the Menu bar, click **New**.
3. **2003**—In the New Document dialog box at the right of your screen, under the Templates section, click **On my computer ...** Click **Letters and Faxes** tab.
- **2002**—In the New Document dialog box at the right of your screen, under the “New from template”, click on “General Templates...”. Click **Letters and Faxes** tab.
4. Select **Contemporary Fax**.
5. Click **OK**.

6. Enter the return address at the top, and the name of the company:
 

2303 West Main  
Mesa, AZ 85202

Select “facsimile transmittal” and type name.

2303 West Main Mesa, AZ 85202	
A & E Corporation	
To:	[Click here and type name]
Fax:	

**Put your name and Assignment #FA-2 in the header. Print.**

### Create an Elegant Fax as assignment #3

1. Follow the directions on the previous page and select “Elegant Fax”.
2. Fill in all the information. **Enter your name in the place of Robert J. Anderson.**
3. Select and change the font style and size of the main heading. In the example below, the company name is larger and bolder—after entering the company name it was changed to Goudy Stout font style and 20 font size. If you don’t have that style, change it to some other different style.

<b>A &amp; E CORPORATION</b>	
FACSIMILE TRANSMITTAL SHEET	
TO: Mrs. Janice Wheat	FROM: Robert J. Anderson, Comptroller
COMPANY: Wheat National Bread Company	DATE: 4/10/2005
FAX NUMBER: 1-520-849-5555	TOTAL NO. OF PAGES INCLUDING COVER: 1
PHONE NUMBER: 1-800-484-5555	SENDER'S REFERENCE NUMBER: RB-46589
RE: Purchase Order #1011	YOUR REFERENCE NUMBER: 15
<input type="checkbox"/> URGENT <input type="checkbox"/> FOR REVIEW <input type="checkbox"/> PLEASE COMMENT <input type="checkbox"/> PLEASE REPLY <input type="checkbox"/> PLEASE RECYCLE	
NOTES/COMMENTS: We will be getting some Kamut and Turkey Red Wheat in later this week. We will send it to you as soon as we get it. We apologize for the delay. Because of the delay, we will pay the shipping costs of your order.  Thank you for your order. You are a valued customer and we appreciate your patience.	
Enter fictitious information in the bottom return address.	

**Put your name and Assignment #FA-3 in the header. Print.**

## FAX APPLICATIONS QUESTIONS FROM QUIZ BANK

Choose the most correct answer. These questions may appear on a test.

1. Fax applications are used to send information \_\_\_\_\_.
  - a) Interoffice
  - b) Electronically
  - c) Manually
2. In fax applications, brackets around requested information are called \_\_\_\_\_.
  - a) Contact information
  - b) Parenthesis
  - c) Placeholders
3. When you save your fax template, the filename extension is \_\_\_\_\_.
  - a) .dot
  - b) .doc
  - c) .fdt
4. When you save your fax template, by default it is located in the Templates folder under what tab? \_\_\_\_\_.
  - a) Other Documents
  - b) General
  - c) Letters & Faxes

**This is Assignment #FA-4 Quiz Questions.**



# Memos

## Creating Memorandums

# CREATING MEMORANDUMS

Messages sent to persons within an organization are called Interoffice Memorandums, or “memos” for short. Memos are usually printed on plain paper and e-mailed or sent in interoffice envelopes.

## Objectives

When you complete this unit, you will be able to:

- Create memo headings
- Create a memo in correct format
- Use Format Painter to copy formatting
- Use Bold, Italic, and Underline
- Use Ctrl/Home to place cursor at beginning of document
- Use Spell Check
- Create a memo using a memo wizard
- Automatic numbering of paragraphs

## Creating a Memo

This is the example.  
*Don't type from this;*  
directions begin on the  
next page.

8 Student Name, Memo Assignment #1

1

3

2

TO: Tim Jones

FROM: Joyce Rivers

DATE: August 22, 20xx

SUBJECT: Michigan Conference in December

4

The Michigan Business Education Conference will be in Detroit on July 12 - 15, 20xx. We have been asked to supply a speaker for one of the breakout sessions. The topic requested is "Online Keyboarding". Are you available to go to this conference? I need to notify the MBEA as soon as possible.

5

Speakers are to bring handouts for at least 70 participants. Your session would be held in a room with an internet connection and 20 computers. The time is 2:30 p.m. to 3:20 p.m.

If you accept this assignment, we should probably exhibit also in order to get more exposure. The cost to exhibit is \$560. I am enclosing the hotel information I copied from the internet.

6 jr

7 Enclosure: Hotel Information sent from MBEA.

Figure M-1

## Check the explanations below with the example on the previous page

The directions for keying the memo begin at the bottom of this page.

### **1** Leave a 2" top margin

- Default top margins are usually 1" which is equal to six blank lines. To leave another six blank lines, press the Enter key six more times.

### **2** Headings begin at the left margin and are double spaced, in all capital letters and bold.

- Double spacing leaves **one** blank line between lines.
- To get all caps, press the Caps Lock key down. When you are through typing, press the Caps Lock key again to release it.
- To bold letters, select the first word "TO:". Double click the **Format Painter icon** on the toolbar which captures the formatting (bold), then select each word you want to bold and it will bold it automatically. Click the Format Painter icon when you are through bolding words. It is quicker than selecting each word and pressing the "B" icon on the toolbar to bold words.

### **3** Heading information must line up at their left. After "TO:", tab twice. The SUBJECT line should either be in all caps or the first letter capitalized.

### **4** Double space between Headings, and to the body of the memo.

### **5** The body of a memo is single spaced, with a double space between paragraphs.

### **6** Reference initials are added a double space below the body. They are in lower case and added when the memo is keyed by someone other than the sender.

### **7** Enclosures (if any are paper clipped or stapled to the memo) are noted a double space below the reference initials.

### **8** To put your name and assignment number on your printed copy, click View, Header and Footer. Type your name and assignment Memo 1.

## Keying the Heading of a memo

1. With your cursor at the top of the page, press the Enter key six times to leave another inch top margin.
2. Type "TO:" and press the Tab key twice.

3. Type "Tim Jones".
4. Press the Enter key twice to double space to next heading line.
5. Type "FROM:" and press the tab key once. Type "Joyce Rivers".
6. Press the Enter key twice to double space.
7. Type "DATE:" and press the tab key once. Type "August 22, 20xx" (current date).  
*Note: It doesn't line up now, but will later when you use the Format Painter feature.*
8. Press the Enter key twice to double space.
9. Type "SUBJECT:" and press the tab key once. Type "Michigan Conference in December".
10. Press the Enter key twice to double space to the body of the memo.

### Key in the Body of the Memo

1. Type the first paragraph as shown below. It will automatically **word wrap** (break and flow) to the next line when you are typing. Don't press the Enter key until the end of the paragraph. Your lines may end differently than the paragraphs shown.

The Michigan Business Education Conference will be in Detroit on July 12-15, 20xx. We have been asked to supply a speaker for one of the breakout sessions. The topic requested is "Online Keyboarding". Are you available to go to this conference? I need to notify the MBEA as soon as possible.

2. Press the Enter key twice to double space to the next paragraph.
3. Type the second paragraph as shown below:

Speakers are to bring handouts for at least 70 participants. Your session would be held in a room with an internet connection and 20 computers. The time is 2:30 p.m. to 3:20 p.m.

4. Press the Enter Key twice to double space to the next paragraph.
5. Type the third paragraph as shown below:

If you accept this assignment, we should probably exhibit also in order to get more exposure. The cost to exhibit is \$560. I am enclosing the hotel information I copied from the internet.

6. Press the Enter Key twice to double space to the next paragraph.

### Key in the Reference Initials of the typist (Jackie Ray)

1. Type "jr" for the Reference Initials. They can be typed several ways depending upon preference of the author. Some authors want to put their initials by their name in the heading. Here are some common ways of typing Reference Initials

jr      Small letters of the typist

JR/jr    Capital Letters for the author, Joyce Rivers; small letters for the typist Jackie Ray

### Key in the Enclosure notation

1. Type "Enclosure: Hotel Information sent from MBEA".

### Format the Memo Heading; use Format Painter to copy formatting

1. Select **TO:** in the first line and Bold it.

2. **Double click** on the Format Painter button on the Standard toolbar.



*The Format Painter button copies the formatting of the selected item (which is bolding in this case).*

3. Select FROM: and then DATE: and notice how it is automatically bolded just by selecting them.

4. Double click on SUBJECT: *Another way to select a word is to double click it. By selecting a word either with the left mouse button or by double clicking, Format Painter will still bold it.* In this case you will also have to select the colon also to bold it like the others.

5. Click on the Format Painter button to deselect it since you won't need it anymore for this exercise.

**Put your name and Assignment #CM-1 in the header. Save as Memo 1 and print.**

**8** Student Name, Memo Assignment #1

Does your Assignment #1 look like the memo below?

**1** {

**2** {

**3** |

**4** {

**5** {

**6** [ jr

**7** [ Enclosure: Hotel Information sent from MBEA.

**TO:** Tim Jones

**FROM:** Joyce Rivers

**DATE:** August 22, 20xx

**SUBJECT:** Michigan Conference in December

The Michigan Business Education Conference will be in Detroit on July 12 - 15, 20xx. We have been asked to supply a speaker for one of the breakout sessions. The topic requested is "Online Keyboarding". Are you available to go to this conference? I need to notify the MBEA as soon as possible.

Speakers are to bring handouts for at least 70 participants. Your session would be held in a room with an internet connection and 20 computers. The time is 2:30 p.m. to 3:20 p.m.

If you accept this assignment, we should probably exhibit also in order to get more exposure. The cost to exhibit is \$560. I am enclosing the hotel information I copied from the internet.

## Memo Assignment #2

Key the memo following the directions below it. Check the directions below the memo to be sure you have included all the steps.

**TO:** All Texas ISD #6 Employees

**FROM:** Bill Tremonton, Physical Fitness Dept.

**DATE:** *Insert current date*

**SUBJECT:** Relieving Stress on Hands That Leads to Carpal Tunnel Syndrome

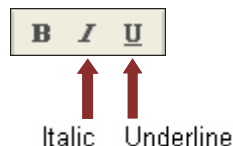
*Ergonomics.* Sit comfortably at the keyboard so your arms and wrists are straight. They should not be slanted upwards. Your chair should not be too low, or the table too high.

*Techniques.* Always check to see that your arms and wrists are straight. While keying, don't rest your wrists on the table or a key pad! Depress the keys with a quick stroke. Do not pound the keys.

If you are experiencing tiredness and strain in your hands or arms, be sure to check the above ergonomics and techniques.

1. Allow a 2" top margin.
2. Key in the headings, format bold later.
3. Key in body, format italic later.
4. Bold headings with Format Painter.
5. Click Format Painter to deselect.

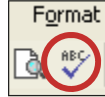
6. Select and italicize the paragraph headings in the body.
7. Select and underline the correct words.



8. Press down the Ctrl key with the left hand, and press the "home" key on the keyboard. *This places your cursor at the top of your document.*



9. Click on the spelling button to spell check your document.



Put your name and Assignment #CM-2 in the header. Save as Memo 2 and print.

### Memo Assignment #3

**TO:** Business Faculty  
**FROM:** Barbara Holmes  
**DATE:** January 12, 20xx  
**SUBJECT:** Extra Textbooks on Hand

We all have textbooks on hand sent by publishers. Terry Bell, of *Recycled Textbooks Company*, has indicated to me that his company is collecting out-of-date textbooks to send to schools in poor countries that can't afford textbooks. There are schools in some countries in which only the teachers have textbooks. I think that is a worthy cause and I am donating all my old textbooks to them.

If you are interested in donating your old books, Terry will be on campus this Friday to accept donations. Let me know if you are interested and I'll give him your phone number so he can make arrangements to visit you. He is also willing to pay for books that we aren't using that have a 2-year or less copyright date.

ao

Key the memo below in correct form. Use Format Painter to bold the headings.

Put your name and Assignment #CM-3 in the header. Save as Memo 3 and print.

## Memo Assignment #4

TO: All EMS Employees. FROM: Judy Rowe, Social Committee Chair DATE: *Use Current Date* SUBJECT: PLANT PARTY ON MARCH 31, 20xx

We have decided to have our Plant Party on Friday, March 31. It will start at 3:00 p.m. and people can leave for home anytime after that. The company is providing Honey Baked Ham and barbeque. Each department will be assigning condiments, paper goods, desert, etc. Other than the meat that is provided by the company, it will be pot-luck.

We hope you can all come and join us and meet those in other departments.

Let me know if you have any questions.

**Put your name and Assignment #CM-4 in the header. Save as Memo 4 and print.**

## Memo Assignment #5 New paragraphs are noted with a ¶ sign

TO: Rachele Ellsworth. FROM: Jerry DeLapp. DATE: *Use Current Date*  
SUBJECT: Book Deadline

Don Allen, from Speech Corner, contacted me today about your recent book-in-progress "Dot Reading Comprehension". He tried to get you by phone but you were on vacation. He asked me to contact you when you got back and ask you to inform him of your earliest projected production date. He sent the production schedule to me and I am attaching it to this memo for your perusal. ¶ Don indicated that he is very impressed with your most recent book and feels it will be a tremendous success. He wants to get it as soon as possible within the next two months to be sure it gets in the summer catalog. ¶ bt ¶ Enclosure: Production Schedule

Put your name and Assignment #CM-5 in the header. Save as Memo 5 and print.

## Memo Assignment #6—Create a Memo Using a Wizard and Numbered Items

Wizards have preformatted document templates that enable you to enter information quickly. Many have watermarks or special designs that look very professional. The current date is inserted automatically. They are similar to the memos you have already created.

This is the example.  
*Don't type from this;*  
directions begin on the  
next page.

# Memorandum

To: Department Heads  
CC:  
From: Joe Brown  
Date: 4/3/2006  
Re: Personnel Manual Recommendations due March 1

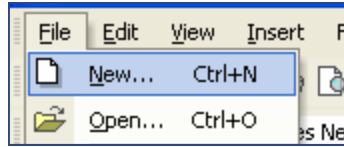
March 1 is the deadline for recommended changes to our Personnel Manual. Here is how we will handle the revision process:

1. Review the present manual, discuss recommendations with your department personnel, and make notations on policies your group feel need to be changed.
2. Submit these recommendations to me, in writing, by March 1. You may submit pages of the previous manual with changes.
3. I will prepare and return to you a complete set of all recommendations and changes in the form of the new Personnel Manual for approval by April 25.
4. Please discuss these recommendations in your department and return any further comments to me by May 10.
5. Department heads will meet May 25 at 10:30 A.M. in the boardroom to make final revision decisions

*Figure M-2*

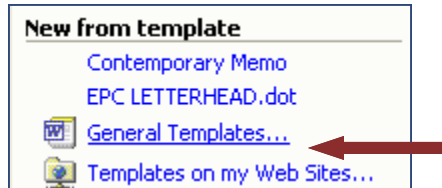
## Open a Memo Wizard and Select Contemporary Memo Style

1. Click **File** on the Menu Bar.



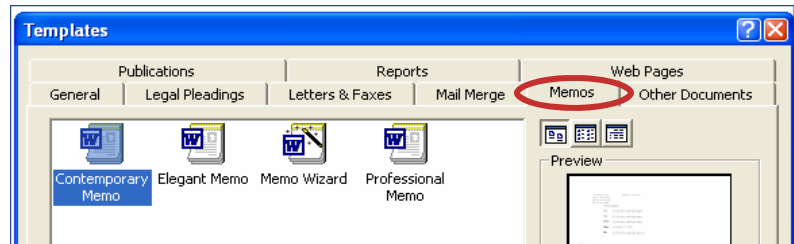
2. Click **New**.

3. Click on General Templates to select it. (If it isn't in the list, go to: *On My Computer* and click the *General* tab.)



4. Select the **Memos** tab.

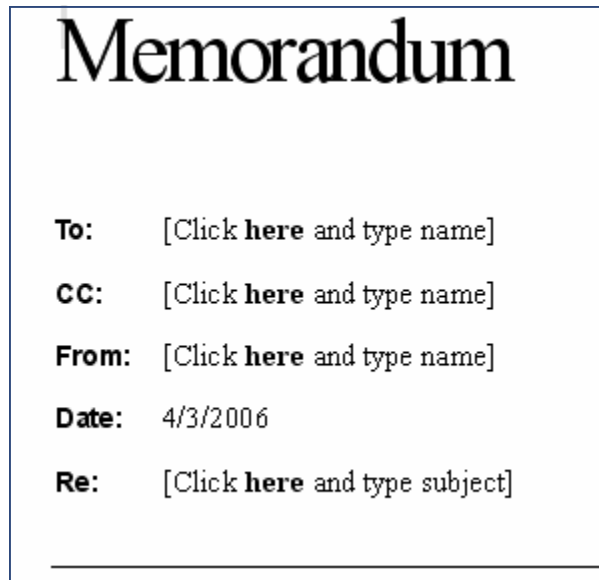
5. Select **Contemporary Memo**.  
Click OK.



*Your memos may not be in the same order or you may have some additional ones.*

## Enter the Headings in the Placeholders

1. Click in the To: placeholder [this is a placeholder] and type Department Heads.
2. Click in the CC: placeholder and leave it blank. *CC: is used if you were sending a copy to someone.*
3. Click in the From: placeholder and type **Your Name**.
4. Notice that the current date is automatically entered.
5. Click the Re: (Regarding or Subject area) and type Personnel Manual Recommendations due March 1.



*Figure M-3*

## Replacing the Body of the Wizard with your Information

Select all the information in the body of the memo wizard and delete it. Type the following information for the body. Don't worry about the numbering—you will do that last.

March 1 is the deadline for recommended changes to our Personnel Manual. Here is how we will handle the revision process: (*Note: in most wizards, press the Enter key once to double space*)

Review the present manual, discuss recommendations with your department personnel, and make notations on policies your group feel need to be changed.

Submit these recommendations to me, in writing, by March 1. You may submit pages of the previous manual with changes.

I will prepare and return to you a complete set of all recommendations and changes in the form of the new Personnel Manual for approval by April 25.

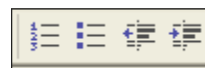
Please discuss these recommendations in your department and return any further comments to me by May 10.

Department heads will meet May 25 at 10:30 a.m. in the boardroom to make final revision decisions.

---

## Numbering the Paragraphs in the Body

1. Select the last five paragraphs beginning with Review the present manual ...
2. Click on the numbering button.
3. Click on the Decrease Indent button to line the numbers at the left margin.



Numbering  
Button

Decrease Indent  
Button

**Put your name and Assignment #CM-6 in the header. Save as Memo 6 and print.**

## Open a Memo Wizard and Select Professional Memo Style

Company Name—Dearborn Tractor Co.

To: Sandra Heiler, Manager / From: Enter **Your Name** / cc: Jeff Stringer, Supervisor  
Re: Weekly Department Head Meeting, May 17, 9:30 a.m., Boardroom

This is going to be a very important meeting. Please encourage all your employees and staff to be there. The agenda will be:

1. Vote on the Vacation Policy
2. Elect a media spokesperson
3. Introduce the new vice president of Advertising, Jim Scoresby.

I am enclosing the old vacation policy so you can distribute copies to your department. / sl /  
Enclosure: Old Vacation Handbook

**Put your name and Assignment #CM-7 in the header. Save as Memo 7 and print.**

## MEMO APPLICATIONS QUESTIONS FROM QUIZ BANK

Choose the most correct answer. These questions may appear on a test.

1. Interoffice Memorandums are messages sent to persons \_\_\_\_\_.
  - a) Within an organization
  - b) Outside an organization
  - c) To anyone
2. The feature or icon on the toolbar that allow you to copy formatting is the \_\_\_\_\_.
  - a) Format Paragraph
  - b) Copy button
  - c) Format Painter
3. Double spacing leaves how many blank lines between lines of type? \_\_\_\_\_.
  - a) None
  - b) One
  - c) Two
4. Memo headings are \_\_\_\_\_.
  - a) In all capital letters and bold
  - b) First letter capitalized and bold
  - c) All capital letters and italicized
5. The body of a memo is \_\_\_\_\_.
  - a) Single Spaced
  - b) Double Spaced
  - c) Either
6. The secretary's reference initials are \_\_\_\_\_.
  - a) In all capital letters
  - b) In Lower case
  - c) Capitalized
7. The writer/author's reference initials are \_\_\_\_\_.
  - a) In lower case
  - b) Capitalized
  - c) In all capital letters (upper case)
8. Enclosures on a memo are \_\_\_\_\_.
  - a) Double space below the reference initials
  - b) Single space below the reference initials
  - c) Single space below the body
9. Word wrap means:
  - a) Words are automatically divided at the end of a line of type
  - b) Words flow to the next line automatically without using the Enter key
  - c) Words should be selected first by double clicking, then wrapped



## MEMO APPLICATIONS QUESTIONS FROM QUIZ BANK CONTINUED

10. Memos have a top margin of \_\_\_\_\_ .

- a) 1 ½”    b) 2”            c) 2 ½”

11. This action places your cursor at the top of your document \_\_\_\_\_ .

- a) Alt and Home keys    b) Alt and Page Up keys            c) Ctrl and Home keys

12. To enter information in the header, the path is \_\_\_\_\_ .

- a) File, Header and Footer    b) Edit, Header and Footer            c) View, Header and Footer

13. Which of the following statements is true about Memo Wizards \_\_\_\_\_ ?

- a) The current date is inserted automatically  
b) Headings are single spaced  
c) Cannot indent paragraphs

**This is Assignment #CM-8 Quiz Questions.**

# Letters

## Creating Business Letters (including special software Program to learn state abbreviations)

# CREATING BUSINESS LETTERS

Business letters are more formal than e-mail and represent a company. Almost all companies will at some time need to write business letters. A well written, neat business letter that follows the rules of letter writing used in this lesson will produce a positive image of the company.

## *Objectives*

---

**When you complete this unit, you will be able to:**

- Use Block, Modified Block, Simplified, and Personal Business Letter Styles
- Use Open Punctuation
- Set Tabs on the Ruler
- Use Mixed Punctuation
- Use Centered and Blocked Subject Lines
- Number Paragraphs
- Bullet Paragraphs
- Prepare Two-Page Business Letters
- Practice Creating Business Letters
- Create Letterhead Stationery with Clip Art
- Learn the Official United States Postal Service State Abbreviations (as evidenced by successfully completing the Online State/Possession Abbreviation Quiz)

## Creating a Business Letter

This is the example.  
*Don't type from this;*  
directions begin on the  
next page.

January 21, 20xx

Mr. James T. Miller  
2814 E. Watkins Rd.  
Phoenix, AZ 85066

Dear Mr. Miller

Thank you for your interest in our company. I am enclosing our latest annual report. I hope this contains the kind of information you want on the goals and success of our company during the last ten years. You will find those figures and comparisons on pages 5 through 10. The entire report gives the complete picture of the expansion and growth of Morgan Financial.

Thank you for your interest in our company, and please call me any time for further information.

Sincerely

MORGAN FINANCIAL

Jerry Allison, Treasurer

gl

Enclosure

cc: President Lynn Pace  
Terry Allen

# BUSINESS LETTERS

## Block Style Business Letters

With Block letters, all lines typically begin at the left margin. Nothing is indented except for displayed quotations, tables, and similar material. This style is also referred to as the *full-block style*. **Refer to the numbered explanations below as you type the letter on the next page as assignment 1.**

**1 Top Margin. Leave a 2” top margin to the date line.**

- Default top margins are usually 1” which is equal to six blank lines. To leave an other six blank lines, press the Enter key five or six more times. Look at the ruler on the left and judge about 2”. (Click View, ruler, to see ruler.)

**2 Dateline. It should be month first, then day, then year (November 22, 20xx).**

- If you have letterhead stationery, the dateline should be about 0.5” below the letterhead.
- Depress the Enter key 4 times after typing the dateline.

**3 Inside Address. The name and address of the person to whom you are writing.**

- Use *one space* after the state to the zip code.

**4 Salutation. An opening greeting like *Dear Dr. Jones*.**

- **Open Punctuation** is when there is no punctuation after the Salutation and the Complimentary Closing lines.

**5 Message or Body of the letter.**

- All paragraphs are single-spaced with no paragraph indentions.
- Double space between paragraphs (leave 1 blank line between paragraphs).

**6 Complimentary Closing. A parting phrase such as *Sincerely, Sincerely yours, Regards, Yours truly, or Thank you*. Double space to Company Signature.**

**7 Company Signature. This is optional; it indicates that the writer is acting on behalf of the company. Press the Enter key 4 times to leave room for a signature.**

**8 Author’s Signature and Title. Unless very short, they go on separate lines.**

**9 Reference Initials. Reference Initials are not necessary when the author is also the typist. The typist’s initials are usually in lower case.**

**10 Enclosure Notation. An indication that additional items come with the letter.**

**11 Copy Notation. The names of those who will receive copies of this letter.**

## Type this Block Style Business Letter

1



Press Enter 5 or 6 times to leave 1 more inch from the top

2

January 21, 20xx ↓4

Press Enter 4 times to Inside Address

3

Mr. James T. Miller  
2814 E. Watkins Rd.  
Phoenix, AZ 85066 ↓2

4

Dear Mr. Miller ↓2

5

Thank you for your interest in our company. I am enclosing our latest annual report. I hope this contains the kind of information you want on the goals and success of our company during the last ten years. You will find those figures and comparisons on pages 5 through 10. The entire report gives the complete picture of the expansion and growth of Morgan Financial.

Thank you for your interest in our company, and please call me any time for further information.

6

Sincerely ↓2

7

MORGAN FINANCIAL ↓4

Leave enough room  
for a signature

8

Jerry Allison, Treasurer ↓2

You can place the title "Treasurer" on the same line as the name if the name is short. Otherwise, the name and title go on separate lines.

9

JA/gl ↓2

10

Enclosure ↓2

11

cc: President Lynn Pace  
Terry Allen

Put your name and Assignment #BL-1 in the header. Save as Letter 1 and print.

## Type this Block letter as assignment #2

Use **Open Punctuation**, which has no punctuation after the Salutation or Complimentary Closing lines. Don't be concerned about where words are divided; your computer will divide them properly and they may be different than what is in this letter depending upon where your lines end.

Use today's date. Inside Address: Mr. Dean Staples, 2130 N. Main, Seattle, WA, 98109.

Dear Mr. Staples ←

As you requested yesterday over the telephone, I am enclosing the price sheet for repairing the wheels on your luggage. Thank you for e-mailing us a photo of the damage. It is very unusual for that type of break to occur. Usually it happens during baggage handling at the airport when a piece of luggage falls off the conveyer belt. ¶ (new paragraph) We are pleased that you enjoy the luggage and we are sure it will last a long time for you. ¶ Sincerely ← ¶ HAMMOND LUGGAGE ¶ Lucille Whitmer ¶ Claims Department ¶ No Reference Initials because Lucille is typing the letter ¶ Enclosure: Price Sheet ¶ cc: Mr. Burns, Engineering Department.

**Put your name and Assignment #BL-2 in the header. Save as Letter 2 and print.**

## Type this Block letter as assignment #3

Use **Mixed Punctuation**, which is a colon after the Salutation and a comma after the Complimentary Closing lines.

Use today's date. Inside Address: Mr. and Mrs. Terry Glase, 2001 West Galveston, Chandler, AZ 85224.

Dear Mr. and Mrs. Glase: ←

Here's a copy of your new brochure! ¶ Under separate cover I'm sending you the 400 that you ordered. The four-color printing is beautiful. It was the right decision to use the fall cover photo. The bright red leaves of the maple trees are breathtaking. This brochure will be very effective for you, I'm sure. ¶ We look forward to working with you again. We will keep the printer's copy in our current files for one year.

Thank you, ←

Austin Burke

Sales Manager

Reference Initials: AB/elp

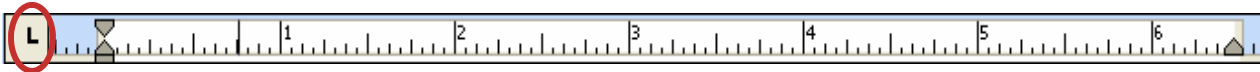
Enclosure: New Brochure

**Put your name and Assignment #BL-3 in the header. Save as Letter 3 and print.**

## Modified Block Style Business Letter

Modified Block letters follow the same outline as Block letters except that the Dateline, Complimentary Closing lines, Signature and Title lines begin at the center of the paper. To set a center tab:

- Click View on Menu Bar, rulers (if you don't already see a ruler under the toolbars on your screen).
- Check to see that the Left tab selection is showing. If not, keep clicking on the one that is showing until the Left tab shows.



- To set a tab, click on the **lower part** of the ruler about half way between the margins  
⇒ If your right margin is 6.5", you would click at 3.2" (half way)  
⇒ When you press the tab key, it will stop at the set position. This is where you type the Dateline. Tab first before typing the Closing lines.  
⇒ If you want to remove a tab, click and drag it down off the ruler.



January 22, 20xx

-----  
Sincerely yours,

SIR LOIN MEAT COMPANY

Dave Allen  
Vice President

gb

Enclosure

cc:

Reference initials, Enclosure, and cc notations are still blocked at the left margin. They can be double spaced if it is a very short letter, or single spaced if it is a long letter.

## Modified Block Style Personal Business Letter as Assignment #4

Type the return address above the date; this is used when one writes on blank stationery from home. Use Open Punctuation. Set a tab for a 5– space paragraph indentation, and a center tab. Be sure to leave the usual 2” top margin to the date (date should begin at 1” on left side ruler).

This is the traditional form for a Personal Business Letter. Acceptable also is to center the letter vertically on the page (Gregg Ref. Man., 10<sup>th</sup> ed.). Or, with word processing software, you can transform the return address into a professional-looking letterhead (as explained on p. BL16).

The Subject line is:

- Typed in all caps or capitalized (SUBJECT:, or Subject); either blocked or centered.
- Sometimes substituted with “In Re:” which is an abbreviation for “In Regards To”.

	212 West 21st Street New York, NY 10151-3566 212-555-5555 (2” top margin to date) Use Current Date ↓ <sub>4</sub>
Mr. Tom Gerald ACE Hardware Co. 1616 North 3rd Street Bakersfield, CA 45682 ↓ <sub>2</sub>	
Dear Mr. Gerald ↓ <sub>2</sub>	
	SUBJECT: Purchase of a Soapstone stove ↓ <sub>2</sub>
My wife and I are building a home in the mountains. We have been looking around for Soapstone stoves. I understand you carry this line. I know they are very expensive, but I understand that ACE Hardware has a sale in June. Our house is not completed yet and so we can wait for the sale to purchase the stove. Since we have a few months to wait for the sale, I wanted to have you put away a Soapstone stove and consider it sold. I am willing to put a down payment on it to secure it.¶ I will be in the store next Monday to put a down payment on the stove.	
	Sincerely yours ↓ <sub>4</sub>
	John Greer

**Put your name and Assignment #BL-4 in the header. Save as Letter 4 and print.**



## Modified Block Style Personal Business Letter as Assignment #5

Type in correct format using these directions:

- Return address above the current date
- Mixed punctuation (**colon** after Salutation and **comma** after Complimentary Closing)
- Blocked subject line in all capital letters
- Blocked paragraphs

Return address: 616 N. 3rd Street, Phoenix, AZ 85022, 602-555-5555,  
e-mail: Barbara@hotmail.com.

Use Current Date

Inside address: Mr. Jayson Lewis, Bushman Air Conditioning, 2009 E. Galveston, Tyler, TX,  
75703

Dear Mr. Lewis ¶ SUBJECT: Repeat Cleaning Needed ¶ Mr. Lewis, we have been a satisfied customer of yours for about eleven years. Mr. Gene Cook, one of your employees, came last week to clean our air ducts. We looked at the main duct upstairs and it was still full of dust. The downstairs air return duct was not cleaned.¶ We already paid for this service, as you can see by the enclosed paid bill. We feel we deserve better service than this and respectfully request that you call us to set up another cleaning appointment. ¶ Sincerely yours (*what punctuation do you use if mixed punctuation?*) ¶ Barbara Snowden ¶ Enclosure: Paid bill for last month

Check instructions at the top of the page before printing.

Put your name and Assignment #BL-5 in the header. Save as Letter 5 and print.

## Simplified Style Business Letter as Assignment #6

The differences between this style and the other styles you have learned are these:

- **No salutation** — A subject line is typed in all caps on the third line below the inside address (leave 2 blank lines and type on the third line).
- **Triple space before and after Subject line.**
- **No Complimentary Closing lines.** After the body of the letter, press Enter **five** times. The signature and title are typed in all caps.

Use Current Date ↓<sup>4</sup>

On a very short letter like this one, to help bring it down more on the page, you could press Enter 7 times.

Mrs. Leta Smith  
500 S. Power Road  
Louisville, KY 40220 ↓<sup>3</sup>

Press Enter 3 times to leave 2 blank lines—you type on the third line.

THE SIMPLIFIED LETTER ↓<sup>3</sup>

The Subject line is in ALL CAPS.

You will be interested to know, Mrs. Smith, that several years ago the Administrative Management Society developed a letter format called the simplified style. It is designed to save time. It uses the block style as well as open punctuation. It omits the salutation and the complimentary closing.

This is the style preferred in our office. We hope you like it. ↓<sup>5</sup>

HELEN BECKSTEAD, DIRECTOR, SECRETARIAL TRAINING ↓<sup>2</sup>

The signature and title are typed in ALL CAPS and on one line.

jb

The Reference Initials, Enclosures, and cc, are all blocked to the left. If the letter is short and more space would be desirable, double space between all these. If the letter is long and not much space left, double space to the Reference Initials and then single space these items.

Put your name and Assignment #BL-6 in the header. Save as Letter 6 and print.

## Simplified Style Business Letter as Assignment #7

To number items, type the short paragraphs without numbers. When the letter is finished, go back and select the paragraphs you want numbered, and click on the numbering icon on the toolbar



Use Current Date

Mr. Tom Bailey  
1001 West Main Street  
Philadelphia, PA 19119 ↓<sub>3</sub>

SUBJECT: Cool Daze Air Conditioner, Model 1755A, Serial No. 35A57  
Purchase Order #6606 ↓<sub>3</sub>

The air conditioner I ordered from Cool Daze on March 1 is not performing according to specifications (see purchase and delivery documents enclosed). After I called your 800 number, Mr. Bill Williams in the Sales Department came and inspected the unit. He determined the problem is an internal defective seal and recommended replacement.

When I called your office, Mr. Charles said you have no units in stock and aren't expecting until Fall. He said there was some Model 3777A in stock and they are available at \$500 more. Since the weather is already getting hot, I suggest we settle this one of two ways:

1. Cool Daze supplies and installs the Model 3777A at no additional cost.
2. You remove the unit from our roof immediately and refund our money. ↓<sub>5</sub>

ELOISE STOKES, SALES MANAGER, J & R COOLING

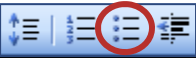
jc  
Enclosures  
cc: Mr. James Petrie, General Manager

Click Print Preview and decide whether to single or double space these. Then click Close on the Print Preview screen.



**Put your name and Assignment #BL-7 in the header. Save as Letter 7 and print.**

## Simplified Style Business Letter with bullets as Assignment #8

To bullet items, type the short paragraphs without bullets. When the letter is finished, go back and select the paragraphs you want bulleted, and click on the bullet icon  on the toolbar.

Type the letter below with the correct spacing format.

Use Current Date

Flowers and Trees  
Mr. Martin Shane  
1155 S. Tremonton Lane  
Denver, CO 80022

### ORDER FOR SERVICES

I would like to order the following services from your December 15 proposal:

- Remove and dispose of existing junipers
- Grind our peach tree stumps
- Rebuild wall next to driveway
- Remove and dispose of existing cobblestone
- Furnish and install flagstone stepping stones

I agree to the terms of payment in your proposal: 50 percent upon starting and the balance on satisfactory completion. I do wish to take advantage of the winter discount of 10 percent that you offered for beginning the work immediately.

I look forward to having your company complete this project. Please call me at 480-395-6000 if you have any remaining questions. I have enclosed a copy of the proposal.

PETE LONG

Enclosure

**Put your name and Assignment #BL-8 in the header. Save as Letter 8 and print.**

## Two-Page Business Letters

Two-page letters can be block, modified block, or simplified style. The second page has 1" top margins. Use plain paper of the same quality as the first, but never use letterhead paper. Here are some things to keep in mind when typing a long letter that spills onto a second page:

- Use the same left and right margins that you used on the first page.
- The second page heading has the name of the recipient, page number and date.

## One-Line Headings

Mrs. Laura Sisk

2

September 26, 20xx

## Stacked Headings

Mrs. Laura Sisk

Page 2

September 26, 20xx

## Letter Addressed to two People

- If a letter is addressed to two people, it is usually simplest to type both names at the left margin above the page number and date: (stacked)

Mrs. Laura Sisk

Mr. Robert Reynolds

Page 2

September 26, 20xx

- If the letter is addressed to people with short names, type them on the same line. Use only each person's title and surname joined with *and*:

Mrs. Sisk and Mr. Reynolds

2

September 26, 20xx

## Letter Addressed to General Recipient

- If the letter is addressed to *Dear Sir or Madam*, or *To Whom It May Concern* (a general recipient), use a descriptive phrase that describes the content or purpose of the letter:

Recommendation for Janice Thompson

Page 2

September 26, 20xx

## Two-Page Business Letters

- Double ↓<sup>2</sup> or triple ↓<sup>3</sup> space below the last line of the 2-page heading to the body.
- Do not divide a short paragraph at the bottom and top of the next page that leaves one line on either page.
- Never use page two just for the closing section of a business letter. You should have at least two lines of text above the closing lines on page 2.
- Do not divide the last word on page 1.
- When a letter consists of two or more pages, do not staple it before sending it out. If the recipient wants to make copies, having to remove staples is a nuisance and may even cause the original pages to tear. If the letter consists of too many pages to be folded, clip the pages together in some way that can be easily undone.

## Second-Page of a Business Letter as Assignment #9

Create a 2-page letter heading in stacked style using *what is necessary* of the following information. Remember to use 1" top margin on the second page.

- Inside address: Mr. John Huppenthal and Mrs. Irene Evans, 230 West Main, Macon, Georgia 31216.
- Use Current Date
- Block style letter
- Mixed punctuation

sources for bids on repairing these items so you may complete your computations. I shall call you next week to learn your decision.

Sincerely yours ¶ GLASS WORKS ¶ Mrs. Barbara James ¶ Printing Department Manager ¶  
Double Space these items—Reference Initials: rtm ¶ Enclosure: Latest bid ¶ cc: Stan Akers

**Put your name and Assignment #BL-9 in the header. Save as Letter 9 and print.**

## Second-Page of a Business Letter as Assignment #10

Create a 2-page letter heading on one line using *what is necessary* of the following information:

- Inside address: Mrs. Joanna Owens and Mrs. Betty Oglesby, Internet Works Inc., 1135 W. Holland Drive #15, Ogden, UT 84405
- Use Current Date
- Modified block style letter, Blocked paragraphs
- Open punctuation

I'm sorry you had this problem, and we will work with you to get it resolved. Thanks for bringing it to our attention.

Sincerely ¶ Jerry Lamb, Comptroller ¶

Double Space—Reference Initials: mmb ¶ Enclosure: Last Service Bill ¶ cc: Bill Johnson, President

**Put your name and Assignment #BL-10 in the header. Save as Letter 10 and print.**

## Practice Business Letter Writing Skills #11

Create a Block style appreciation letter to send to a friend, teacher, or your parents.

- Use current date
- Create the Inside Address
- Use an appropriate Salutation (Dear Friend, Dear Mom and Dad, etc.)
- Use mixed punctuation
- Subject line: Appreciation Letter
- Include at least two long or three short paragraphs telling them what you appreciate that they have done for you.
- Use Complimentary Closing lines of your choice (Yours truly, Love, Sincerely, Regards, etc.)

**Put your name and Assignment #BL-11 in the header. Save as Letter 11 and print.**

- Sign your name above the typed signature

## Practice Business Letter Writing Skills #12

Create a Simplified style letter:

- Use current date
- Inside Address: Dr. Lynn Jones, Dover Eye Care, 1313 N. Chicago Street, Dover, Delaware 19902
- Subject line should read: TROUBLE WITH PRESCRIPTION
- At least two long or three short paragraphs describing problems with prescription, contacts, or your glasses.
- Be sure to suggest a remedy in the last paragraph—come in for another appointment, refund of money, free office visit, etc.
- Sign your name above the typed signature.
- Enclosure: Copy of Bill for Last Visit

**Put your name and Assignment #BL-12 in the header. Save as Letter 12 and print.**

## Practice Business Letter Writing Skills #13

Create a Modified Block **personal business** style letter:

- Create your own return address
- Use current date
- Inside Address: Mr. Samuel Baxter, Lawn Lover Co., 1213 North Gates Drive, Detroit, MI 48204
- Use an appropriate Salutation with *Open Punctuation*
- Center Subject line. SUBJECT: Lawn Care
- 5-space Indented Paragraphs
- Describe in two long or three short paragraphs what you want done to the lawn, or yard. Ask for an estimation of costs.
- Use appropriate Complimentary Close, print and sign it.

**Put your name and Assignment #BL-13 in the header. Save as Letter 13 and print.**



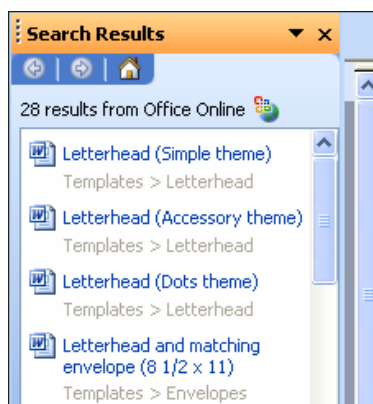
## CREATING LETTERHEAD STATIONERY

A letter on letterhead paper is easy to do and more impressive than on plain paper. Letterhead is used for personal and business letters. Some letterhead templates allow for addressing the envelope at the same time. That feature usually requires that envelopes be printed from a different tray than the letter. Since most schools do not keep envelopes on hand for students, only letterhead that doesn't require an envelope is presented here.

1. In MS Word, in the upper right corner where it indicates "Type a question for help", click to enter your cursor there and enter: **letterhead**



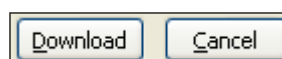
2. Press the Enter key.
3. Several letterhead templates appear.



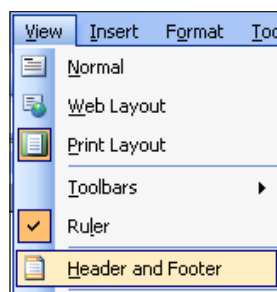
4. Scroll down and click on: Letterhead (Level theme).



5. Click the Download button.

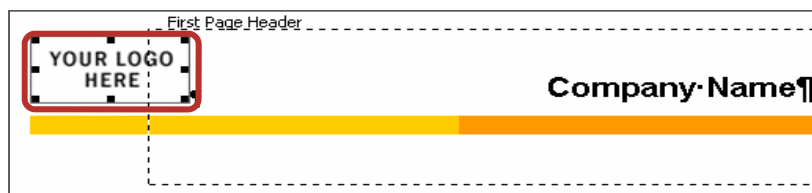


6. The LOGO and Company Name are in the header.



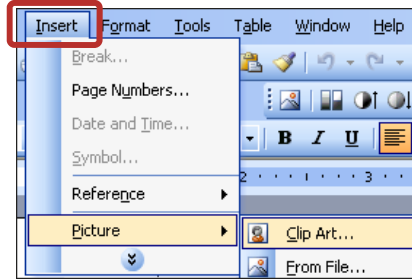
7. Click View, Header and Footer.

8. Click in the area YOUR LOGO HERE to select it.

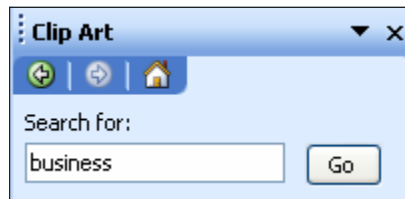


## To Insert Clip Art

1. Click Insert on the Menu bar.
2. Click Picture.
3. Click Clip Art.



4. In the "Search for:" enter **business**.
5. Click the Go button.



6. Click on a picture you would like if it was your business letterhead. The picture will go on your letterhead automatically.

7. If the picture comes in too large, click on one of the corner resizing handles and drag it toward the center of the picture until it is the size you want.



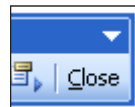
8. When you click outside the selected area, the extra lines will disappear. If the picture is behind the yellow line: Select the picture, Click Format on the menu bar, Click Picture, Select Layout Tab, Click "In front of text", Click OK.

9. Select the words **COMPANY NAME** and enter the name of your company: Ace Carpets.



10. Disregard the paragraph sign; it is a non-printing symbol.

11. Close the Header and Footer toolbar.



Click on the placeholders (the brackets with bold words) and substitute the information of your choosing; modifying the sentences if you wish. **Double click the email entry at the bottom of the page and add an email address.**

**Put your name and Assignment #BL-14 in the header. Save as Letterhead and print.**

## OFFICIAL UNITED STATES POSTAL SERVICE STATE ABBREVIATIONS

Anyone who writes letters needs to know the Official USPS State Abbreviations for both the Inside Address on the letter and the Address on the envelope. In this assignment, study the state abbreviations below. When you think you know them, go to the online assignment to check your knowledge. You can take the online quiz as often as you need to in order to achieve 100%.

These twenty State/Possession abbreviations are very easy to remember because they are the first two letters of the State/Possession:

### STATE/POSSESSION ABBREVIATION

Alabama	AL
Arkansas	AR
California	CA
Colorado	CO
Delaware	DE
Florida	FL
Guam	GU
Idaho	ID
Illinois	IL
Indiana	IN
Massachusetts	MA
Michigan	MI
Nebraska	NE
Ohio	OH
Oklahoma	OK
Oregon	OR
Utah	UT
Washington	WA
Wisconsin	WI
Wyoming	WY

The full abbreviation list of the United States Postal Service may be found at:  
[www.usps.com/ncsc/lookups/usps\\_abbreviations.html](http://www.usps.com/ncsc/lookups/usps_abbreviations.html).

**Study these State/Possession abbreviations:**

STATE/POSSESSION	ABBREVIATION	STATE/POSSESSION	ABBREVIATION
Alaska	AK	Nevada	NV
American Samoa	AS	New Hampshire	NH
Arizona	AZ	New Jersey	NJ
Connecticut	CT	New Mexico	NM
District of Columbia	DC	New York	NY
Georgia	GA	North Carolina	NC
Hawaii	HI	North Dakota	ND
Iowa	IA	Pennsylvania	PA
Kansas	KS	Puerto Rico	PR
Kentucky	KY	Rhode Island	RI
Louisiana	LA	South Carolina	SC
Maine	ME	South Dakota	SD
Marshall Islands	MH	Tennessee	TN
Maryland	MD	Texas	TX
Minnesota	MN	Vermont	VT
Mississippi	MS	Virgin Islands	VI
Missouri	MO	Virginia	VA
Montana	MT	West Virginia	WV

**For Assignment #BL-15, go to [www.KeyboardingOnline.com](http://www.KeyboardingOnline.com). At Login/Password, enter the word "demo" on both lines. Click on the link next to the Formatting book and take the State/Possession abbreviation quiz. Take it several times—Print from the browser. Try to beat your best scores. Can you beat the programmer's score below. He's good, so if you can beat him you are really good! 2-minutes, 100%, is average.**

**Name: Jay Lewis**  
**Date: Fri, 13 May 2005**  
**Time: 1 Minutes 0 Seconds**

**Percent correct: 100.00%**

State	Correct Abbrevia	Entered Abbreviaion
Florida	FL	FA

The current time at the server in Arizona is: 2:39 pm

**Name: Grace Ellsworth**  
**Date: Fri, 13 May 2005**  
**Time: 1 Minutes 15 Seconds**

% correct and errors are listed.

**Percent correct: 98.21%**

State	Correct Abbrevia	Entered Abbreviaion
Florida	FL	FA

## BUSINESS LETTER APPLICATIONS QUESTIONS FROM QUIZ BANK

Choose the most correct answer. These questions may appear on a test.

- In Block letters, the only acceptable indentions are \_\_\_\_\_.
  - 5-space paragraph indentions
  - Quotations
  - Dates
- The top margin on a letter should be \_\_\_\_\_.
  - 2"
  - 1 1/2"
  - 1"
- If you have letterhead stationery, the dateline of an average length letter should be about \_\_\_\_\_ below the letterhead.
  - 1/2"
  - 3/4"
  - 1"
- An example of a letter salutation is \_\_\_\_\_.
  - Yours truly,
  - Regards,
  - Dear Sir:
- What is one correct form for a secretary's reference initials? \_\_\_\_\_.
  - GH/MH
  - gh/mh
  - GH/mh
- The names of those who will receive copies of a letter are listed on a letter as a/an \_\_\_\_\_.
  - Enclosure Notation
  - Copy Notation
  - Reference Names
- On a Block letter, the Enter key should be pressed how many times from the Complimentary Closing to the typed signature? \_\_\_\_\_.
  - 4
  - 3
  - 5
- Open Punctuation has what punctuation after the Salutation or Complimentary Closing lines? \_\_\_\_\_.
  - ; (semi-colon)
  - none
  - : (colon)
- Mixed Punctuation has what punctuation after the Salutation and Complimentary Closing lines? \_\_\_\_\_.
  - ; and ;
  - none
  - : and ,



# Resume

## Creating a Resume And Cover Letter

# CREATING A RESUME AND COVER LETTER

At some time in your professional life, you will prepare a resume and cover letter to send to a prospective employer. Employers review resumes to determine who they will hire. You want your resume to be carefully prepared, accurate, and pleasing to look at.

The cover letter enables you to elaborate on positive points in your resume, and shows your potential employer that you have good communication skills.

Composing documents from scratch can be difficult. To make it easier, Word provides a wizard to help you. A wizard asks you several basic questions and then uses a template to prepare and format a pleasing looking document for you—in this case, a resume.

## Objectives

When you complete this unit, you will be able to:

- Use a Resume Wizard to Create Resumes
- Create a Contemporary Style resume
- Add or Remove Resume Headings
- Adjust and Rearrange Resume Headings
- Select and Replace Placeholder Text
- Create a Professional Style Resume
- Create a Personal Resume
- Write a Personal Cover Letter

2111 West Cook Street, Suite 1000, Provo, UT 84601
Phone 801-225-0200

## Jane Student

**Objective**  
Resistant Assistant Manager

**Professional Experience**

1999-2004 Denny's Manager

- Prepared payroll for staff
- Completed night bookkeeping records for taxes
- Operated, balanced, and closed
- Ordered supplies and arranged
- Decoded restaurant
- Arranged special events for
- Personnel Supervisor and Trainer
- Trained and supervised 20
- Hired and terminated staff
- Successfully met all
- Completed work schedules for
- Ordered over \$120,000 per
- Maintained inventory and
- Oversaw sanitation and
- Planned menus and
- Decoded restaurant

**Languages**  
Fluent in English  
Fluent in Spanish

**Education**  
1997-1999 New York  
Associate of Culinary Arts

14551 North State Street  
Salt Lake City, UT 84047  
Use the current date

**Mr. Joe Brown, Pool Supervisor**  
Salt Lake City Parks and Recreation  
141 North Boston Street  
Salt Lake City, UT 84047

Dear Mr. Brown:

I have several friends who are life guards at two of your pools in Salt Lake—Robert Anderson, Jeffrey Miller, Sandra Auxier, and Betty Bowen. They can vouch for me that I am responsible, courteous, and a hard worker.

I was on the swim team at Granite High School with Jeffrey Miller and Sandra Auxier. We had life guard training together. They know I am well qualified to be a life guard at one of your city pools.

I enjoy working with children and have taught children privately how to swim. I would enjoy teaching swimming classes.

May I hear from you soon? My telephone number is 801-455-3101.

Sincerely yours,

Student Name

This is an example. Directions begin on the next page.



## Open A Microsoft Word Document:

There are several ways a school can set their computers to open a Word document. If it is different from these directions, ask your teacher. Click Start, All Programs, Microsoft Office, Microsoft Word.

## Assignment #1—Contemporary Style Resume

### Open the Resume Wizard:

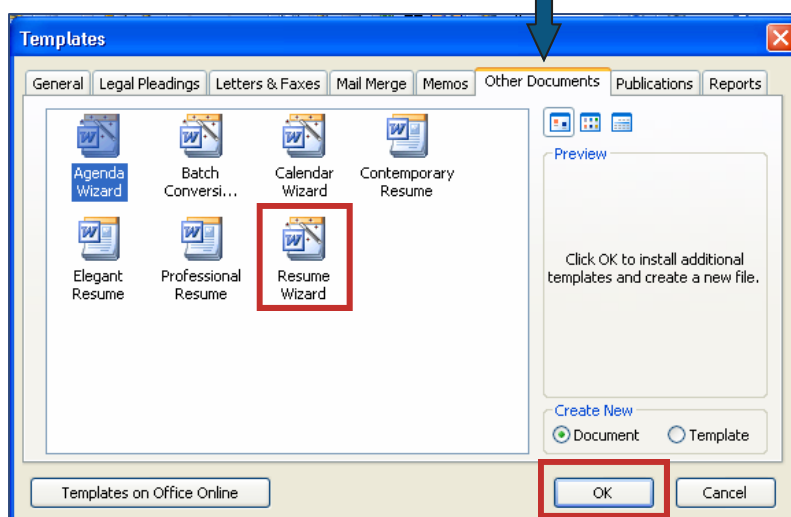
1. Click File.
2. Click New.
3. Look at the New Document pane on the right.

**Word 2003**—under **Templates**, click "On My Computer".

**Word 2002**—under **New from Template**, click on "General Templates".

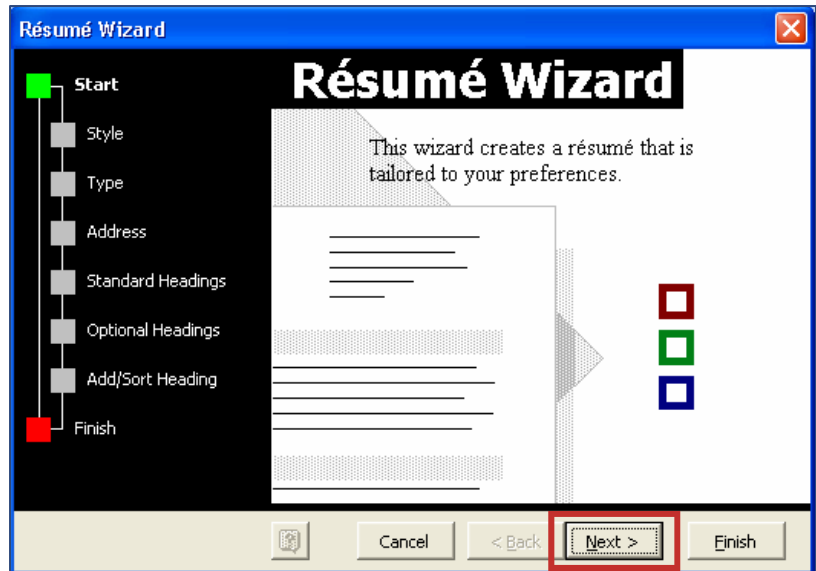


4. At the Templates dialog box, select the "Other Documents" tab. *The contents may differ a little from this, but they will be similar.*
5. Click on "Resume Wizard".
6. Click OK.

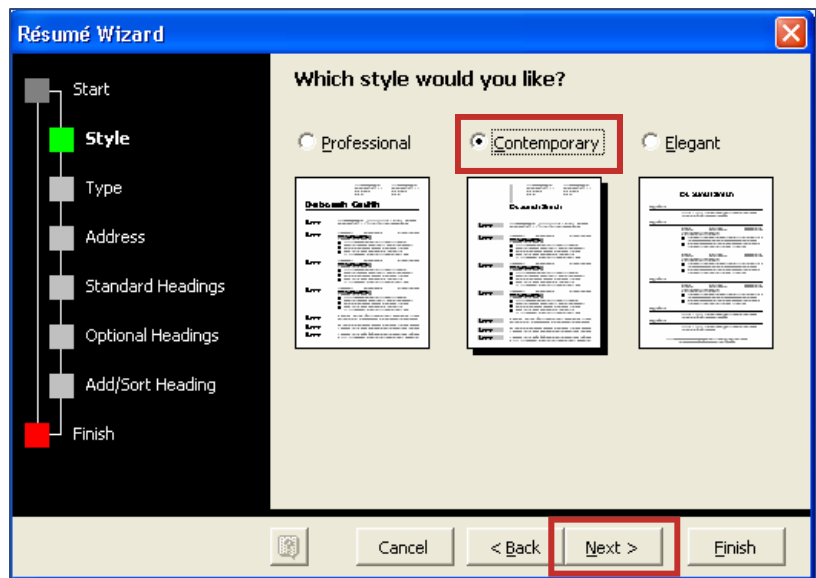


## Entering Information Into The Resume Wizard:

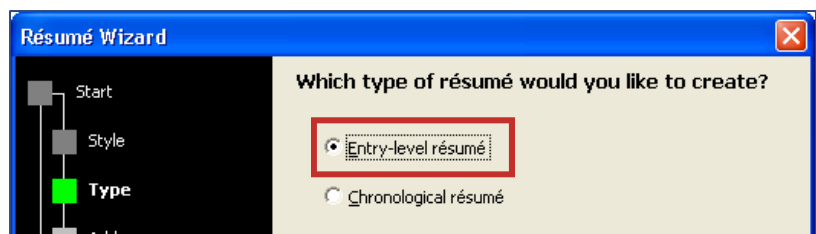
1. When the Resume Wizard appears, click Next.



2. Select Contemporary for the first resume.
3. Click Next.



4. Select Entry-level Resume.
5. Click Next.



6. Enter your name so it will appear on the resume. You can make up the information on the rest of the entries (Address:, Phone:, etc.)

7. Click Next.

The screenshot shows the 'Résumé Wizard' window with the 'Address' step highlighted in green in the left sidebar. The main area contains the following text and input fields:

**What is your name and mailing address?**

Name: Joe Student

Address: 2111 West Galveston Street  
Phoenix, AZ 85101

Phone: 602-555-5555

Fax: 602-444-4444

Email: JoeStudent@yahoo.com

8. Select the following Standard Headings to apply for a summer job in a clothing store:

- Objective
- Education
- Interests and activities
- Languages
- Work experience
- References

9. Click Next.

The screenshot shows the 'Résumé Wizard' window with the 'Standard Headings' step highlighted in green in the left sidebar. The main area contains the following text and a list of checkboxes:

**The résumé style you've chosen usually includes these headings. Select check boxes for headings you want.**

- Objective
- Education
- Awards received
- Interests and activities
- Languages
- Work experience
- Volunteer experience
- Hobbies
- References

Buttons at the bottom: Cancel, < Back, Next >, Finish

10. Select Security clearance.  
You find you want to add this Optional Heading in case the clothing store would like you to work in the Security Dept.

11. Click Next.

The screenshot shows the 'Résumé Wizard' window with the 'Optional Headings' step highlighted in green in the left sidebar. The main area contains the following text and a list of checkboxes:

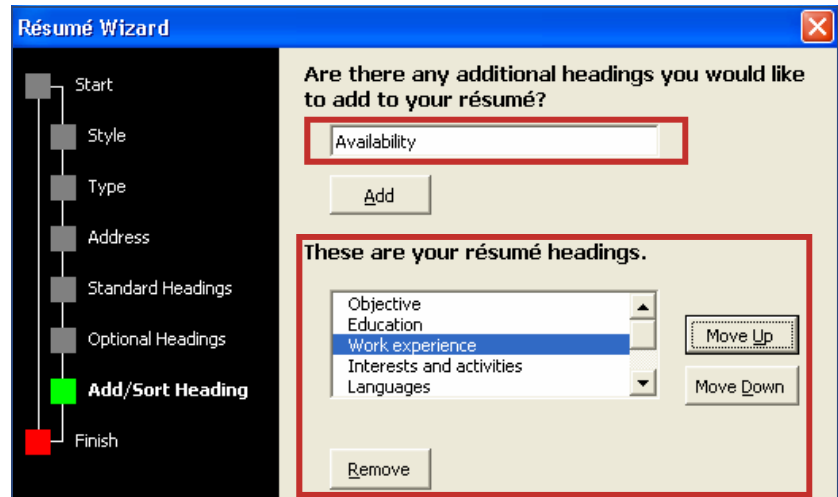
**These headings are sometimes included in this type of résumé. Select check boxes for headings you want.**

- Extracurricular activities
- Summer jobs
- Summary of qualifications
- Community activities
- Professional memberships
- Accreditations and licenses
- Patents and publications
- Civil service grades
- Security clearance

Buttons at the bottom: Cancel, < Back, Next >, Finish

## Adjusting Resume Headings:

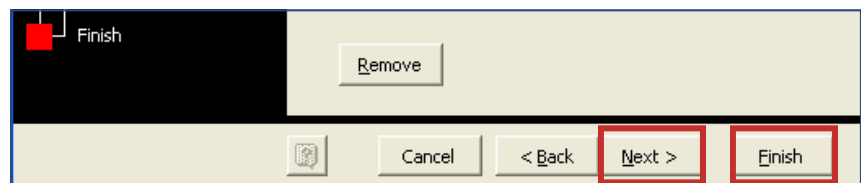
1. In the first box, enter "Availability" to the list of headings and click on the Add button.
2. Select "Work Experience" and click on the Move Up button until it is under the Education heading.
3. Select "Availability" and move it under Work Experience.
4. Select "Interests and Activities" and click on the Remove button.
5. Select "References" and click on the Move Down button to make it the last heading.



6. Before continuing, check to make sure your headings are in the correct order:

Objective  
Education  
Work Experience  
Availability  
Languages  
Security Clearance  
References

7. Click the Next button.
8. Click the Finish button.



## Rearranging the Resume Headings (If Necessary)

Sometimes the headings aren't in the order you want them to be in—either because you made a mistake or the computer program has something stuck in its cache. Whatever the reason, it is helpful to know how to correct the situation. If your resume headings are in the correct order, you can just read through this section.

Assume your resume looks like this:

Joe Student		
<b>Availability</b>	[ Click here and enter information. ]	
<b>Objective</b>	[ Type Objective Here ]	
<b>Education</b>	[ Dates Attended ]	[ Company/Institution Name ] [ City, State ]
	<b>[ Degree/Major ]</b>	
	• [ Details of position, award, or achievement. ]	
<b>Languages</b>	[ Click here and enter information. ]	
<b>Work experience</b>	[ Dates Attended ]	[ Company/Institution Name ] [ City, State ]
	<b>[ Job Title ]</b>	
	• [ Details of position, award, or achievement. ]	
<b>References</b>	[ Click here and enter information. ]	
<b>Security clearance</b>	[ Click here and enter information. ]	

The heading order requested was:

Objective  
Education  
Work Experience  
Availability  
Languages  
Security Clearance  
References

1. Point your cursor into the left margin about 1/2 inch to the left of the **Objective** heading. It becomes a right-pointing arrow.
2. Click the left mouse button to select the entire line.

**Joe Student**

**Availability** [ Click here and enter information. ]

**Objective** [ Type Objective Here ]

**Education** [ Dates Attended ] [ Company/Institution Name ] [ City, State ]  
[ Degree/Major ]

3. Point anywhere on the selected area for **Objective**, left click and hold down the left mouse button while you drag it to the front of the “A” in **Availability**. You will see a vertical line of dots in front of the “A”.

**Availability** [ Click here and enter information. ]

**Objective** [ Type Objective Here ]

4. Release the mouse button and it will exchange places with the **Availability** heading.

**Joe Student**

**Objective** [ Type Objective Here ]

**Availability** [ Click here and enter information. ]

**Education** [ Dates Attended ] [ Company/Institution Name ] [ City, State ]  
[ Degree/Major ]

5. ‘Drag and Drop’ the rest of the headings until they are in this order:
  - Objective
  - Education
  - Work Experience
  - Availability
  - Languages
  - Security Clearance
  - References

***Hint:** You can ‘Drag and Drop’ either upward or downward.*

2111 West Galveston Street  
Phoenix, AZ 85101  
Phone 602-555-5555  
Fax 602-444-4444  
E-mail JoeStudent@yahoo.com

**Joe Student**

**Objective** [ Type Objective Here ]

**Education** [ Dates Attended ] [ Company/Institution Name ] [ City, State ]  
**[ Degree/Major ]**  
• [ Details of position, award, or achievement. ]

**Work experience** [ Dates Attended ] [ Company/Institution Name ] [ City, State ]  
**[ Job Title ]**  
• [ Details of position, award, or achievement. ]

**Availability** [ Click here and enter information. ]

**Languages** [ Click here and enter information. ]

**Security clearance** [ Click here and enter information. ]

**References** [ Click here and enter information. ]

## Select and Replace Placeholder Text:

1. Click the placeholder text "Type Objective Here" to select it.

Joe Student			
Objective	[ Type Objective Here ]		
Education	[ Dates Attended ]	[ Company/Institution Name ]	[ City, State ]
	[ Degree/Major ]		

2. Type: To obtain a full-time sales position for the summer and part-time employment during the school year.

<b>Objective</b>	To obtain a full-time sales position in your Chandler store for the summer and part-time employment during the school year
------------------	--

3. Select the placeholders below and type the text as shown. In some instances with dates, clicking the placeholder doesn't select it. You will need to use your mouse to select it, **including the brackets**, and replace with text.

<b>Education</b>	<del>[ 2006 - 2007 ]</del>	Mesa Community College	Mesa, AZ
	<b>General Studies</b>		
	<ul style="list-style-type: none"><li>• Marketing Minor</li></ul>		
<b>Work experience</b>	<del>[ 2000 - 2004 ]</del>	A - Z Clothiers	Tempe, AZ
	<b>Salesman</b>		
	<ul style="list-style-type: none"><li>• Stocked racks → (Press Enter to type next bullet.)</li><li>• Afternoon shift Supervisor</li><li>• Assisted customers</li><li>• Worked several hours a week as store security.</li></ul>		
<b>Availability</b>	Immediately available for work.		
<b>Languages</b>	Fluent in English.		
	Fluent in Spanish.		
<b>Security clearance</b>	Received security clearance from A - Z Clothiers.		

With many templates, such as the Resume template, pressing the Enter key results in a double space to the next line. There may be times you want to single space lines, as in the References section of this resume. ***Hold the Shift key down and press the Enter key to single space.***

4. Select the References placeholder. *Use the Shift/Enter keys to single space as you enter the information.*

<b>Security clearance</b>	Received security clearance from A – Z Clothiers.
<b>References</b>	A – Z Clothiers Mr. John Gonzales, Store Manager Phone: 1-602-555-5555 Fax: 1-602-444-4444

Type "Resume 1" next to your name as the assignment. Save as Resume 1 and print.

**Assignment #2— Professional Style Resume:**

Use the **Professional Resume icon** (Click File, New, On My Computer, Other Documents tab, click on the **Professional Resume icon**). Use the headings and information as shown below.

- In the resume header, enter an address, phone, etc.
- Replace the name on the resume with **your** name.
- Use the headings and information as shown below. Cut and delete, copy and paste as necessary to create the resume. (After copying a section with bullets, change headings by clicking on the heading and making the necessary changes.)
- Single-spaced items will need a Shift/Enter at the end; bullets appear on the next line when the Enter key is depressed.

		2111 West Galveston Street Phoenix, AZ 85101	Phone 602-555-5555 Fax 602-444-4444 E-mail JaneStudent@yahoo.com
<h1>Jane Student</h1> <hr/>			
<b>Objective</b>	Restaurant Assistant Manager		
<b>Professional experience</b>	1999-2004	Denny's Restaurant	Tempe, AZ
	<b>Manager</b>		
	<ul style="list-style-type: none"> <li>▪ Prepared payroll for staff of 25</li> <li>▪ Completed light bookkeeping, made bank deposits, and maintained records for taxes</li> <li>▪ Opened, balanced, and closed cash registers</li> <li>▪ Ordered supplies and arranged for equipment maintenance</li> <li>▪ Decorated restaurant</li> <li>▪ Arranged special events for reservations of 15 or more</li> </ul>		



#### **Personnel Supervisor and Trainer**

- Trained and supervised 20 waitresses and 12 hostesses
- Hired and terminated staff
- Successfully mediated dozens of employee disputes
- Completed work schedules for 25 employees

#### **Menus, Food Preparation, and Presentation**

- Ordered over \$120,000 per month in food and liquor supplies
- Maintained inventory and organized stockroom
- Oversaw sanitation and preparation of food
- Planned menus and oversaw quality and accuracy of deliveries
- Decorated restaurant

**Languages**                      Fluent in English  
  Fluent in Spanish

**Education**                      1997-1999                      New York College of Culinary Arts, New York, NY  
**Associate of Culinary Arts**

**Write "Resume 2" next to your name as the assignment. Save as Resume 2 and print.**

### Assignment #3—Your Resume:

Use the Resume Wizard to create a Contemporary style resume for a summer job for yourself. You decide on the headings and content.

- Use your own name when the Resume Wizard requests it.
- Make sure the content fits the summer job you are applying for.

**Write "Resume 3" next to your name as the assignment. Save as Resume 3 and print.**

### Assignment #4—Writing a Cover Letter

You have created a resume to send to prospective employers. Along with the resume, it is helpful to enclose a cover letter. Assume your resume had been applying for a summer job as a lifeguard. Type the following cover letter following these directions:

- Allow a 2" top margin to the **date**.
- Modified Block (Date lines and Closing lines begin at the center—notice on next page)
- Use Personal Business Style with your return address above the date (in case it should get separated from the resume).
- Be sure to allow at least 3 blank lines after "Sincerely yours" to your typed name (for a signature).

1. Set a tab stop at the center of the left and right margins so you can begin each line of the Return Address at the same place.
2. At the top margin, press the Enter key 6 times to give you a 2" top margin, then type 14451...

14551 North State Street  
Salt Lake City, UT 84047  
Use the current date

Mr. Joe Brown, Pool Supervisor  
Salt Lake City Parks and Recreation  
141 North Boston Street  
Salt Lake City, UT 84047

Dear Mr. Brown:

I have several friends who are life guards at two of your pools in Salt Lake—Robert Anderson, Jeffrey Miller, Sandra Auxier, and Betty Bowen. They can vouch for me that I am responsible, courteous, and a hard worker.

I was on the swim team at Granite High School with Jeffrey Miller and Sandra Auxier. We had life guard training together. They know I am well qualified to be a life guard at one of your city pools.

I enjoy working with children and have taught children privately how to swim. I would enjoy teaching swimming classes.

May I hear from you soon? My telephone number is 801-455-3101.

Sincerely yours,

Allow at least 4 enters (3 blank lines)  
to the typed signature

Student Name

**Put your name, "Resume 4", in the header. Save as Resume 4 and print.**

### Assignment #5—Your Cover Letter For Your Resume:

Type a cover letter for the resume you created in assignment #3. Use the format above. Be sure to spell check it. It is NOT impressive to a prospective employer to have misspellings in either the resume or cover letter.

**Put your name, "Resume 5", in the header. Save as Resume 5 and print.**

## CREATING A RESUME & COVER LETTER QUIZ QUESTIONS

Choose the most correct answer. These questions may appear on a test.

1. The \_\_\_\_ enables you to elaborate on positive points.  
A) Wizard            B) Resume            C) Cover Letter
2. Word provides a \_\_\_\_\_ that asks you several basic questions and then formats a document for you.  
A) Resume            B) Wizard            C) Template
3. When a resume first appears, you click [Type Objective Here] to select it. What you click is called a/an:  
A) Place            B) Placeholder            C) Objective
4. In order to single space items in a resume, you must use the:  
A) Shift/Enter key            B) Alt/Enter key            C) Ctrl/Enter key
5. Modified Block Style letter is identified by:  
(A) Date line begins at the center horizontally, Signature line blocked at left margin.  
(B) Closing lines in the center horizontally  
(C) Date lines and closing lines begin at the center horizontally
6. What is the letter style called which has the return address above the date?  
A) Business Style            B) Date/Address Style            C) Personal Business Style
7. At least how many **blank** lines are needed between the closing lines in a letter for a signature?  
A) 2            B) 3            C) 4
8. What is the usual top margin for a letter?  
A) 1.25"            B) 2"            C) 3"

**This is Assignment #6 Resume Quiz.**

# Proofreading

## Proofreader's Marks

# COMMON PROOFREADERS' MARKS

Learning to use common proofreaders' marks is helpful because most original copies of letters, reports, essays, etc., will need to be edited. If more than one person is involved in the editing, having common proofreaders' marks makes the changes easier to read and understand.

The proofreaders' marks used in this section are from *The Gregg Reference Manual*, Tenth Edition, by William A. Sabin.

## Objectives

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
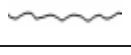




When you complete this unit, you will be able to:

- Recognize the common proofreading marks
- Retype sentences correctly that are edited with proofreading marks
- Retype paragraphs correctly that are edited with proofreading marks
- Create a block style letter and make editing corrections

DELETE/CLOSE SPACE	it's a beautiful day	Ɔ
LEAVE UNCHANGED	he was <del>not</del> in error	(STET)
INSERT PERIOD	to me. The point is	⊙
INSERT COMMA	red, white and blue	⊙
INSERT COLON	three groups, the	⊙
INSERT SEMI-COLON	he said; she said	⤴
INSERT APOSTROPHE	it's a beautiful day	⤵

## PROOFREADER'S MARKS

Learn to apply these commonly used standard proofreader's marks.

MARKS	MEANING	EXAMPLE
	Delete	He tried to get <del>get</del> there on time.
	Insert a comma	Our dog <sup>,</sup> Dingo <sup>,</sup> got out yesterday.
	Insert an apostrophe or single quotation mark	I didn't know where to put the chair.
	Insert double quotation marks	My favorite story is "Snow White."
	Insert a period	I am going to the store .
	Extra space needed	Where did <sup>#</sup> she go last <sup>night</sup> <del>nite</del> after the dance.
	Transpose words	<del>Speers</del> <del>Sara</del> was her name.
	Close up this space	Don played basket ball at school.
	Begin a new paragraph	... so he stayed home. ¶ Mary is in a singing group in school. She likes it.
	Leave as originally written	I am <del>most</del> <sup>stet</sup> pleased with the concert.
	Bold this	Tom is <u>not</u> going to get into trouble.
	Move to the right	<u>and</u> Pam would go fishing with them except that she hates touching worms.
	Move to the left	<u>Did</u> Barbara visit David on Monday?
	Lower case	I am going to see SARAH later today.
	Capitalize	<u>audra</u> and eight girls are going.

## Working With Proofreader's Marks, Assignment #1

Key the sentences correctly. Be sure to correct all your typing errors. Use Times New Roman, 12, fonts.

1. My brother or I will accept the certifi cate or award<sup>#</sup> for our mother.
2. do it today! Procrastination just just delays the inevitable anyway.
3.  Did Jayson's project get finished before leaving on his vacation?
4. Daniel used to play soft ball on the elliott pharmacy league.
5. The lion king was my childrens favorite show.
6. I cant go Mary said unless I get my home work done first.
7. Will he go to the store to get some writing paper?
8. HANNAH grew up in the mountain and loves to ski.
9. Brent is a good skater because he likes new try things.
10. Indent each new paragraph in the story.
11. when helen graduates from College she will get a better job.
12. She says she will not go unless gets help doin the packing.
13. Tom said be careful and not trip over the wires.

**Put your name and Assignment #PM-1 in the header. Save as Proofreading 1 and print.**

## Working with Proofreader's Marks, Assignment #2

For assignments #2 and #3, double space, key the paragraphs and make the corrections marked with proofreaders' marks. Correct all your typing errors. Use Times New Roman, 12, fonts.

Most people enjoy getting packages in the mail that is hand made from a friend. It is special even if you aren't a brilliant artist, you can make a unique tribute to your relationship. It could be a picture, thoughts, or doodles. An especially nice gift to receive is a note listing the things you like about your friend. Roll it up as an old-fashioned scroll. A Play-Doh heart is another idea with a note showing how much the friendship means to you. Just be sure to pack it carefully; something arriving in broken condition would give the wrong message.

**Put your name and Assignment #PM-2 in the header. Save as Proofreading 2 and print. (Or also do Assignment #3 below and print both on one page.)**

## Working with Proofreader's Marks, Assignment #3

Would you like to do something original for a very special person in your life? How about this: write a message on a piece of heavy paper and cut it into puzzle shaped pieces. Hide the pieces where they are bound to be found. When the pieces are assembled together, they can become a love note, an invitation to something, or a clue to finding something wonderful or exciting. For that extra special person in your life, sneak around early one morning and write a message in chalk on the sidewalk where it will be seen.

**Put your name and Assignment #PM-3 in the header. Save as Proofreading-3 and print.**



## Block Style Letter with Open Punctuation and Proofreader's Marks

Make the proofreading changes and type the letter correctly. Use **Open Punctuation**. Use the default margins (that automatically come with the new document).

**(Press the Enter key 5 times to the date—leaving about 2" top margin)**

Use Current Date



Mr. George Delaney  
Ace Hardware Company  
Chicago, IL 60525



Dear Mr. Delaney



*in the office of the president*

*Mr.*

I am pleased to recommend Robert Lewis as someone to consider hiring as an employee. He worked for our company as a sales man for five years. He had a confident, take charge manner that was, ~~at the same time,~~ cordial and business like.

*always*

*Mr. Lewis*

In the five years ~~Robert~~ worked for us he missed only three days. He was always eager to come to work and often stayed after hours to complete a project. His skills in dealing with clients and callers in this office were outstanding. I highly recommend him to you.

*telephone*

Sincerely yours,

STINSON HARDWARE




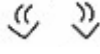



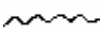




Jerry Stinson

**Put your name and Assignment #PM-4 in the header. Save as Proofreading 4 and print.**

## PROOFREADING QUESTIONS FROM QUIZ BANK

Choose the most correct answer. These questions may appear on a test.

1. What does this proofreader's mark mean? \_\_\_\_\_   
a) Close up                      b) Add and open up                      c) Delete and close up
2. What does this proofreader's mark mean? \_\_\_\_\_   
a) Use with weights                      b) Add space                      c) Delete space
3. What does this proofreader's mark mean? \_\_\_\_\_   
a) Add an apostrophe                      b) Add a comma                      c) Delete a comma
4. What does this proofreader's mark mean? \_\_\_\_\_   
a) Delete between marks                      b) Delete quotation marks                      c) Add quotation marks
5. What does this proofreader's mark mean? \_\_\_\_\_   
a) OK'd by proofreader                      b) Paragraph needs work                      c) Let it stand, no correction
6. What does this proofreader's mark mean? \_\_\_\_\_   
a) Italics                      b) Capitalize                      c) Lower case
7. What does this proofreader's mark mean? \_\_\_\_\_   
a) Move right                      b) Move left                      c) Should be end of paragraph
8. What does this proofreader's mark mean? \_\_\_\_\_   
a) Bold                      b) Underline                      c) Delete
9. What does this proofreader's mark mean? \_\_\_\_\_   
a) Eliminate                      b) Capitalize                      c) Remove capitalization
10. What does this proofreader's mark mean? \_\_\_\_\_   
a) Add this word                      b) Substitute this word                      c) Rearrange words

**This is Assignment #PM-5 Quiz Questions.**

# Tables

## Creating & Using Tables

# CREATING AND USING TABLES

A table is a collection of rows and columns, and the intersection of a row and a column is called a *cell*. Knowing how to create and use the table feature will help you line up columns of information quickly and easily. Resumes are easily created using the table feature and are a helpful summary to prospective employers of your work qualifications.

## Objectives

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When you complete this unit, you will be able to:

- Set and change the Font Size
- Set Line Spacing to single and double
- Type headings in uppercase, bold, centered
- Create table with varying columns and rows
- Enter data into a cell; tab to remaining cells
- Use AutoFit to reduce the size of columns
- Center the table horizontally (across)
- Center the table vertically (up and down)
- Readjust amount of space between columns
- Remove table gridlines
- Bold Columnar Headings
- Format Subheadings
- Use AutoFormat to assign a table format
- Right align number cells
- Enter a table in a letter
- Use Bold, Italic, and Underline features

## Creating a 2-Column Table with the Insert Table Button

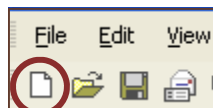
Example:  
Follow the directions  
below to create this  
table.

POPULAR BRANDS & STYLES OF AUTOMOBILES	
<b>Chevrolet</b>	<b>Sportsvan</b>
<b>Ford</b>	<b>Taurus</b>
<b>Dodge</b>	<b>Spirit</b>
<b>Plymouth</b>	<b>Acclaim</b>
<b>Honda</b>	<b>Accord</b>
<b>Buick</b>	<b>La Sabre</b>
<b>Pontiac</b>	<b>Grand Am</b>
<b>Chrysler</b>	<b>Lebaron</b>

Figure T-1

## Set the Line Spacing to Double Spacing

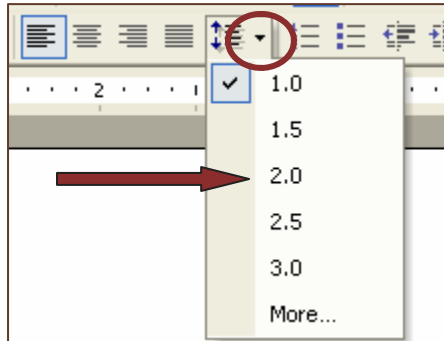
1. Open MS Word. If open, click on the New document icon to open a new document.



2. Set the Font Size to 12 (if not 12 already).



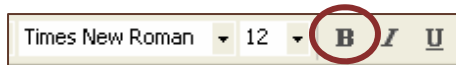
3. Click on the Line Spacing **Arrow** on the Formatting Toolbar, and click on 2.0 to select double spacing.



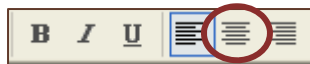
### Type the Table Heading in All Capital Letters, Bold and Center it

1. Press the Caps Lock key on the keyboard to type the title in all capital letters.
2. Type POPULAR BRANDS & STYLES OF AUTOMOBILES

3. Select the title with your left mouse button and click on the Bold button on the Formatting toolbar.



4. While the title is still selected, click on the Center align button on the Formatting toolbar.



5. Click the end of the last word in the title to place the cursor at the end of the line.
6. Press the Enter key **once** to double space to the next line of type.
7. Click the Bold button again to deselect and remove the bolding for the next words.
8. Press the Caps Lock key on the keyboard again to deselect all capital letters.

9. Click the Left align button to align the next typing at the left margin.



## Create a Table With Two Columns and Eight Rows

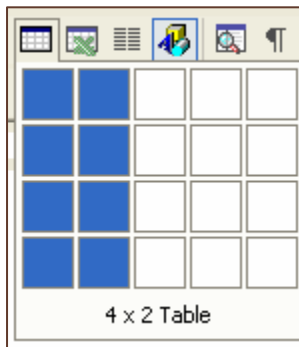
1. Click the Insert Table button on the Standard toolbar.



2. Click the second column and keep the left mouse button down—do not let it up.



3. Drag your mouse button down to make as many rows as you can up to 8 rows; then let up the mouse button.



*If you can't make the 8 rows, it is ok because if you press the tab key after the last cell, it will automatically make a new row.*

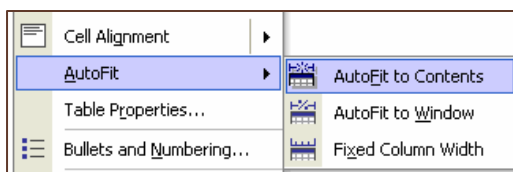
## Enter the data in the first cell, and tab to remaining cells to enter the data

1. Type Chevrolet in the first cell; press the tab key to the next cell and type Sportsvan.
2. Press the tab key to get to the next row. (If you accidentally press the Enter key, backspace to delete it, then tab.)
3. Type Ford; tab to the next cell and type Taurus.
4. Press the tab key and continue to enter the data in the table, Figure T-1. *Don't be concerned about the gridlines; you will remove them later.*

## Use AutoFit to Reduce the Size of the Columns

The table currently extends from the left margin of the paper to the right margin. The following step will show how to AutoFit the width of the columns to the table.

1. Right click in any cell on the table and point to AutoFit.
2. Click on AutoFit to Contents.

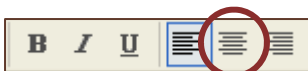


## Center the Table Horizontally

1. Place your cursor in the upper left corner of the table until you see the **Select-Table icon**—a small square with 4-headed arrows.
2. Click the Select-Table icon to select the whole table.

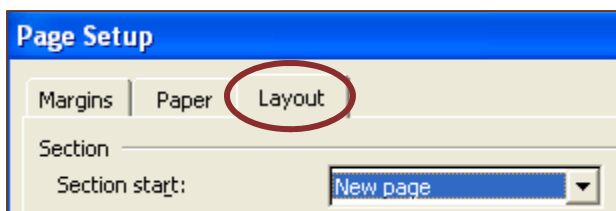


3. Click the Center align button to center the table horizontally on the page.

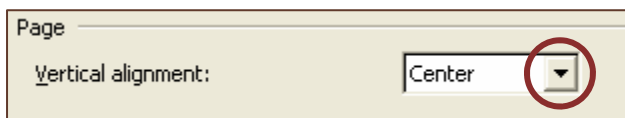


## Center the Table Vertically on the Page

1. With the table still selected, click File on the Menu bar, Page Setup, Layout tab.



2. Under Page, Vertical alignment: click the arrow and select Center.



3. Click OK.
4. Click anywhere outside the table area to deselect the table.

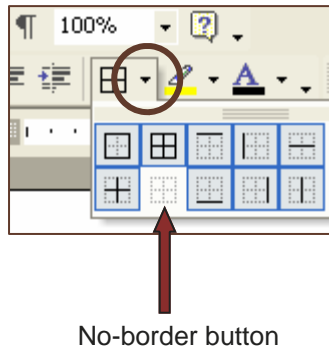
## Quick Tip to Readjust the Amount of Space Between Columns

1. Place your mouse pointer anywhere along the **left** border line of the table about half way down until it changes to two small lines with a double-headed arrow through the middle.
2. With the double-headed arrow showing, hold down the left mouse button and drag the left border line approximately 1" to the **left**. Raise the mouse button.
3. Notice that there is more space between columns and the table re-centered itself. (It doesn't matter that the left column is wider.)

## Remove the Gridlines of the Table

1. Click on the Select-Table icon to select the whole table.
2. Click on the Borders arrow on the Formatting toolbar and select no-borders.

*The gridlines will not print even though you may see the light outline on your table. (There may be other times when you want to leave the gridlines in.)*



**Put your name and Assignment #TA-1 in the header. Save as Table 1 and print.**

## Create the following 2-column table

Use what you learned in the previous exercise to create the 2-column table in Figure T-2.

Example:  
Follow the directions below to create this table.

<b>POPULAR NAMES FOR BABIES</b>	
<b>Female Names</b>	<b>Male Names</b>
Ann	Bill
Barbara	Bruce
Betty	Charles
Carol	Danny
Cindy	Dean
Chris	George
Connie	Hal
Ginger	Jack
Ilene	Larry
Mary	Michael

Figure T-2

1. Open a new document in Word.
2. Set Line Spacing to Double Spacing.
3. Use Arial or Times New Roman Font Style, 12 Font Size.
4. Type the title in ALL CAPS; then deselect CAPS for remainder of table.
5. Center and bold the title.



6. Click to place the cursor at the end of the title.
7. Press Enter **once** to double space to the body of the table.
8. Deselect bolding, **left** align the cursor.
9. Use the Insert Table button to create the 2-column table.
10. Enter the tabular information in Figure T-2.
11. Bold the columnar headings.
12. Select the table; Center the table horizontally.
13. AutoFit to Contents.
14. Adjust the width between columns to about 1" between longest cells, including headings.
15. Center the table vertically.
16. Remove the gridlines.

Put your name and Assignment #TA-2 in the header. Save as Table 2 and print.

### Create a 4-Column Table with Centered Title and Subtitle, and use Auto-Format

The main title and subtitle of a 3-column table needs to be centered and usually of a different font size. Words are usually **left aligned** and numbers **right aligned**. Columnar headings can be centered, left aligned or right aligned.

Example:  
Follow the directions below to create this table.

**INTERIOR DESIGN GROUP**  
**Rate Schedule—January 1, 20xx**

<i>Employee</i>	<i>Hourly Rate</i>	<i>Daily Rate</i>	<i>Weekly Rate</i>
<i>Beverly Gugisburg</i>	\$9.95	\$79.60	\$398.00
<i>Andrew Holt</i>	26.95	215.60	1,078.00
<i>Chris Sarager</i>	18.95	151.60	758.00
<i>Lenore Tarwater</i>	19.95	159.00	798.00
<i>Dean Vimson</i>	31.00	168.00	840.00

*Figure T-3*

### Create centered Title and Subtitle

1. In a new document window, type INTERIOR DESIGN GROUP.
2. Select the title, Bold and Center it.
3. While the title is still selected, click on the Font Size arrow and select 16.

4. Click the **End** key on the **keyboard** to place the cursor at the end of the line and press the Enter key. (The End key is usually with the group above the arrow keys on your keyboard.)
5. Type Rate Schedule—January 1, 20xx. Notice it has the same formatting (Bold, Centered, Font Size 16) as the title because the formatting hasn't been turned off yet.
6. Select the subtitle and change the font size to 14.
7. Click the End key on the keyboard to place the cursor after the last word in the subtitle; Press Enter twice.
8. Click the Bold button to turn it off; select Font Size 12 for the rest of the table.
9. Click the Left align button.

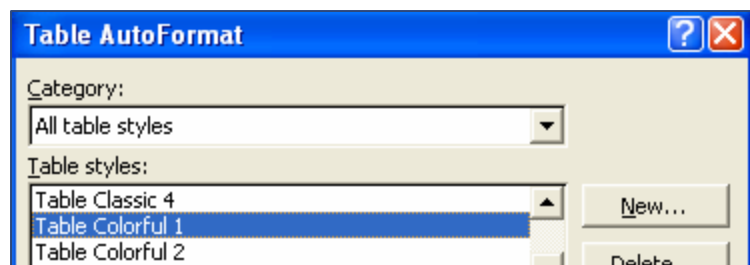
### Create the table, Enter the cell information

1. Use the Insert Table button create a 4-column table.
2. Enter all the cell information from Figure T-3. Do not worry about centering the cell information or formatting it. You will do that later. It should look like this so far:

<b>INTERIOR DESIGN GROUP</b>			
<b>Rate Schedule—Jan. 1, 20xx</b>			
Employee	Hourly Rate	Daily Rate	Weekly Rate
Beverly Gugisburg	\$9.95	\$79.60	\$398.00
Andrew Holt	26.95	215.60	1,078.00
Chris Sarager	18.95	151.60	758.00
Lenore Tarwater	19.95	159.00	798.00
Dean Vimson	21.00	168.00	840.00

### AutoFormat the table

1. Select the table (omitting the title and subtitle)
2. Click Table on the Menu Bar.
3. Click on Table AutoFormat.
4. Select Table Colorful 1.



- Click the Apply button. Your table is now automatically formatted except for the number amounts—they should be right aligned.
- Click outside the table to deselect it. It should now look like this:

<i>Employee</i>	<i>Hourly Rate</i>	<i>Daily Rate</i>	<i>Weekly Rate</i>
<i>Beverly Gugisburg</i>	\$9.95	\$79.60	\$398.00
<i>Andrew Holt</i>	26.95	215.60	1078.00
<i>Chris Sarager</i>	18.95	151.60	758.00
<i>Lenore Tarwater</i>	19.95	159.60	798.00
<i>Dean Vimson</i>	21.00	168.00	840.00

### Right Align the numbered amounts and columnar headings

- Select all the numbered cells at once by clicking with the left mouse button on \$9.95 and holding the mouse button down while you drag the mouse to the 840.00 cell. Then raise the mouse button.
- Click the Right align button on the Formatting toolbar to right align all the numbers.
- Select the cells containing the words Hourly Rate, Daily Rate, and Weekly Rate. Right align those columnar headings. (Since the numbers are right aligned, having the columnar headings right aligned looks better.)

### Center the table horizontally and vertically on the page

- Center the table horizontally and vertically. (Table is probably already centered horizontally.)

**Put your name and Assignment #TA-3 in the header. Save as Table 3 and print.**

## Create a 3-column table, Italicize subtitle, AutoFit and AutoFormat table

Use what you learned in the previous exercise to create the 3-column table in Figure T-4.

Example:  
Follow the directions  
below to create this  
table.

**DATA PROCESSING TERMINOLOGY**  
From *Computer Today Handbook*

Chapter 1	Chapter 2	Chapter 3
Binary	Printer	Terminal
Density	CPU	Sequential
Field	Disk Drives	Ram
Program	Flowcharting	Tape
Backup	Address	Software
Blocking	Laser	USB Port

*Figure T- 4*

1. Open a new Word Document.
2. Set Arial Font Style, 14 Font Size.
3. Type the Title in ALL CAPS; then deselect ALL CAPS to continue.
4. Press the Enter key.
5. Change to Font Size 12.
6. Type the Subtitle.

---

7. Select "Computer Today Handbook"

**B** *I* U

8. Click the italic and underline button on the Formatting toolbar.

---

9. Select both the Title and the Subtitle; Bold and Center.
10. Press the End key; press the Enter key twice to double space to the body of the table.
11. Click the Bold-Italic-Underline buttons to deselect them.
12. Left Align the cursor before creating the table.
13. Create a 3-column table and enter the information in each column.
14. AutoFit to Contents.
15. Apply AutoFormat to the table using Table Contemporary.
16. Center the table horizontally (no vertical centering).
17. Click anywhere outside the table to deselect it.

**Put your name and Assignment #TA-4 in the header. Save as Table 4 and print.**

## Create a Block Style Letter and AutoFormat a Table in the Body

Use what you learned in the previous exercises to create a **block style letter** and include a 3-column table. Follow the directions below to type the letter.

1. Open a new Word document. Use Times New Roman, 12 fonts.
2. Use **Mixed** Punctuation (Colon after the salutation and comma after complimentary close).
3. Center and bold the title and subtitle of the table. *Italicize the subtitle.*
4. Create the table and enter information.
5. Apply AutoFit to Contents.
6. Apply Table AutoFormat of your choice.
7. Center the table horizontally.
8. Choose to hide or show gridlines (if applicable).

↓ 5

Press the Enter key 5 times to add another 1" to the top margin.

Use Current Date ↓ 4

Health Today, Inc.  
10 Morris Park  
Parkland, NJ 02130 ↓ 2

Gentlemen ↓ 2 Add **Mixed** punctuation after the Salutation.

The Eastern Industrial Medical Society is holding its annual convention at the Holiday Inn East and Hilton East in Harrisburg, PA, from December 15<sup>th</sup> – 19<sup>th</sup>. Approximately 1,350 health professionals will be in attendance. The following chart shows the approximate breakdown: ↓ 2

**THE EIMS MARKET**  
*Data From Last Year* ↓ 2

Organization	# of Attendees	% of Attendees
Medical Schools	513	38%
Health Organizations	162	12%
Doctors	675	50%

↓ 2

After entering the 50% (last entry), click outside the table under ↓ 2 Doctors and press Enter key to double space to the last paragraph. The end of the letter is on the next page.

If you plan to participate, please send us a partial list of your products so we can advertise them in the convention booklet. ↓<sub>2</sub>

May we hear from you soon? ↓<sub>2</sub>

Very truly yours ↓<sub>4</sub> What do you do here for Mixed Punctuation?

Denise Moore, Convention Director ↓<sub>2</sub>

DM/xx For the xx, use your reference initials in small letters.

**Check the directions in the beginning to make sure you didn't forget anything. Put your name and Assignment #TA-5 in the header. Save as Table 5 and print.**

## TABLES QUESTIONS FROM QUIZ BANK

Choose the most correct answer. These questions may appear on a test.

1. The intersection of a row and a column is called a \_\_\_\_\_.  
a) section                      b) cell                      c) grid
2. The Insert Table button is on the \_\_\_\_\_.  
a) Standard Toolbar                      b) File Menu                      c) Formatting toolbar
3. At the end of a table, what key do you depress to add another row? \_\_\_\_\_  
a) Right arrow key                      b) Tab                      c) End key
4. AutoFit affects what part of a table? \_\_\_\_\_.  
a) Width                      b) Height                      c) Length
5. What is the path to center a table vertically? \_\_\_\_\_  
a) Table, Format, Options  
b) Table, AutoFormat, Center  
c) File, Page Setup, Layout
6. Except in the heading, words are usually \_\_\_\_\_.  
a) Left aligned                      b) Right aligned                      c) justified
7. Numbers are \_\_\_\_\_.  
a) Left aligned                      b) Right aligned                      c) justified
8. What is the path to AutoFormat a table? \_\_\_\_\_  
a) Format, Table, AutoFormat  
b) Format, Table AutoFormat  
c) Table, Table AutoFormat

**This is Assignment #TA-6 Quiz Questions.**

# Reports

## Bound & Unbound Reports



# TITLE PAGES

## BOUND AND UNBOUND REPORTS

Check with your instructor or employer to see what form is preferred for reports you need to turn in for other classes. There is a lot of variation between authorities on how to handle title pages, spacing, headers, references, and other parts of reports. Four popular style manuals are The MLA Handbook, The Chicago Manual of Style, The APA Manual, and the Gregg Reference Manual. They contain acceptable formats for citing books, magazines, newspapers, brochures, online journals, e-mail messages, and other sources.

### Objectives

---

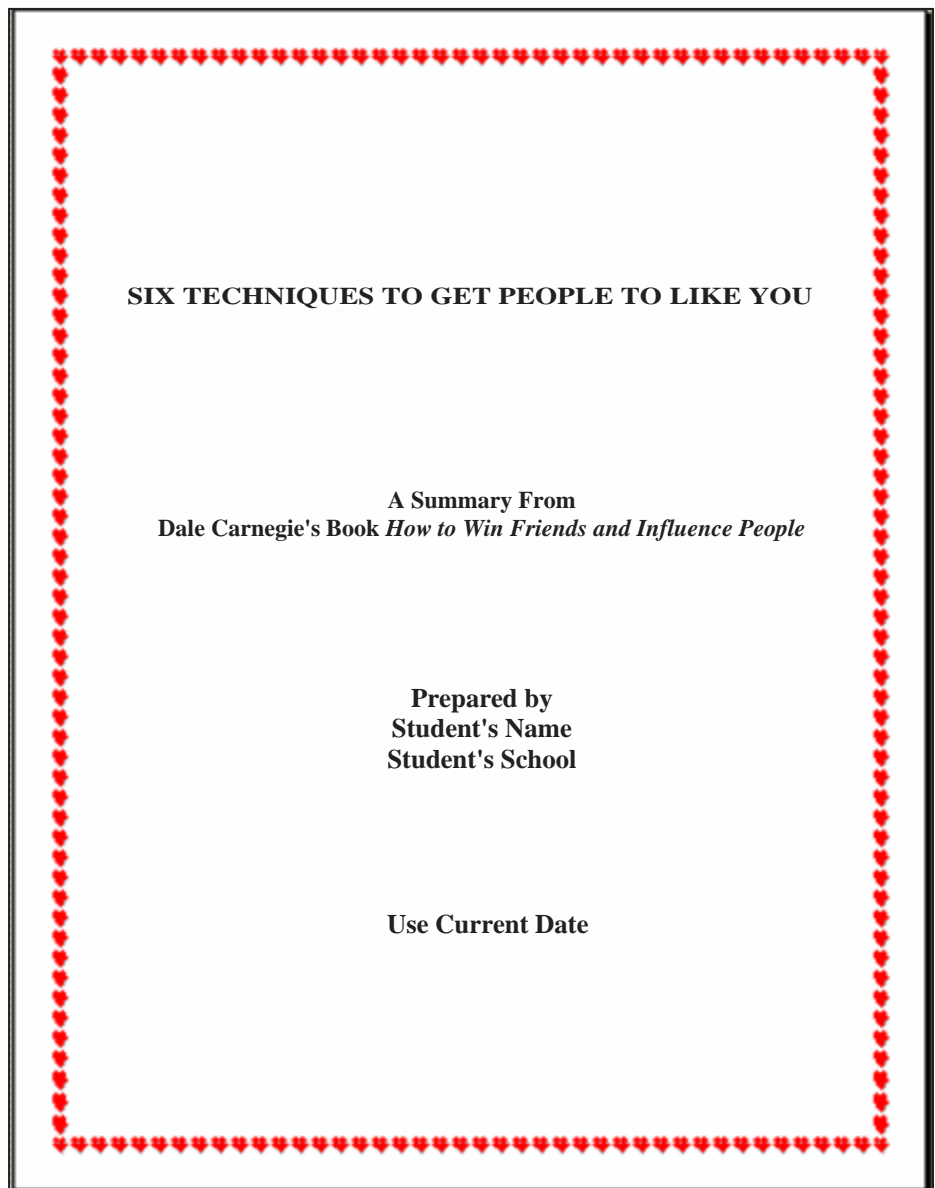
**When you complete this unit, you will be able to:**

- Create Title pages
- Center Title pages vertically on the page
- Expand the Character Spacing of the title line
- Apply a border to the title page
- Create an Unbound Report
- Create a Bound Report
- Use Side Headings
- Set First Line Indents
- Set Hanging Indents
- Indent quotations
- Use Internal Citations
- Set and change line spacing
- Use Format Painter to copy formatting
- Create Reference pages
- Sort references in alphabetical order
- Insert page numbers
- Add a footnote
- Format bullets
- Create a table with fixed cell height and width and cell data centered vertically

# CREATING THE TITLE PAGE OF AN UNBOUND REPORT

An attractive cover or title page enhances a report and provides important information introducing the report. There are several types of title pages and your instructor or employer can advise you which type is preferred. This is one standard type of title page. The directions for creating this title page follow the illustration below.

This is the example.  
*Don't type from this;*  
directions begin on the  
next page.

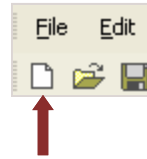


## Open a Word document

To open Word, click Start, Programs, Microsoft Office, Microsoft Word.

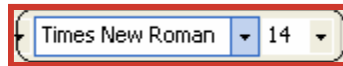
If already in Word, click the new document icon.

Click View, Print Layout.



## Set the font, bold, and center align each line

1. Select the font style Times New Roman.



In printer's language, 72 points are 1". 14 points would be 14/72 high.

2. Select font size 14.

3. Click the bold button.



4. Click the center align button.



5. Press the Caps Lock key down on the keyboard and type the Title line in ALL CAPS: **SIX TECHNIQUES TO GET PEOPLE TO LIKE YOU**

6. Press the Enter key 8 times.

7. Press the Caps Lock key down again to deselect ALL CAPS.

8. Type: **A Summary From**

9. Press the Enter key 1 time.

10. Type: **Dale Carnegie's Book How to Win Friends and Influence People** (You will italicize it later)

11. Press the Enter key 8 times.

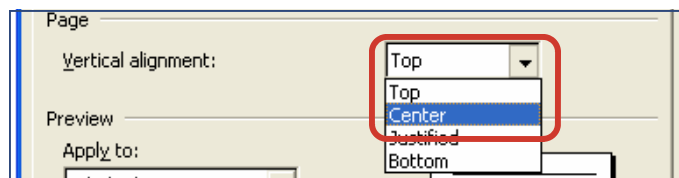
12. Type: **Prepared by**

13. Press the Enter key 1 time

14. Type: **Your first and last name.** Press the Enter key 1 time.
15. Type: **The name of your school.** Press the Enter key 8 times.
16. Type: **The Current Date** (Month, day, year).

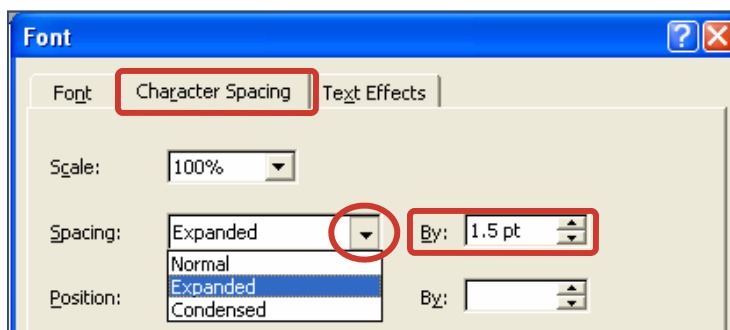
### Center the Title Page Vertically ↑↓

1. Click on File, Page Setup, **Layout Tab.**
2. In **Vertical alignment** section, click the down arrow and select **Center.**
3. Click OK.



### To Expand the Character Spacing in the Title

1. Select the Title “SIX TECHNIQUES ...”
2. Click Format on the Menu bar.
3. Select Font, **Character Spacing tab.**
4. Click the Spacing down arrow.
5. Select **Expanded.**
6. In the By area, set to **1.5.**
7. Click OK.



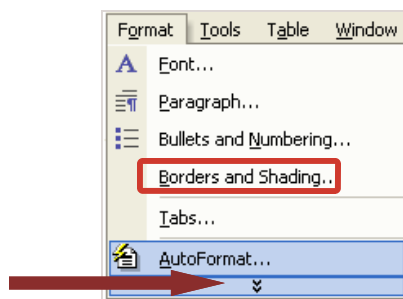
### To Finish Formatting the Title Page

1. Select: **How to Win Friends and Influence People.**
2. Click on the Italic button.



### To Add a Border to the Page

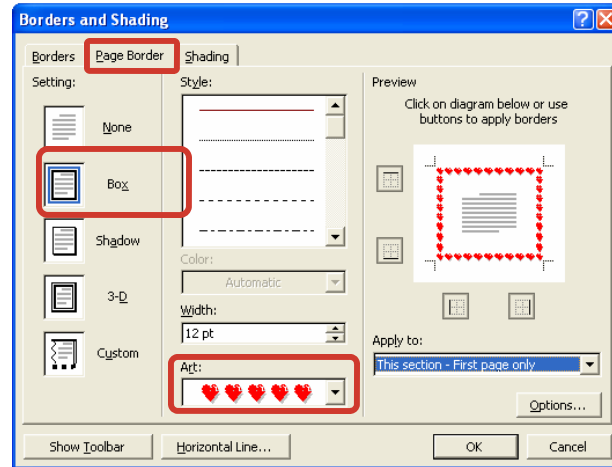
1. Click on Format on the Menu bar.
2. Click on Borders and Shading.  
*If you don't see it, click the double arrows to see more of the menu.*



3. Select Page Border tab.
4. Under Setting: select Box.
5. Under Art: click on the arrow to reveal the art; select a border. You could select a line style instead.

Under Apply to: disregard; it doesn't matter.

6. Click OK.



#### TO SAVE AND PRINT YOUR ASSIGNMENT:

- Click View, Header & Footer. In the left corner enter your name and Assignment #RPTS-1.
- Close the Header and Footer toolbar.
- Click File, Save as, in Save in: area it should show 3 1/2 floppy (A:), or USB Drive.
- In File name: area, enter Carnegie Title Page, Click Save.
- Print. (This will be the title page of the Carnegie Report later.)

### Create a standard Title page of a Business Report

1. Open a new MS Word document.
2. Use Times New Roman font, 14.
3. Click on **Bold** to bold all lines.
4. Center all lines horizontally. Type each line and space down as shown.
5. Type the title in ALL CAPS. Then deselect ALL CAPS.
6. After typing each line, center the Title page vertically.
7. Expand the Character Spacing of the Title line to 1.5.
8. No border.

**PURCHASING OF DESKTOP PUBLISHING SOFTWARE**

↓ 8 (Press Enter 8 times)

**A Comparative  
Cost-Benefit Analysis of  
Four Popular Packages**

↓ 2

**Submitted by**

↓ 2

**Student's Name  
Senior Analyst  
Office Systems Department**

↓ 2

**Prepared for**

↓ 2

**Samuel E. Jennings  
Vice President  
Jennings Financial Corporation**

↓ 8

**Type Current Date**

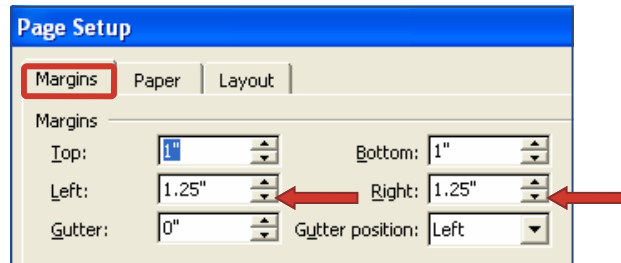
#### TO SAVE AND PRINT YOUR ASSIGNMENT:

- Click View, Header & Footer. In the left corner, enter your name and Assignment #RPTS-2.
- Save as Purchasing Software Title Page. To print click File, Print, OK.

# CREATING AN UNBOUND REPORT WITH INTERNAL CITATIONS AND REFERENCES

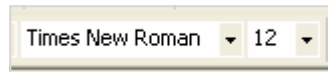
Open a new Word document.

1. Set the **Left and Right Margins** at 1". Click *File, Page Setup, Margins tab*, click down arrows to set left and right margins at 1".



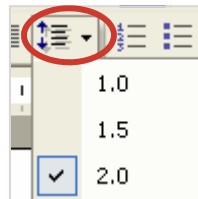
2. Click OK.

3. Set the Font Style to **Times New Roman**; Font Size to 12.



4. Press the Enter key 5 times to make an approximate 2" top margin.

5. Click **Spacing arrow** and click on 2.0 to set double spacing.



## Begin Keying in the Report

1. Press the Caps Lock key on the keyboard to type the Title in ALL CAPS:

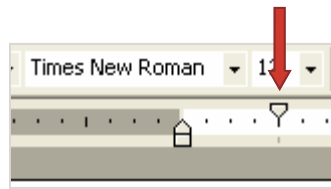
SIX TECHNIQUES TO GET PEOPLE TO LIKE YOU

2. Press the Caps Lock key again to deselect it.
3. Select the title, Center and Bold it.
4. Press the End key on the keyboard to get to the end of the line. **Click Bold again to deselect.**
5. Press Enter.

6. Click the Align Left button on the Formatting toolbar to place the cursor at the left margin.



7. Set automatic 5-space paragraph indentions by clicking on the top diamond (**First Line Indent**) and dragging it over 1/2 inch.



You typed the title first so it wouldn't be 5 spaces off.

If you don't see the ruler, click View, Ruler.

8. Type the first paragraph in the box below keeping these in mind:
- Type two hyphens after **practice** and then type **and**. No spaces in between. It will turn into an emdash automatically, which is a long dash.
  - The textbook examples and explanations are in a slightly larger type for ease of reading. *This means that your lines of type may end differently in your report which could also make the words hyphenate differently. This is not a problem, don't be concerned.*

Being successful in getting people to like you is not only very satisfying but plays a large role in a successful friendship, marriage or business. It is not hard. It does take practice—and what better time to start than now. Follow these six techniques to a fuller and happier life.

Press the Enter key.

**Type the #1 Side Heading** (no space before or after the two hyphens to make an emdash)

#1—Become Genuinely Interested in Other People

*Notice that the side heading is also indented just like the paragraphs instead of starting at the left margin. This can more easily be changed later; disregard it for now.*

Take a lesson from your pet dog. It is one of the few animals that don't have to work for a living. A hen lays eggs, a cow gives milk, and a canary sings. A dog makes its living by giving you love. You can make more friends in two months by becoming genuinely interested in other people than you can in two years by trying to get other people interested in you.

Press the Enter key.

---

## Type the #2 Side Heading

#2—Smile

Press the Enter key. Type the next paragraph.

*Note that it contains an internal citation (McConnell, 2005, 150). Internal citations are an easy and practical method of documentation. The last name of the author/s, the publication date, and the page number/s of the cited material are shown in parentheses within the body of the report. This information cues a reader to the reference list included at the end of the report.*

Actions speak louder than words, and a smile says “I like you. You make me happy. I am glad to see you.” Professor James V. McConnell, a psychologist at the University of Michigan, expressed his feelings about a smile (McConnell, 2005, 150):

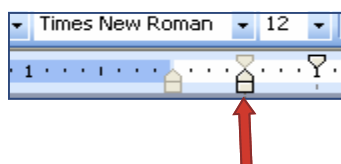
People who smile tend to manage, teach and sell more effectively, and to raise happier children. There’s far more information in a smile than a frown. You must have a good time meeting people if you expect them to have a good time meeting you. This is the first and easiest step to good human relations skills.

Try smiling at people you meet and see how many smile back.

*Longer quotations of 4 or more lines are indented 0.5” from the left margin and single spaced. The McConnell quote needs to be single spaced and indented 5 spaces in from the left margin.*

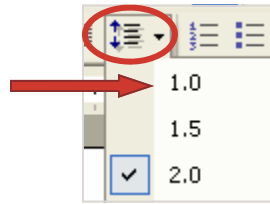
Click to place your cursor anywhere in the paragraph quote beginning with “People”. Triple click three times **quickly** to select the paragraph, or select the paragraph with the cursor.

Put your pointer on the small **square** and drag it to the right 1/2 inch. (If you don’t see a ruler, click View, click Ruler.)





While the paragraph is still selected, change the line spacing to single spacing, **1.0**.



Place your cursor after the last period at the end of the quote (skills.) and press the Enter key. It will resume double spacing from this point on.

Click your cursor anywhere in the last paragraph (beginning with “Try”) and press the End key on the keyboard to place your cursor at the end of the line.

Press the Enter key.

Your indented quotation should look like this in your report: (Your lines may end differently.)

Actions speak louder than words, and a smile says “I like you. You make me happy. I am glad to see you.” Professor James V. McConnell, a psychologist at the University of Michigan, expressed his feelings about a smile (McConnell, 2005, 150):

People who smile tend to manage, teach and sell more effectively, and to raise happier children. There’s far more information in a smile than a frown. You must have a good time meeting people if you expect them to have a good time meeting you. This is the first and easiest step to good human relations skills.

Try smiling at people you meet and see how many smile back.

### Type the #3 Side Heading

#3—Remember and Use People’s Names

Press the Enter key.

Type the next paragraph.

The average person is more interested in his or her own name than in all the other names on earth put together. When you remember someone's name, you have paid a very effective compliment. During a conversation with someone, be sure to use their name several times. If it is an important contact, write the name down as soon as you can with a little information about the person. Misspelling a person's name on a letter is most often taken as insulting (Carnegie, 2004, 119).

From the waitress to the senior executive, using a person's name will work magic.

Press the Enter key.

---

### **Type the #4 Side Heading**

#4—Be a Good Listener. Encourage Others to Talk About Themselves

Press the Enter key. Type the next paragraph.

Exclusive attention to the person who is speaking to you is very important. Nothing else is as flattering as that. Don't be so concerned with what you are going to say next that you don't hear the other person. Be an attentive listener. Ask questions that the other persons will enjoy answering. Encourage them to talk about themselves and their accomplishments. This is how you find common ground and interests that bring life into a conversation.

Press the Enter key.

---

### **Type the #5 Side Heading**

#5—Talk in Terms of the Other Person's Interests

Press the Enter key. Type the next paragraph.

Those who were guests of President Theodore Roosevelt were astonished at the diversity of his knowledge. No matter who he was talking to, he always knew what to say. And how was this done? Whenever Roosevelt expected a visitor, he sat up late the night before reading up on the subject in which he knew his guest was particularly interested (Schnepf, 2005, 301).  
The road to a person's heart is to talk about what they treasure most.

Press the Enter key.

---

### Type the #6 Side Heading

#6—Make the Other Person Feel Important, and do it Sincerely

Press the Enter key. Type the next paragraph.

Give honest appreciation and praise without trying to get something out of the other person in return. The deepest urge in human nature is the craving to be appreciated. Others want what you want, which is a feeling of importance and recognition of your true worth. Remember to give honest praise and appreciation.

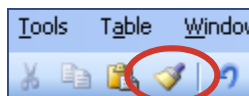
---

### Use Format Painter to Copy Formatting (bold, margin change)

1. Select Side Heading #1.
2. **Bold** Side Heading #1.
3. Move the **First Line Indent** triangle to the left margin.



4. **Double click** the Format Painter button to capture the formatting of the Side Heading—the bold and the change in the First Line Indent.



5. Select Side Heading #2. Notice that it became bold and moved to the left margin.
6. Scroll down when necessary and select Side Heading #3, #4, #5 and #6.
7. Click the Format Painter **once** to deselect it (turn it off).

The first page of your report should look like this (with a 2” top margin). Don’t be concerned if you are one line off at the bottom. Differences in estimating 2” top margin may account for as much as one line more or less.

### **SIX TECHNIQUES TO GET PEOPLE TO LIKE YOU**

Being successful in getting people to like you is not only very satisfying but plays a large role in a successful friendship, marriage or business. It is not hard. It does take practice—and what better time to start than now. Follow these six techniques to a fuller and happier life.

#### **#1—Become Genuinely Interested in Other People**

Take a lesson from your pet dog. It is one of the few animals that don’t have to work for a living. A hen lays eggs, a cow gives milk, and a canary sings. A dog makes its living by giving you love. You can make more friends in two months by becoming genuinely interested in other people than you can in two years by trying to get other people interested in you.

#### **#2—Smile**

Actions speak louder than words, and a smile says “I like you. You make me happy. I am glad to see you.” Professor James V. McConnell, a psychologist at the University of Michigan, expressed his feelings about a smile (McConnell, 2005, 150):

People who smile tend to manage, teach and sell more effectively, and to raise happier children. There’s far more information in a smile than a frown. You must have a good time meeting people if you expect them to have a good time meeting you. This is the first and easiest step to good human relations skills.

Try smiling at people you meet and see how many smile back.

#### **#3—Remember and Use People’s Names**

The average person is more interested in his or her own name than in all the other names on earth put together. When you remember someone’s name, you have paid a very effective compliment. During a conversation with someone, be sure to use their name several times. If it is

The second page of your report should look like this (with a 1” top margin):

an important contact, write the name down as soon as you can with a little information about the person. Misspelling a person’s name on a letter is more often taken as insulting (Carnegie, 2004, 119).

From the waitress to the senior executive, using a person’s name will work magic.

**#4–Be a Good Listener. Encourage Others to Talk About Themselves**

Exclusive attention to the person who is speaking to you is very important. Nothing else is as flattering as that. Don’t be so concerned with what you are going to say next that you don’t hear the other person. Be an attentive listener. Ask questions that the other persons will enjoy answering. Encourage them to talk about themselves and their accomplishments. This is how you find common ground and interests that bring life into a conversation.

**#5–Talk in Terms of the Other Person’s Interests**

Those who were guests of President Theodore Roosevelt were astonished at the diversity of his knowledge. No matter who he was talking to, he always knew what to say. And how was this done? Whenever Roosevelt expected a visitor, he sat up late the night before reading up on the subject in which he knew his guest was particularly interested (Schnepf, 2005, 301). The road to a person’s heart is to talk about what they treasure most.

**#6–Make the Other Person Feel Important, and do it Sincerely**

Give honest appreciation and praise without trying to get something out of the other person in return. The deepest urge in human nature is the craving to be appreciated. Others want what you want, which is a feeling of importance and recognition of your true worth. Remember to give honest praise and appreciation.

**SAVE YOUR ASSIGNMENT:**

- Save as Carnegie Report.
- It isn’t necessary to print until you have finished your REFERENCES PAGE.

Create a manual page break to begin **REFERENCES** on the next page:

- Click to place your cursor at the end of the last line on page 2 (after “appreciation.”).
- On the Menu bar, click Insert, Break, Page Break, OK.
- You are now on the third page, ready to begin the **REFERENCES** page.

## CREATING A REFERENCES PAGE

This is the page that gives more information about the internal citations from the Report. Some reports also refer to it as the **WORKS CITED** page or the **BIBLIOGRAPHY**.

---

1. Left and Right margins should be 1” to match margins of report.
2. Set the spacing for single spacing, **1.0**.
3. Use Times New Roman font style, with 12 font size.
4. Press the Enter key 5 times to have a 2” top margin.
5. Press the Caps Lock key on the keyboard to make all capital letters.
6. Type the heading in all capital letters: REFERENCES
7. Select the title, center and bold it.

*Notice you still have a First Line Indent which is going to make this title off center. Move the First Line Indent back to the Left Margin.*

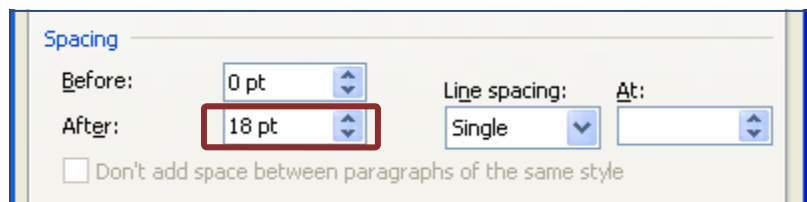


8. Press the End key, deselect bold, deselect the Caps Lock key.
9. Press the Enter key twice to double space.
10. Left Align the cursor, to the left margin.

---

### Prepare to Single Space Entries but Double Space when the Enter key is depressed

1. Click Format on the Menu bar.
2. Select Paragraph.
3. Select Indents and Spacing tab.
4. In the Spacing area, After:, click the up arrow to 18 points.
5. Click OK.



## Creating a Hanging Indent and Typing the References

1. Create a hanging indent by dragging the second diamond (Second Line Indent) to the right 1/2".



- 
2. Type the first reference:

McConnell, James V. "Communication Techniques For Results." *Journal of Psychology*, January 2005, 150.

- 
3. Select "Communication Techniques For Results" and italicize it.
  4. Hold down the Ctrl Key on the keyboard and press the End key to get to the end of the paragraph quickly.
  5. Press the Enter key once.

- 
6. Type the second reference:

Carnegie, Dale. *How to Win Friends and Influence People*. Pocket Book, a division of Simon & Schuster, Inc., Copyright 1981.

- 
7. Press the Enter key.
  8. Type the third reference:

Schnepf, Charles. *Theodore Roosevelt, Man of the Times*. Lexington, KY: University Press, 2005.

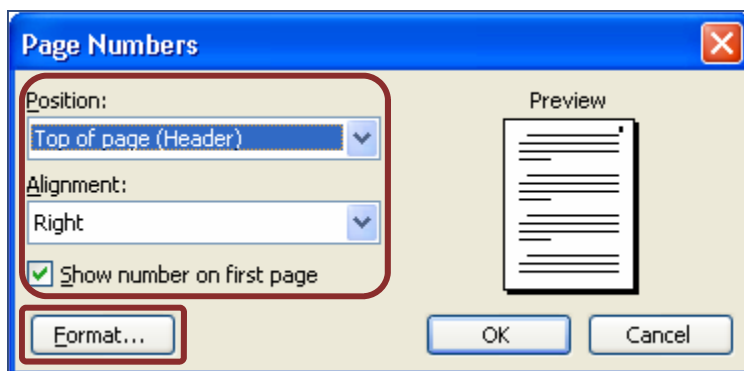
---

## To sort References in Alphabetical Order

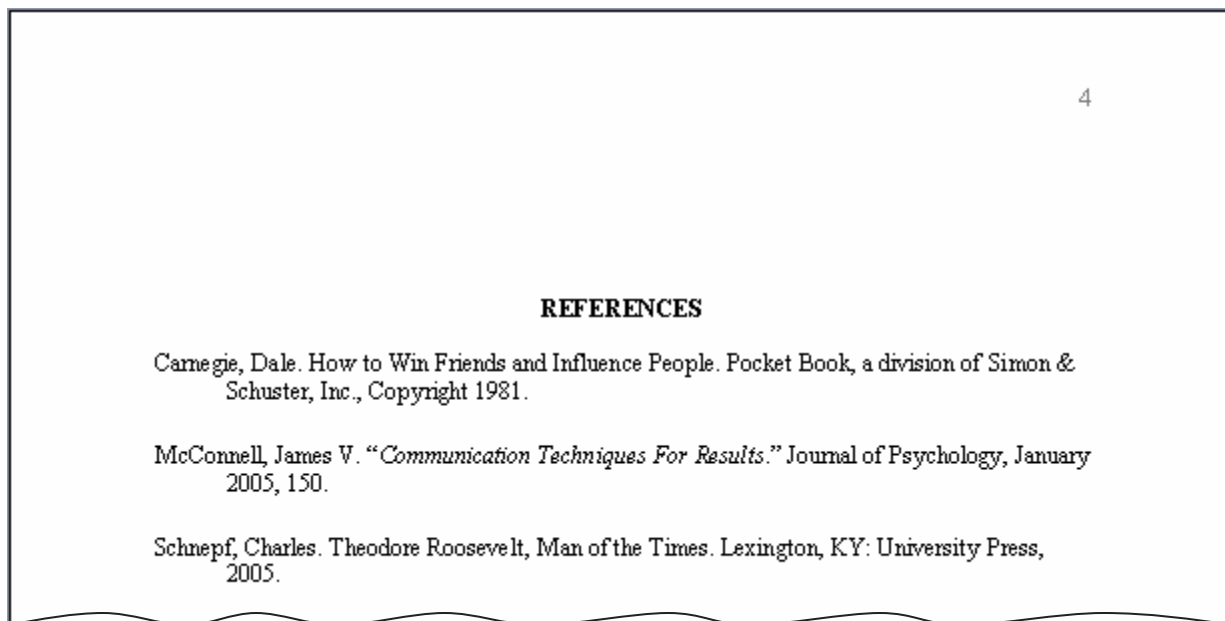
1. Select all three references
2. Click Table on the Menu bar
3. Click Sort (Leave as Ascending)
4. Click OK.
5. Click outside of the selected area to deselect the references.


## To add page numbers to your report

1. Click Insert on the Menu Bar.
2. Select Page Numbers.
3. Position: Top
4. Alignment: Right
5. Leave check in Show number on first page on first page.
6. Click the Format button. Click **Start at: and enter 2.**
7. Click OK. Click OK again.



The fourth page of your report should look like this with a 2" top margin and page number 4. Page 4 shows on this page because you have the Title Page, two pages of report, and the References page. In some report styles, the page number shows on the Title page. On the Title page of this report, the page number is not shown.



**Put your name and Assignment #RPTS-3 in the header in the left corner. Click File, Save; or you may click on the save button on the Standard toolbar—** **It will automatically be saved to Carnegie Report where previously saved.**

**To print, click File, Print, click OK. Close document.**

**Staple Assignment #RPTS-1 with this Carnegie Report Assignment #RPTS-3.**



## Create the Title page of a Bound Business Report using the information

1. Open a new Word document. Use Times New Roman font, 14.
2. Set the automatic First Line Indent so each line will be 5-spaces more to the right to allow for binding on the left.
3. Bold all lines. Type the title in ALL CAPS; then deselect ALL CAPS for the next lines.
4. Center all lines horizontally.
5. Center Title page vertically
6. Expand the Character Spacing of the Title line to **1.5**
7. Click after the Current Date. Click Insert on the Menu bar, Break, Page Break, OK. This will enable you to begin your Report on the next page.

Extra 1/2" for binding	<p><b>MOTIVATING EMPLOYEES</b></p> <p style="text-align: right;">↓ 8</p> <p><b>A summary of “Dealing With People”</b></p> <p style="text-align: right;">↓ 4</p> <p><b>Submitted by Student’s Name</b></p> <p style="text-align: right;">↓ 4</p> <p><b>Prepared for Dr. James T. Horne MGT 401 Arizona State University</b></p> <p style="text-align: right;">↓ 8</p> <p><b>Use Current Date</b></p>
------------------------	---

**Put your name and Assignment #RPTS-4 in the left header. SAVE as Motivating Employees Report. You do not need to print until after the References page.**

# CREATING A BOUND REPORT WITH FOOTNOTE AND REFERENCES

## Remove Previous Settings From the Title Page

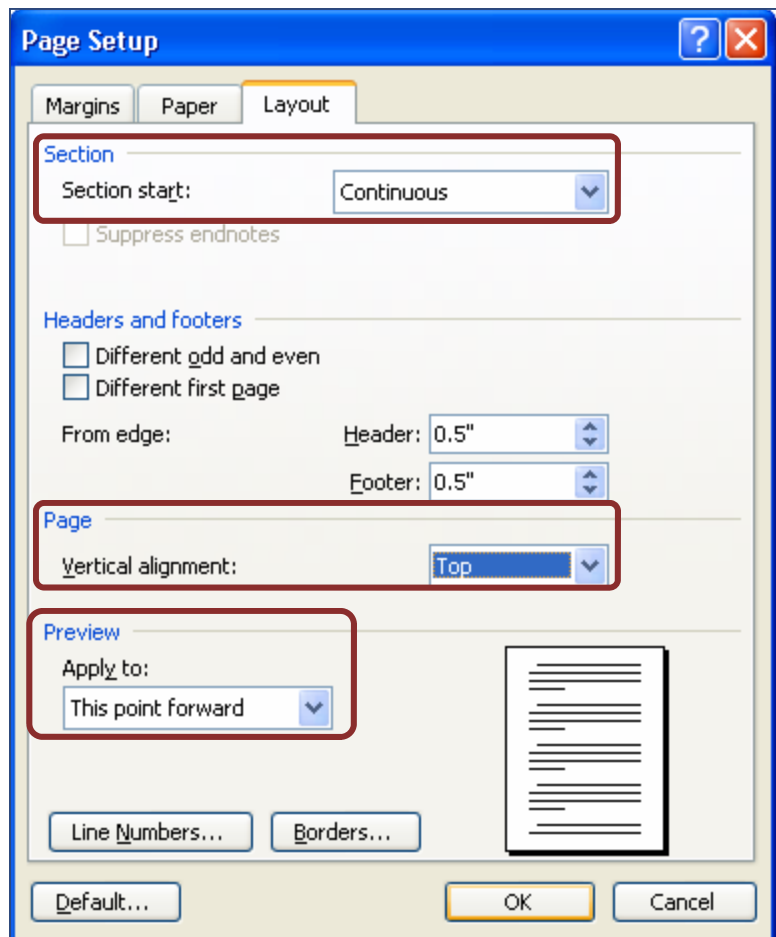
Open your document **Motivating Employees Report** if necessary. If you have continued on from the title page previously, you won't need to open it.

(To open—Click File, Open, Look in: 3 1/2" Floppy (A) for the File name, click Open).

With the cursor after the Current Date, click Insert, Break, Page Break, OK.

Notice that your cursor on page 2 has the same formatting as the first page; the cursor is in the center of the page and Bold is still turned on. When formatting is turned on because it is being used, it stays on until turned off. The computer has no way of knowing how long a person needs the settings. So, you must turn off the previous formatting for the new page.

1. With your cursor in the middle of the second page, Click File, Page Setup.
2. Select Layout tab.
3. Section start: Continuous
4. Page Vertical Alignment: Top
5. Preview Apply to: This point forward
6. Click OK
7. Click the Left Align button to remove line centering.
8. Deselect Bold.



## Preparing the Settings for a Bound Report

1. Set the Left Margin at 1.5” and the Right Margin at 1”. (*An extra 1/2” left margin is needed for a bound report to allow for 1/2” binding area.*) Click OK.
  2. Set the Font Style to Times New Roman; Font Size to 12.
  3. Press Enter enough times to create a 2” top margin. (If you don’t see the side ruler, click View, Ruler.) You have a 1” margin in the shaded area, so press Enter until the cursor is even with 1” on the ruler—you will have a 2” top margin.
  4. Click the Spacing arrow and set to double spacing.
  5. Press the Caps Lock key and type the title in ALL CAPS: MOTIVATING EMPLOYEES
  6. Press the Caps Lock key again to deselect it.
  7. Select the title, Center and Bold it.
  8. Press the End key on the keyboard to get to the end of the line. **Click Bold again to deselect it.**
  9. Press the Enter key. **Left Align** the cursor.
  10. Before continuing with the rest of the report, select the title and remove the extra spacing in the First Line Indent. Then click where you were to continue with the report.
- 

## Type the body of the Bound Report

Type the opening paragraph. *Be sure you have a 1.5” left margin.*

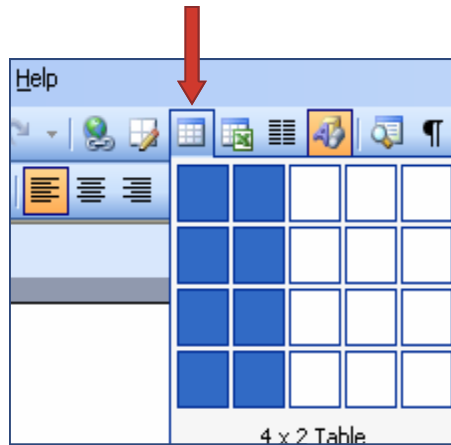
Receiving orders is far less motivating than taking part in planning and decision-making. Enable your staff to achieve their ambitions and to manage themselves in order to achieve the desired results of your company. Here are some motivating factors and suggestions for implementation that result in improved morale and performance on the job (Heller, 2004, 36-37).

Press the Enter key after the first paragraph.

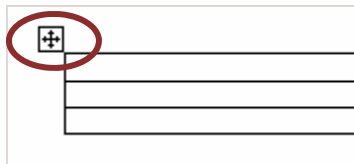
### Prepare settings for a table with fixed cell height and width, data centered vertically

1. Set the **Line Spacing** for **single** spacing. Row height will be set manually.

2. Click the Insert Table button and select two columns and four rows.

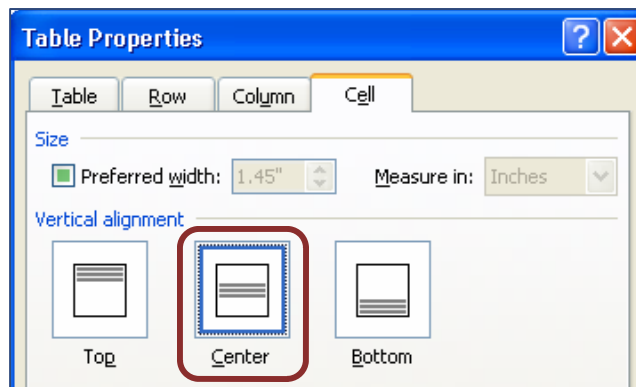


3. Select the table by moving the cursor into the upper left of the table until you can click on the box with the 4-headed arrow.

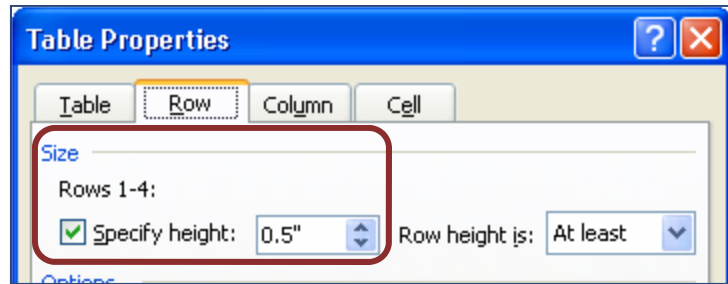


4. Right click anywhere in the table. When the short-cut menu pops up, click on **Table Properties**.

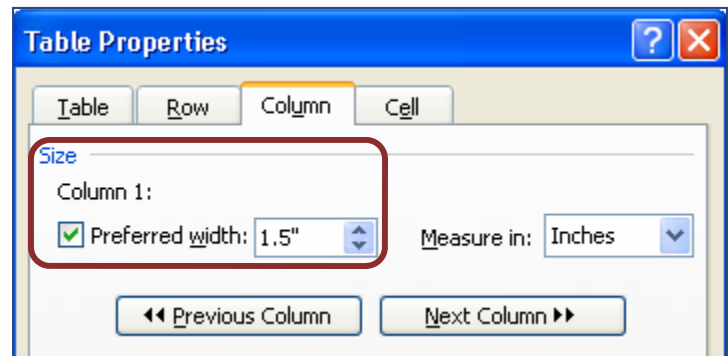
5. In the Table Properties dialog box, click on the **Cell** tab first. Under Vertical alignment, click on **Center**.



6. Select the **Row tab**.
7. Under Size, Rows 1-4 should show if they are all selected.
8. A check should be in the **Specify height:** box; if not click to check it.
9. Click on the up or down arrows to enter **0.5"**.

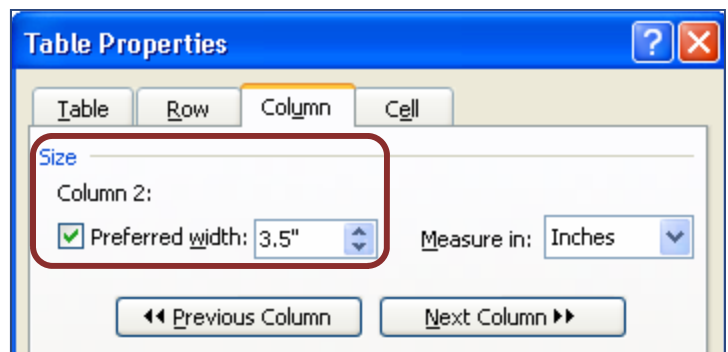


10. Select the **Column tab** last.
11. Under **Size**, Column 1 should show. If not, click the **Previous Column** button until it shows.



12. A check should be in the **Preferred width:** box.
13. Enter **1.5"**.
14. Click the Next Column button to see Column 2.

15. Under Column 2: **Preferred width** should be checked.



16. Enter 3.5"
17. Click OK.

Select the whole table (click on box with 4-headed arrow in upper left) and click the Center align button on the Formatting toolbar.

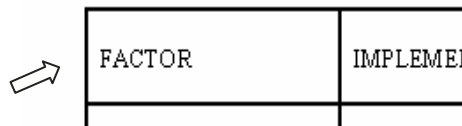
**SAVE. Click File, Save; or you may click on the save button on the Standard toolbar. It is good to save periodically—if your computer should happen to freeze you could lose everything. (It should be saved automatically as Motivating Employees Report.)**

## Enter the Table Information and Finish Entering the Report

Enter the information in the table below. Press the tab key to go to the next cell; when you get to the bottom of your table (row 4), press the tab key and another row will appear. If you accidentally depress the Enter key, just depress the Backspace key to remove the extra space.

FACTOR	IMPLEMENTATION
Self-Fulfillment	Enable employees to take on challenges.
Recognition	Tell employees how well they are doing. Always praise work well done.
Peer Respect	Celebrate the individual's success publicly.
Competence	Provide training to develop key skills and encourage development of special knowledge.
Achievement	Agree on targets that are achievable.
Autonomy	Allow employees to plan and design their own work to achieve company goals.
Self-Confidence	Make sure that allocated tasks can be done well. Allow enough time. Be available for questions.

1. Select row 1 with the columnar headings. *You can select the whole row easily by placing your pointer just to the left of the first row and clicking once.*



2. Click **bold**.
3. Click the Center align button.
4. Click just under the table.
5. Select double spacing.

6. Press the Enter key.
7. Type the Subheadings and remaining paragraphs. You will change the subheadings to the left margin, make bullets and footnote after you finish.
8. Your lines and word division will probably not be the same as below. Just let the lines word wrap automatically.

### Sharing the Strategy

It is very important to inform people about strategic plans and their own part in achieving the strategies. Take the time to improve their understanding and to win their approval, as this will have a highly positive influence on performance. Never forget that employees invest their lives and financial security in the company. Full-time employees spend about 1/3 of their total waking hours per week on the job.

### Delegating Decisions

Pushing the power of decision-making downward reduces pressure on senior management. It also motivates people on the lower levels because it allows them to be part of the planning, decisions, and responsibility (Drucker, 2002, 297). The main reasons for hoarding all the decision power are poor ones (Evans, 2004, 303):

You want to keep the decision power for yourself so you get all the recognition

You don't trust those in lower levels to get things right

You don't value the opinions and input of others

Use the input of your employees to help make better decisions and your employees will more willingly help you accomplish your goals.

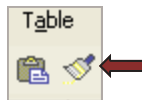
## Format the Side Headings

1. Select the first Side Heading “**Sharing the Strategy**”.

2. **Bold** and **underline** it. **Remove** the First Line Indent by moving the top diamond to the left margin.



3. Click the Format Painter button **once** to copy the formatting of the side heading for only one more application.

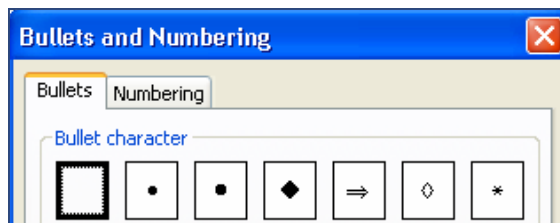


4. Select the second Side Heading “**Delegating Decisions**”. *Notice how the Format Painter applied the formatting.*

## Format the Bullets

1. Select the three lines in the “Delegating Decisions” section beginning with “You”.

2. Click **Format** on the Menu bar, **Bullets and Numbering**. Select which bullet style you want, and click OK.



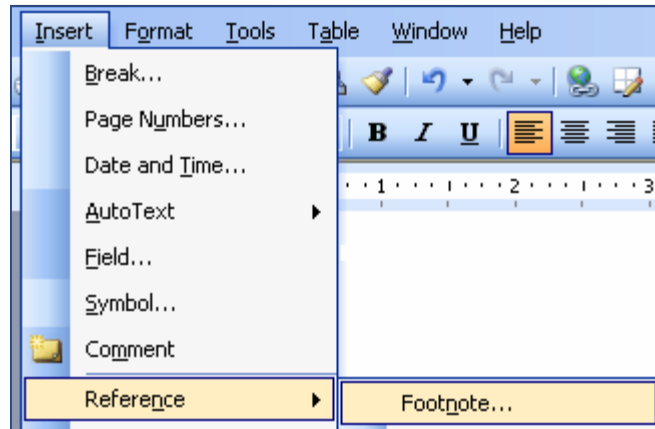
3. After a bullet style has been selected from Format on the Menu bar, Bullets and Numbering, that style is stored in the bullet button on the Formatting toolbar. Anytime you want to use that bullet style, just click on the bullet button.



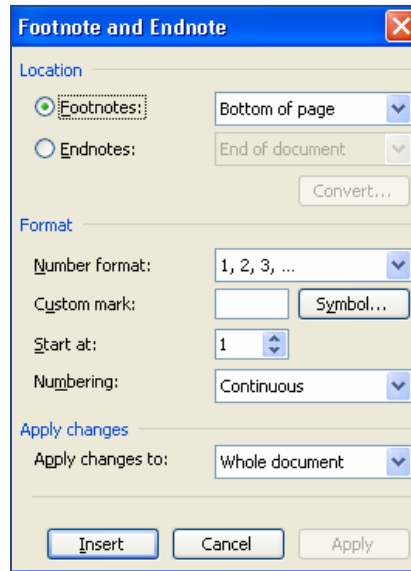


## Adding a Footnote

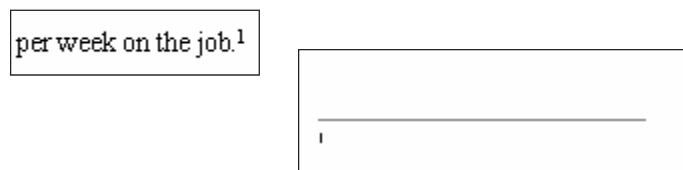
1. Click to put your cursor right after “job.” in the last paragraph before the **Delegating Decisions** section.
2. Click Insert on the Menu bar, Reference, Footnote.



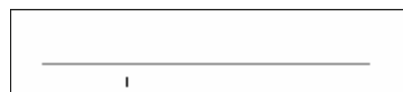
3. Check to see that your Footnote and Endnote dialog box looks like this.
4. Click the **Insert** button.



5. A superscript (raised) 1 appears after “job.”, and a footnote line and number appears at the bottom of your paper.



6. Click your cursor **in front** of the 1 and press the tab key to indent the first line.



7. Press the right arrow on the keyboard once to move your cursor to the right of the 1 again.

8. Notice that the Font size is 10. Change it to 12 to match the rest of the text in the report.
9. Type the information in the footnote.

'Approximately 8 of 24 hours are taken in sleep, which leaves 16 waking hours in a day. There would be approximately 112 waking hours in a week (16 x 7). If a full-time employee worked 40 hours a week, then 40/112 is spent on job related activities, which is a little more than 1/3 of his/her waking hours.

The first page should have a 2" top margin, and look like this:

Extra 1/2" for binding

### MOTIVATING EMPLOYEES

Receiving orders is far less motivating than taking part in planning and decision-making. Enable your staff to achieve their ambitions and to manage themselves in order to achieve the desired results of your company. Here are some motivating factors and suggestions for implementation that result in improved morale and performance on the job (Heller, 2004, 36-37).

FACTOR	IMPLEMENTATION
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Competence	Provide training to develop key skills and encourage development of special knowledge.
Achievement	Agree on targets that are achievable.
Autonomy	Allow employees to plan and design their own work to achieve company goals.
Self-Confidence	Make sure that allocated tasks can be done well. Allow enough time. Be available for questions.

**Sharing the Strategy**

It is very important to inform people about strategic plans and their own part in achieving the strategies. Take the time to improve their understanding and to win their approval, as this will have a highly positive influence on performance. Never forget that

The second page has a 1” top margin and looks like this:

employees invest their lives and financial security in the company. Full-time employees spend about 1/3 of their total waking hours per week on the job.<sup>1</sup>

**Delegating Decisions**

Pushing the power of decision-making downward reduces pressure on senior management. It also motivates people on the lower levels because it allows them to be part of the planning, decisions, and responsibility (Drucker, 2002, 297). The main reasons for hoarding all the decision power are poor ones (Evans, 2004, 303):

- You want to keep the decision power for yourself so you get all the recognition
- You don't trust those in lower levels to get things right
- You don't value the opinions and input of others

Use the input of your employees to help make better decisions and your employees will more willingly help you accomplish your goals.

---

<sup>1</sup>Approximately 8 of 24 hours are taken in sleep, which leaves 16 waking hours in a day. There would be approximately 112 waking hours in a week (16 x 7). If a full-time employee worked 40 hours a week, then 40/112 is spent on job related activities, which is a little more than 1/3 of his/her waking hours.

Extra 1/2" for binding

With your cursor after the word “goals.” in the last sentence, click Insert on the Menu bar, Break, Page Break, OK. This will enable you to begin your **REFERENCES** on the next page.

**SAVE ASSIGNMENT. Don't print until you type the References Page.**

## CREATING A REFERENCE PAGE

1. Use approximately a 2” top margin.
2. Create a **REFERENCE** page using these entries. Apply what you have learned. Follow the directions below the box.

### REFERENCES

Heller, Robert. *Dealing with People*, “Motivating People”, DK Publishers, Copyright 2004, p. 36-37.

Drucker, Paul. *The Effective Executive*, 5<sup>th</sup> ed., Harper Business, New York, 2004, p. 297.

Evans, Gayle. *Making Good Managers Better*, Project Management Institute, Philadelphia, 2005, p. 303.

3. Type REFERENCES. Is there a First Line Indent? Bold and Center the title.
4. Use Hanging Indent for the entries. They should be single spaced; double-spaced between entries.
5. Italicize where necessary.
6. Alphabetize references
7. Insert Page Numbers—Top of Page, right alignment. “*Show number on first page*” should *not* be checked as page numbering should not appear on the title page.

**SAVE AND PRINT ASSIGNMENT #RPTS-4. Staple the Title page and the three pages of the report together.**

## REPORT QUESTIONS FROM QUIZ BANK

Choose the most correct answer. These questions may appear on a test.

1. What is the path to center a Title page vertically? \_\_\_\_\_
  - a) File, Page Setup, Layout
  - b) Select the title information, click the Center Align button
  - c) Tools, Options, Vertical Centering
  
2. What is the path to expand the character spacing in a title? \_\_\_\_\_
  - a) File, Page Setup, Layout
  - b) Format, Font, Character Spacing
  - c) File, Page Setup, Paragraph, Select Expanded
  
3. Internal Citations include \_\_\_\_\_ .
  - a) The last name of the author, edition, publication date, page number/s
  - b) The last name of the author, publisher, page number/s
  - c) The last name of the author, publication date, page number/s
  
4. How many lines of quotation should you have to indent it from the left margin? \_\_\_\_\_
  - a) 3 or more
  - b) 4 or more
  - c) 5 or more
  
5. How do you create a manual page break? \_\_\_\_\_
  - a) Put your cursor at the end of the line, Shift/Enter
  - b) Tools, Break, Page Break
  - c) Insert, Break, Page Break
  
6. The path to select bullet styles is \_\_\_\_\_ .
  - a) Click Format, Bullets and Numbering
  - b) Click Insert, Bullets and Numbering
  - c) Click File, Page Setup, Bullets and Numbering
  
7. The entries on the REFERENCES page have \_\_\_\_\_ .
  - a) First line indents
  - b) Second line indents
  - 3) Third line indents

## REPORT QUESTIONS FROM QUIZ BANK CONT.

8. To sort references in alphabetical order, the sort feature path is \_\_\_\_\_ .
- a) Format, Sort
  - b) File, Page Setup, Sort
  - c) Table, Sort
9. To add page numbers to your report, first click \_\_\_\_\_
- a) File
  - b) Insert
  - c) Format
10. To center words or lines vertically in a table, the path is \_\_\_\_\_ .
- a) Select table, Right click table, Table Properties, Cell, Center
  - b) Select table, Format, Table Properties, Cell, Center
  - c) Select table, click Center align on the Formatting toolbar
11. The path for adding a footnote is \_\_\_\_\_ .
- a) Format, Footnote and Endnote
  - b) Insert, Footnote
  - c) Insert, Reference, Footnote
12. The Format Painter button \_\_\_\_\_
- a) Capitalizes automatically
  - b) Copies and applies formatting
  - c) Copies bold

**This is Assignment #RPTS-5.**

# Mail Merge

## Simple Mail Merge

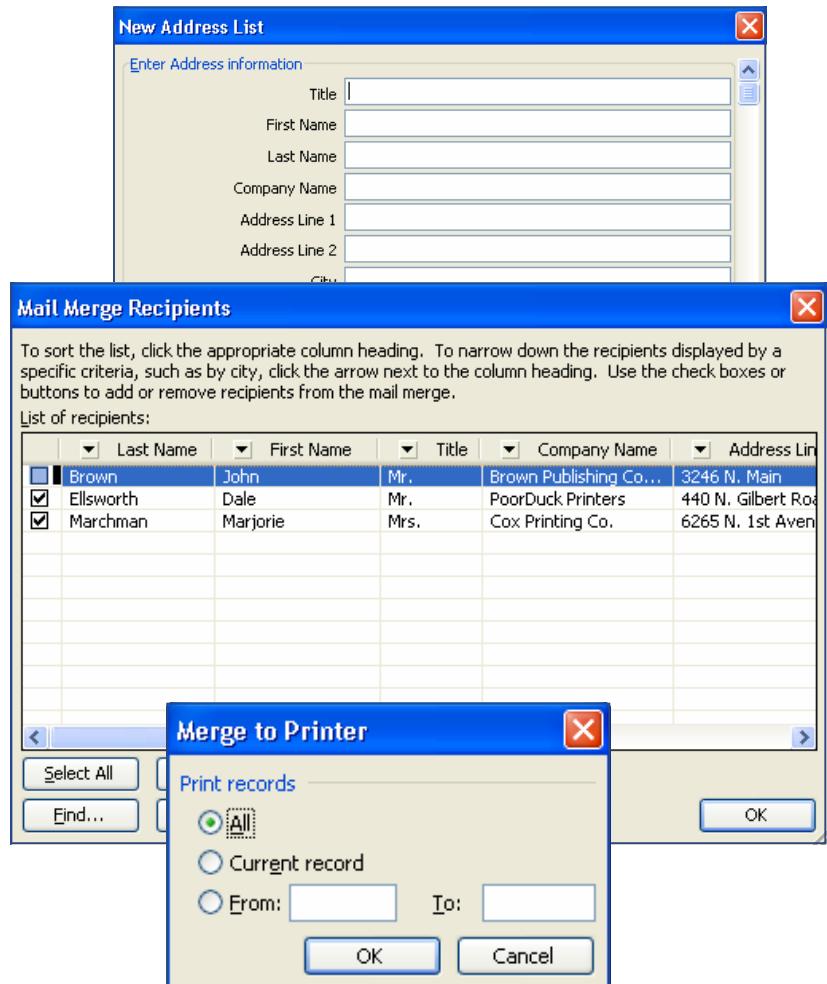
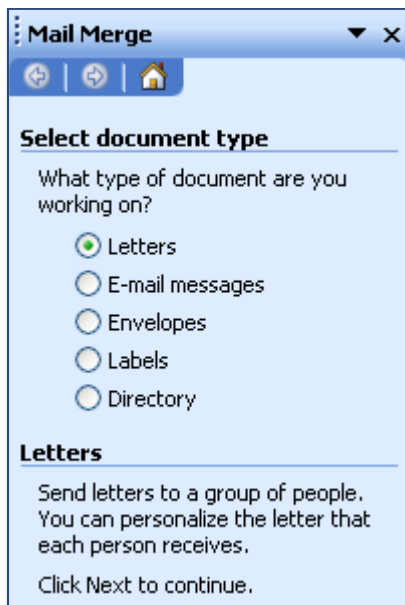
# SIMPLE MAIL MERGE

Mail Merge enables the creation of individualized form letters, printing labels, and envelopes. In this lesson, one letter is created and printed for many different people at different addresses. The time saving is not having to create a separate letter for each person at the different address.

## Objectives

When you complete this unit, you will be able to:

- Start the Mail Merge Wizard
- Select a Mail Merge template
- Enter a Mail Merge Address List
- Save the Mail Merge Address List
- Create the Mail Merge Letter
- Edit Errors
- Print Merged Letters

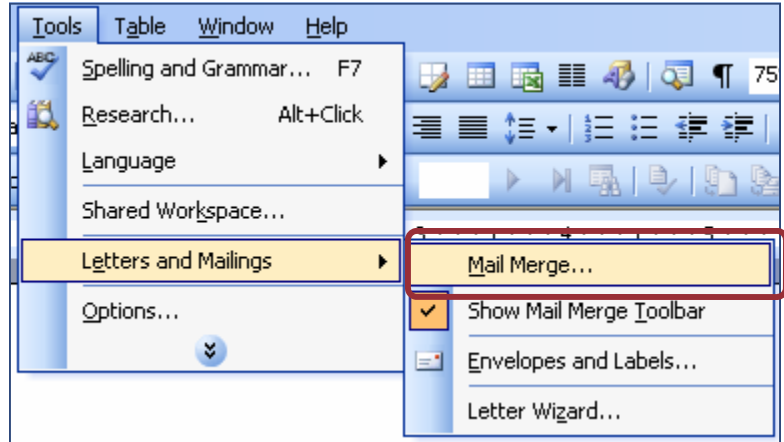




## To Start the Mail Merge Wizard

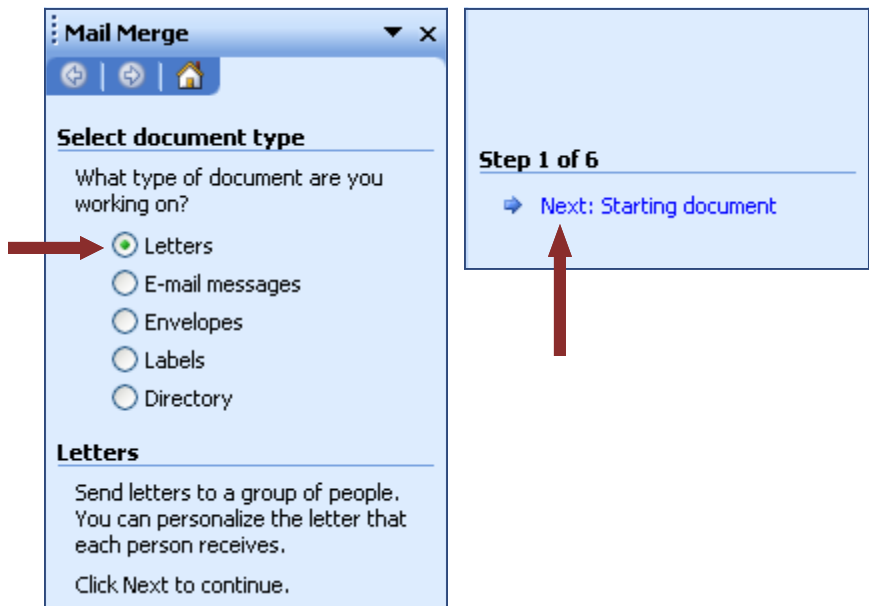
1. Open a new Word document. Maximize your screen if necessary.

2. Select Tools, Letters and Mailings, and then Mail Merge. (Some versions might read: Mail Merge Wizard...)



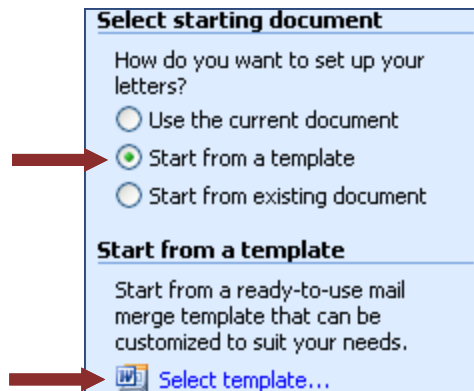
3. When the Mail Merge wizard appears, Letters should be selected.

4. Notice that you are on Step 1 of 6. Click on "Next: Starting document".



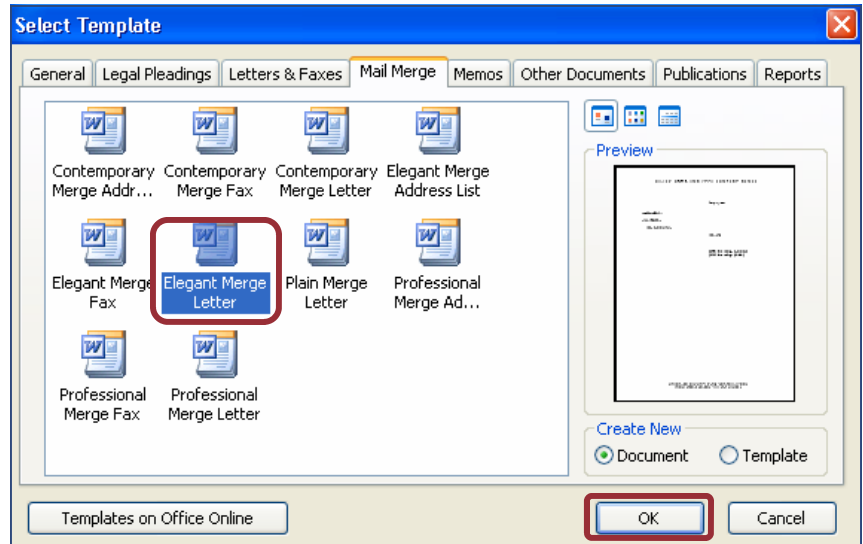
5. Select "Start from a template".

6. Click on: "Select template..."

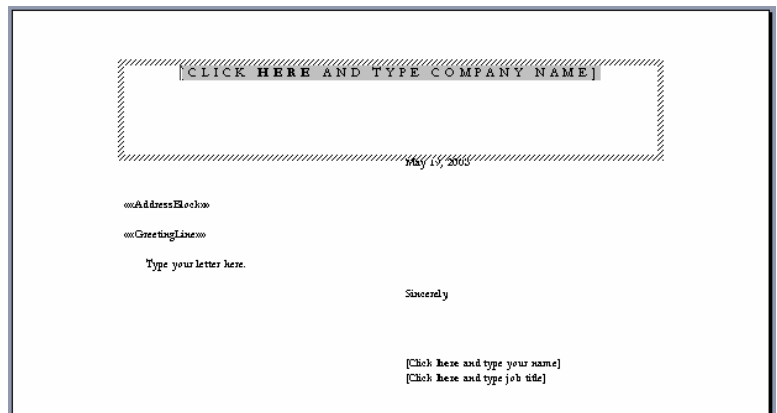


7. Select “Elegant Merge Letter.”

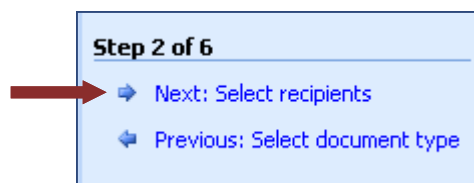
8. Click OK.



9. The Elegant Letter template appears. (You will type on it later.)

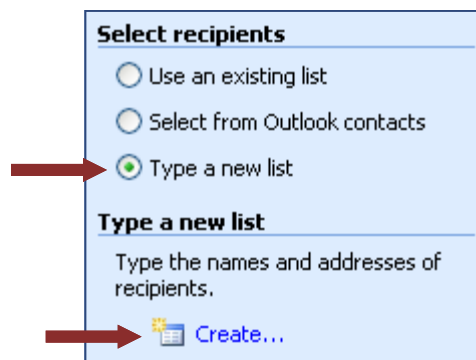


10. Select “Next: Select recipients”.



11. Select: “Type a new list”.

12. Click on: “Create...”



## Entering an Address List

1. The New Address List shows on your screen.
2. Type the Information below to create three records. (A record contains many fields.)

Click **New Entry** button after 1st and 2nd records only (all but last record).

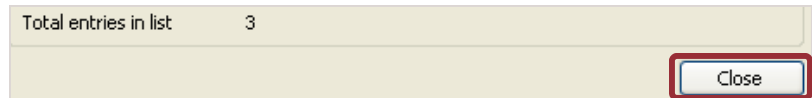


3. Press the **Tab** or **Enter** key to advance from one field to the next. After entering the information below for the first record, click on the **New Entry** key to advance to the next record. Enter the three records.

Field Names	Record 1	Record 2	Record 3
Title	Mr.	Mr.	Mrs.
First Name	John	Dale	Marjorie
Last Name	Brown	Ellsworth	Marchman
Company Name	Brown Publishing Company	PoorDuck Printers	Cox Printing Co.
Address Line 1	3246 N. Main	440 N. Gilbert Road	6265 N. 1st Avenue
City	Mesa	Gilbert	Mesa
State	AZ	AZ	AZ
Zip	85202	85234	85203
Work Phone	480-899-5555	480-555-5555	480-444-4444
E-mail	JBrown@yahoo.com	PoorDuck@msn.com	MM256@yahoo.com

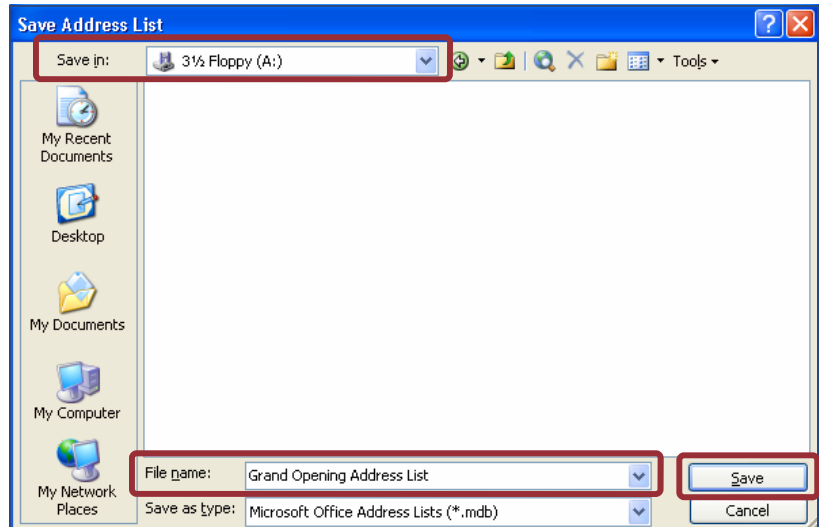
After last entry, do **NOT** click New Entry button; go to next page.

- After entering Record 3, click the **Close** button.

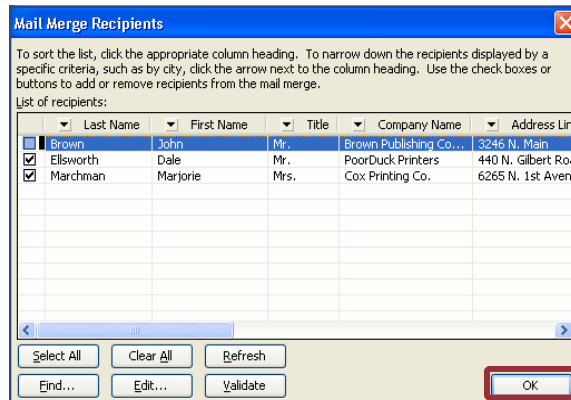


## Saving an Address List

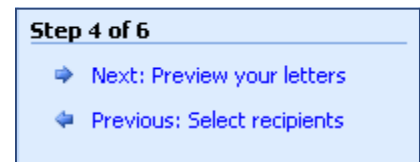
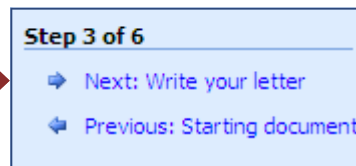
- The Save Address List dialog box appears.
- Insert a floppy disk into Drive A. (*Unless you want to save on another drive.*)
- Be sure the Save in: shows 3 1/2 Floppy (A:).
- Enter for File name: Grand Opening Address List.
- Click Save button.



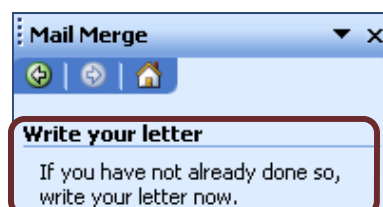
- When the Mail Merge Recipients dialog box appears, click **OK**. (*Wait for several seconds.*)



- The letter is on your screen. In the lower right corner, click "Next: Write your letter". You will be on Step 4 of 6.



- The directions below Mail Merge tell you to write your letter.



## Creating the Letter to be Merged

1. Select the placeholders on the letter and enter the information that is shown in boxes.
2. You can adjust the font style and size to suit your desires. For example, the title line was selected and changed to **Goudy Stout, font, 16**. The rest of the letter was selected and changed to **Times New Roman, 12**. (The font size used in the template is too small when printed to be read comfortably.)

**A & B BINDERY**

**BOLD  
GOUDY STOUT, 16**

↓ Select the date through the **job title** and change to Times New Roman, 12.  
(Don't change the font size of the Street Address box.) ↓

April 27, 200x Enter the current date.

«AddressBlock»

«GreetingLine»

This letter is to announce the grand opening of Arizona's newest bindery. The open house is on Friday, May 10, 8 a.m. to noon. Drop in and see the latest new equipment to serve you. We have even purchased the Heiler e850 coiler that makes plastic and metal coil to specification in minutes. Our new punchers do the coiling at the same time. We are certain we can complete your jobs quicker and at a very competitive price.

We hope you can attend the open house and help us eat all the festive food we purchased for the occasion.

Sincerely,

DJ Johnson  
Manager

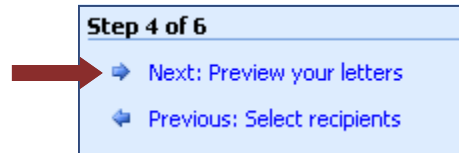
Type your name instead of DJ Johnson.  
His job title is Manager.

[STREET ADDRESS] • [CITY/STATE] • [ZIP/POSTAL CODE]  
PHONE: [PHONE NUMBER] • FAX: [FAX NUMBER]

Information for footer above:

[Street Address]	2151 N. Alma School Road
[City/State]	Chandler, AZ
[Zip/Postal Code]	85224
[Phone]	480-555-5555
[Fax]	480-444-4444

3. Click Next: Preview your letters.



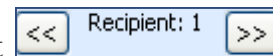
**Note:** Most business letters have a colon (:) after the Salutation (name).

This Microsoft Word template automatically inserts a comma after the Salutation. This is acceptable Social Business Correspondence (Gregg Ref. Manual, Sabin, 10th Ed., p. 418-419).

## Editing Errors

1. Refer to the example below.

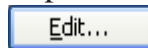
2. To preview your merged letters before printing, click right or left



3. Assume that, upon previewing your letters, you discover an error such as below: When the name "Brown" was typed, it was inadvertently typed as "B rown". If you find any typographical errors in your address list, click



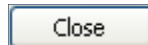
4. When the Mail Merge Recipients dialog box appears, you would click on the name that needs editing, and click



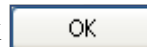
5. The address data base appears. View entries by clicking either



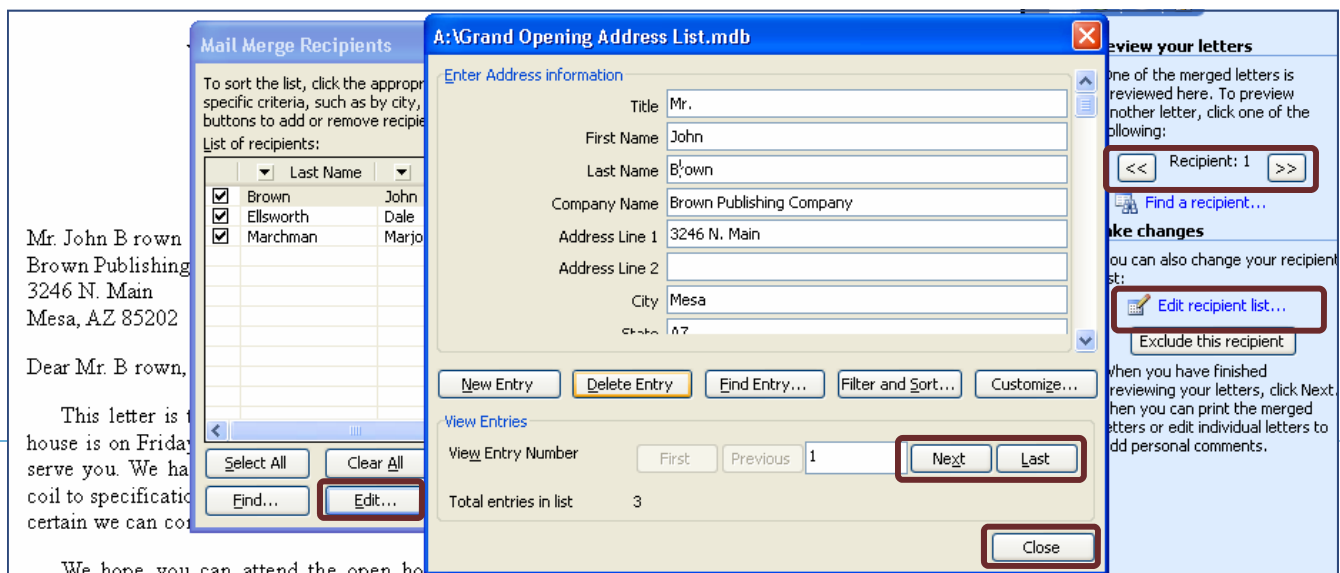
6. Make the correction and click



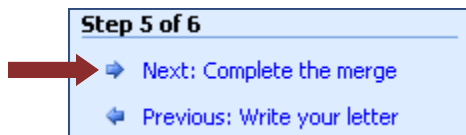
7. On the Mail Merge Recipients dialog box, click



(Not shown below because it is under the top dialog box.)

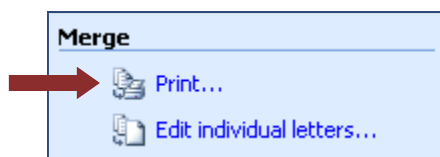


8. If there are no corrections needed on your letter, Click on “Next: Complete the merge”.

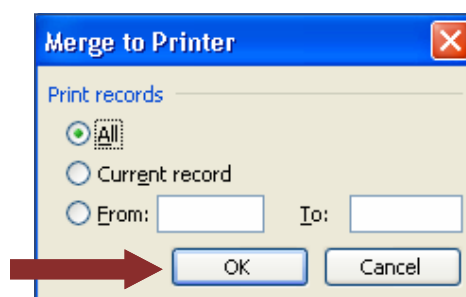


## Printing the Merged Letters

1. Click on Print...



2. Click OK on the Merge to Printer dialog box.
3. Click OK on the Print dialog box to print your three letters.



**Write your name and Assignment #MM1a, #MM1b, and #MM1c in the upper right corners of the three printouts.**

## Creating Three New Merged Letters

1. Open a new Word document.
2. Select Tools, Letters and Mailings, and then Mail Merge.
3. Select Letters. Click “Next: Starting Document” (under Step 1 of 6)
4. Select “Start from a template”. Click on: “Select template”.
5. Select Professional Merge Letter, click OK.
6. Select “Next: Select recipients”.
7. Select: “Type a new list”. Click on: “Create ...”
8. Enter the records on the next page to create three merged letters.

Field Names	Record 1	Record 2	Record 3
Title	Mr.	Mrs.	Mr.
First Name	Terry	Susan	Bill
Last Name	Standage	Haggarton	Williams
Company Name	SouthWest Publishing Company	Victor Graphics	Central Printing Co.
Address Line 1	329 N. Stapley	620 N. Gilbert Road	605 N. 8th Street
City	Mesa	Gilbert	Mesa
State	AZ	AZ	AZ
Zip	85202	85234	85203
Work Phone	480-461-2222	480-555-4444	480-444-3333
E-mail	TStandage@yahoo.com	SG424@msn.com	BM888@yahoo.com

After last entry, click Close.

9. Save the Address List to **Drive A**. Use File name: **Merged Letters2abc**, then click **Save**.

10. At the **Mail Merge Recipients** dialog box, Click **OK**.

11. Click "Next: Write your letter".

- Create your own information for this letter. Include the address and city, state, and zip on **two lines** for the return address on top. Use current date, and press Enter 2-3 times to add more space between the date and Address Block—to bring letter lower on the page.
- Create your own letter of at least three paragraphs.
- ***Be sure to sign your name in the closing lines.***
- Change the font style and size (not the company name) so the Return Address in the header is the same size as the body of the letter.

12. Add Reference Initials to the letter, such as "bk", a double space below the job title.

13. Preview the letters and correct any errors. **Note:** *Block letters always have blocked paragraphs—they are NOT indented. This is an error on this template. Before printing, remove the tabs to make all paragraphs begin at the left margin.*

14. Complete the merge and print the three letters.

**Write your name and Assignment #MM2a, #MM2b, and #MM2c in the upper right corners of your printouts.**



## MAIL MERGE QUESTIONS FROM QUIZ BANK

Choose the most correct answer. These questions may appear on a test.

1. The path to the mail merge wizard is \_\_\_\_\_ .
  - a) Format, Tools, Letters and Mailings, Mail Merge
  - b) Tools, Letters and Mailings, Mail Merge
  - c) Format, Letters, Mail Merge
2. A record usually contains how many fields? \_\_\_\_\_
  - a) 4
  - b) 2
  - c) Many
3. Can any additional information such as Enclosures and Reference Initials be written on the letter to be merged?
  - a) Yes
  - b) No
4. In the Mail Merge Recipients dialog box, can recipients be added or removed?
  - a) Yes
  - b) No

**This is Assignment #MM-3.**

# Fliers

## Creating Fliers With Clip Art

# CREATING FLIERS WITH CLIP ART

Fliers are widely distributed handbills. They are an effective way to distribute announcements of a new or existing business. Clip art makes it appealing and helps create the message.

## Objectives

When you complete this unit, you will be able to:

- Format Heading and Subheading
- Use Show/Hide non-printing feature
- Add and Resize Clip Art
- Use Bold, Italic, and Underline
- Create bullets
- Use Increase and Decrease Indents
- Change Font colors
- Use Print Preview to check placement

## Creating a Flyer


The extra paragraph and space marks are guides and will not print.

This is the example.  
*Don't type from this;*  
directions begin on the  
next page.

Student Name: Flier #1

FIRST-TIME-HOME-BUYER?

*It's a Buyer's Market!*



If you are in the market for a new home, now is the time to attend the Home Buyer's Conference on December 1, 2007, 7 p.m. in the Los Angeles Convention Center. You will find everything you need to know about buying a home.

You'll learn how to:

- ✓ Locate property for sale online
- ✓ Find out what comparable houses in the neighborhood sold for
- ✓ Find the best mortgage rate
- ✓ Find schools nearby
- ✓ Find good Real Estate agents to work for you


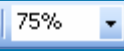

Call Jerry O'Toole now at: (714) 555-1234 to make your reservation.

***Free Dinner!***

***Reservations Required!***

Figure F-1

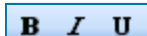
## Create a Flier as Assignment #1

1. Open an MS Word document and maximize the screen.
2. Set Margins 1"—Click File, Page Setup, change Left and Right margins to 1", click OK.
3. Set Font Style to Times New Roman.
4. Click on the Show/Hide button  75%  on the standard toolbar to see all the non-printing spaces and paragraph marks. 

## Keying the Heading

1. Press the Caps Lock key to type the heading in all capital letters.
2. Type the heading: FIRST TIME HOME BUYER?
3. Select the heading just typed and make these changes:
  - Font size, 20
  - Bold
  - Center it by clicking the Center button on the Formatting toolbar
4. Click at the end of the line (after the "?" in "BUYER?") to put the cursor there and deselect.
5. Double space to next entry—press the Enter key twice from the end of the last line of type.
  - Notice that your cursor is still centered (because it hasn't been turned off yet).
6. Press the Caps Lock key to turn off the all caps feature you used to type the heading.

## Keying the Subheading

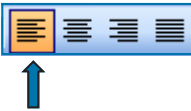
1. Type the subheading: It's a Buyer's Market!
2. Select the subheading and make these changes:
  - Font size, 14
  - Notice that Bold is still selected from the previous heading line.
  - Click the Italic button. 



3. Press the End key, or click the end of the line to put the cursor there and deselect.

### Allow Room for the Clip Art

1. Press the Enter key six times. Because you have the Show/Hide feature on, you should see five paragraph notations under the subheading—if not, click on the Show/Hide button on the Standard toolbar. You will enter clip art in this space later and you need to see the paragraph marks to center it properly.
2. You will not need centering for the next step, so click on the Left Align button to move the cursor to the Left Margin.



### Keying the Next Paragraph

1. Type the following paragraph:

If you are ... oops, notice that the Bold and Italic are still on from previous entries until manually turned off. Backspace to the beginning and click the "B" and "I" on the formatting toolbar to turn them off again. Now type the following paragraph:

If you are in the market for a new home, now is the time to attend the Home Buyer's Conference on December 1, 20xx, 7:00 p.m., in the Los Angeles Convention Center. You will find everything you need to know about buying a home.

2. Select the paragraph above and change the font size to 12 points.
3. Click anywhere to deselect.
4. Select and underline: Los Angeles Convention Center
5. Click to place the cursor at the end of the paragraph
6. Press the Enter key two times to double space.

### Keying the Bullets

1. Type: You'll learn how to:
2. Press the Enter key two times to double space.

3. Type the following:

Locate property for sale online  
Find out what comparable houses in a neighborhood sold for  
Find the best mortgage rate  
Find schools nearby  
Locate good Real Estate agents to work for you

4. Select the five lines above and make these changes:

Bold

Create bullets—while the lines are still selected, click Format on the menu, click Bullets and Numbering, click the Bulleted tab if necessary, and click on a bullet style you like. Click OK. Notice that your four lines are now bulleted.

Click the Increase Indent button on the Formatting toolbar **twice** to move right. (If you indent too far, click the Decrease Indent button to the left.)



5. Click to place the cursor at the end of the 5th line.

6. Press the Enter key two times to double space

7. Click the Bold button off.

### Keying the Last Paragraphs

1. Type: Call Jerry O'Toole now at (714) 555-1234 to make your reservation.

2. Center the line above by clicking on the Center button on the Formatting toolbar.

3. Press the Enter key two times to double space

4. Type: Free Dinner!

5. Press the Enter key once to single space to the next line.

6. Type: Reservations Required!

7. Select the last two lines and make these changes:

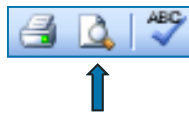
Bold  
Italicize  
Font size, 20

## Inserting Clip Art

1. Click on the third paragraph mark under "It's a Buyer's Market". Notice that there are two paragraph marks above your cursor and two paragraph marks below your cursor. This means that there is equal space above and below where your clip art will be placed, so it will be centered properly.
2. Click Insert on the menu, come down to Picture, move over to click Clip Art.
3. On the right, a pane opens. Under "Search text" (or Search for) enter the word "home" (without the quote marks) and press the Enter key.
4. Several pictures of homes appear. You can see more by using the scroll bar. Click on a picture you like and it will appear automatically in your document wherever your cursor is. (If you make a mistake, click on the Undo button.)

## Check Flier in Print Preview—To be sure top and bottom margins are even

1. Click the Print Preview button on the Standard Toolbar.



- 
2. Notice the top and bottom margins, are they even—or do you have a lot of room left at the bottom of your page? (Usually the first time there is a larger bottom margin.)
  3. Click the Close button on the Print Preview toolbar to return to your document.

## Resize the Clip Art

Adjust the clip art picture until you have even top and bottom margins and everything is on one page.

1. Click the clip art picture to select it. It will automatically appear in your document. You will see little square sizing handles (boxes) all around it.

- 
2. Move the cursor over the bottom right sizing handle until you see a slanted two-headed arrow.



3. Hold the left mouse button down on the sizing handle when you see the two-headed arrow appear, and move it down about an inch to make the picture bigger, then let up on the mouse button.
4. Check the Print Preview to see if you need to make it larger still, until top and bottom margins look even. If your clip art is too big and some of your words went onto the next page, make your clip art smaller. Make sure you have adjusted it until you have even top and bottom margins.
5. Check your project with the example to see that they look about the same (except perhaps the clip art might differ). Make any adjustments necessary.
6. Close the Print Preview screen.
7. **SHORT-CUT HINT:** Now that you know how to adjust clip art manually, you may also click File, Page Setup, Layout tab, Vertical alignment—Center, OK. The top and bottom margins will be equal automatically.

**Put your name and Assignment #CF-1 in the header. SAVE AND PRINT.**

### Create a Flier as Assignment #2 (see Figure F-2 on the next page)

The directions for this assignment are much more brief than the first assignment. Try to create the assignment by using what you have learned. Then check it with the example.

As the treasurer of the Student Drama Club, you have been asked by the club's advisor to create a flier recruiting volunteers for the annual fund raising event. Hint: It is easier to type it first and do the formatting and clip art later.

1. Use 1-inch Right and Left margins.
2. Display the first heading line, STUDENT DRAMA CLUB, in 36-point Curlz MT font (or a similar one if that font is not available). Center the heading. **Press the End key and change the Font size to 14 so your double space to the subheading isn't so large.**
3. Display the subheading line in 22-point Arial Black font. Depress the End key. ***Then change the font to 12 to space down for the clip art.***
4. Use any clip art that is somewhat related to the flier content. The one used in Figure F-2 is found under "Entertainer" on Word 2003.
5. Display the lines of the paragraph under the clip art in 14-point Times New Roman font.
6. Display the bulleted list with one-half inch margins in 10-point Arial font.



Figure F-2

# STUDENT DRAMA CLUB

## FALL FUND-RAISING EVENT

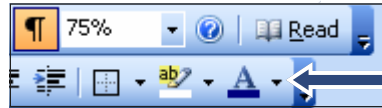


**The Fall Fund-Raiser Event is our biggest Drama Club activity of the year. Let's make it the best! The money we make will fund all the fun activities for the coming year. Please show your support by volunteering to help at one of the following fund-raising activities.**

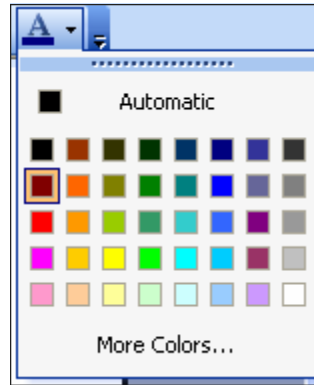
- ◆ Hot Dog Stand, Saturday, September 17, from 11:30 a.m. to 4:00 p.m.
- ◆ Bake Sale, Saturday, September 24, from 8:30 a.m. to 2:30 p.m.
- ◆ Car Wash, Saturday, October 1, from 11:00 a.m. to 4:00 p.m.
- ◆ Football Raffle Booth, Saturday, October 8, from 11:00 a.m. to 4:00 p.m.

**Volunteer via e-mail to  
Barbara Johnson at [BJohnson@yahoo.com](mailto:BJohnson@yahoo.com)**

7. Select the bulleted list and change the font color. Click on the Font Color arrow to see the color palette.



8. Click on the Dark Red color (1st column, 2nd row).



9. Triple space and type the last two lines.

10. Select the last two lines and make these changes:

Font color to Dark Blue  
Times New Roman, 14.  
Center them

11. Select the entire document by pressing the Ctrl key and holding it down while you touch the "A" key, then lift both fingers up. Your whole page is selected. **Click the Bold button.**

12. Check your document with Figure F-2. Check your whole document, especially:

Is your clip art centered—same amount of space above and beneath the clip art?

Are your top and bottom margins even, or do you need to make adjustments?

Adjustments could include resizing the clip art, or bringing the whole flier down on the page by clicking in front of the first letter (the "S" in Student Drama Club) and pressing the Enter key, or automatically centering the page.

**Put your name and Assignment #CF-2 in the header. SAVE AND PRINT.**

## FLIER QUESTIONS FROM QUIZ BANK

Choose the most correct answer. These questions may appear on a test.

- The path to set margins is \_\_\_\_\_.
  - Format, Page Setup, Margins
  - File, Page Setup, Margins
  - Edit, Page Setup, Margins
- The Show/Hide feature is on what toolbar? \_\_\_\_\_.
  - Standard
  - Formatting
  - Drawing
- The path to inserting clip art is \_\_\_\_\_?
  - Edit, Insert, Clip Art
  - Insert, Clip Art
  - Insert, Picture, Clip Art
- The keys to select an entire page are \_\_\_\_\_?
  - Ctrl/S
  - Ctrl/Shift
  - Ctrl/A
- The Increase Indent button moves information \_\_\_\_\_.
  - Right
  - Left
  - Up
- The Decrease Indent button is which button? \_\_\_\_\_



**This is Assignment #CF-3.**

# E-Mail

## Basics of Using E-Mail

(Using Internet Explorer—Others will be similar)

# Basics of Using E-Mail

There are many e-mail programs that can be purchased. There are several popular ones that are free—just to name a few are Yahoo!, Google, and Hotmail by Microsoft. In addition, most cable and internet providers offer a free e-mail program. You can find hundreds of free e-mail programs by going to an internet browser and typing in "free e-mail" in the search area. Yahoo is selected for this lesson because it offers a lot of E-mail features and more inbox space on their server than many. You may want to use it for your e-mail; if it is not used in four months, your Yahoo! ID will be discarded. Other E-mail programs are similar in many ways, so what you learn here can be easily adapted to others.

## Objectives

When you complete this unit, you will be able to:

- Set up an e-mail account in Yahoo!
- Read your e-mail
- Delete your e-mail
- Empty the Trash Folder
- Send an e-mail
- Add Addresses to an Address Book
- Take a tour to learn more about Yahoo! Mail
- Use the Yahoo! Calendar Feature
- Print a Daily, Weekly, or Monthly Calendar

## Creating a Yahoo! Account

Follow the directions on the following pages to create your e-mail account.

The screenshot shows the Yahoo! Mail registration completion page. At the top, it says "YAHOO! MAIL" and "Yahoo! - Help". Below that, it says "Registration Completed: Welcome audraandjustin!". There are three main sections: 1. A confirmation message: "A confirmation message has been sent to the Email Address you provided. Please read the email and follow the instructions to fully activate your account. We also recommend that you print out this page for future reference." 2. Account details: "Your Yahoo! ID: audraandjustin" and "Your Yahoo! Mail Address: audraandjustin@yahoo.com". 3. Security and marketing information: "If you forget your password you will be asked for the following information." with a table of security questions and answers. The table has two columns: Security Question and Answer. The first row is "What is your fathers middle name?" with the answer "David". The second row is "Date of Birth:" with the answer "July 23, 1950". The third row is "ZIP/Postal Code:" with the answer "85555". Below this is a section for "Your Marketing Preferences" with a link to "Edit Marketing Preferences". At the bottom right, there is a button that says "Continue to Yahoo! Mail".

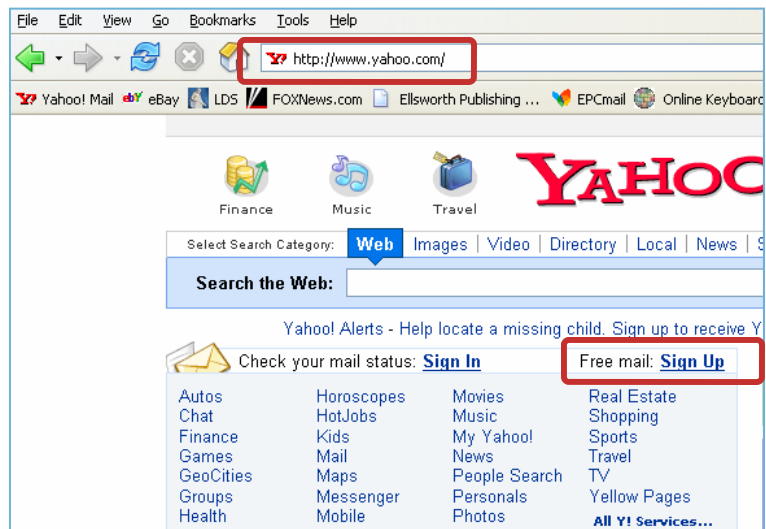
Security Question	Answer
What is your fathers middle name?	David
Date of Birth:	July 23, 1950
ZIP/Postal Code:	85555

## Open an E-mail account

1. Open your internet browser. Quite often you see the “e” icon on your desktop. If so, double click it.
2. (Microsoft Internet Explorer is the browser used for this lesson. Most other browsers will have similar directions.)



3. Type: www.yahoo.com, and press the Enter key.
4. At the Yahoo web site, click the "Sign Up" link for Free mail.



5. For free e-mail, click on "Sign Up for Yahoo! Mail". Other options are available but they are not free.

An advertisement for Yahoo! Mail. It features the text 'I want email to stay in touch, share important moments with people who matter.' with photos of a woman and a man. Below this, it lists features of Yahoo! Mail: 'Free, reliable, and easy to use.', 'Great spam protection with SpamGuard', 'Virus scanning and cleaning from Norton AntiVirus™', 'Access anywhere you have a web connection', and 'A whopping 1GB email storage'. A red box highlights the 'Free!' text and the 'Sign Up for Yahoo! Mail' button. To the right, it lists features of Yahoo! Mail Plus: 'More control and...', 'No graphical a...', 'No promotions you send', 'SpamGuard P more unwante', and 'Virtually unlimi'. A red box highlights the 'Order Yahoo!' button. The price 'only \$19.99/ye less than \$2/month!' is also visible.

6. Enter your:  
First Name  
Last Name  
Gender  
Yahoo address you would like
7. Click on the **Check Availability of this ID** button.

8. Since there are so many people using Yahoo IDs, you may have to use your middle name too; try different availabilities until you get a unique ID that is accepted.
9. Click the **Show Some IDs** button to see if they are available.

10. Click in the circle if you find an ID you like. Then click on the **Choose This Yahoo! ID** button.

*If you have trouble finding a unique ID, Yahoo has a helper that suggests variations. You could select "Show more available IDs" and select the one you want from their suggestions, or make your own selection by clicking the "Edit substitution words".*

11. If you were using the help feature of Yahoo!, eventually you will find a unique ID you like. Then click on "Choose This Yahoo! ID"



12. Yahoo! Will confirm that your unique ID is available.

13. Select "Continue Registration With This ID".



14. Enter a personal password that you will remember.

15. Retype the password.

16. Enter the information to verify your e-mail account in case you should forget your password and have to ask Yahoo! to get it for you. (An alternate e-mail is suggested but not necessary.)

A screenshot of the "Create Your Yahoo! ID" form. The form has several fields: "First name" (Audra), "Last name" (Owens), "Preferred content" (Yahoo! U.S.), "Gender" (Female), "Yahoo! ID" (audraandjustin@yahoo.com), "Password" (\*\*\*\*\*), and "Re-type password" (\*\*\*\*\*). There is a "Check Availability of This ID" button. Below the form, there is a section "If You Forget Your Password..." with fields for "Security question" (What is your father's middle name?), "Your answer" (David), "Birthday" (July 23, 1950), "ZIP/Postal code" (85555), and "Alternate Email".



17. Yahoo continues to ask some questions.

18. Verify your Registration by entering the letters in the rectangle.

19. If you agree to the Terms of Service, click on the "I Agree" button.

20. If there is a problem, Yahoo! asks for clarification.

21. When Registration is correct and complete, you see a welcome message.

22. Print this page and file it for future use.

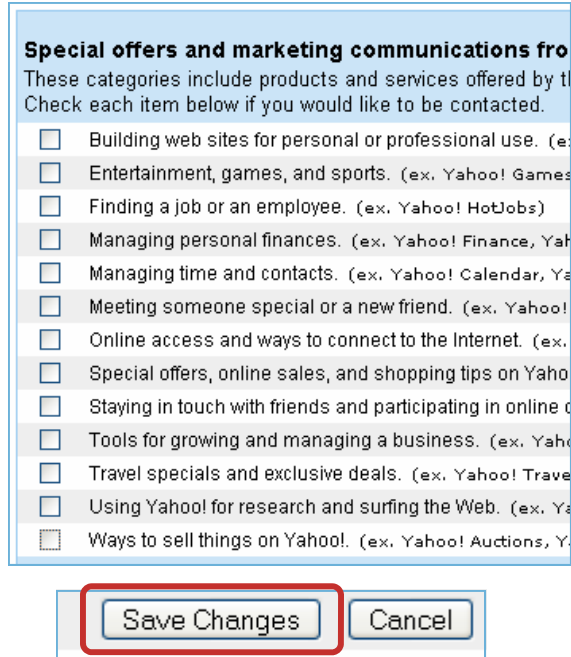
*After printing it, write your password on it in case you forget it. (Do not write help08, write your own password.)*

**Put your name and Assignment #EM-1 at the top of the paper and hand it in.**

23. Click on "Edit Marketing Preferences" on the screen.

24. Deselect any offers you are not interested in, or click on the "Clear All" below the boxes on your screen.

25. Click on "Save Changes" at the bottom.

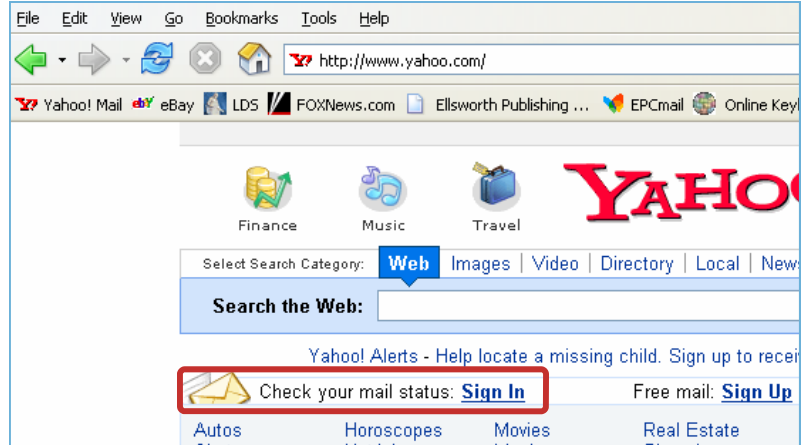


26. At this point it would be best to exit out of Yahoo! by clicking on the "X" several times until you are back to your desktop. Most of the time when you check your mail you will be beginning at the desktop.



## To read your E-mail

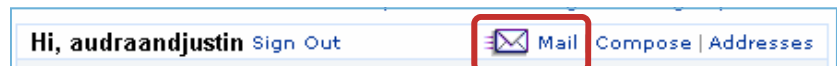
1. Open your browser.
2. Type: [www.yahoo.com](http://www.yahoo.com) and press Enter.
3. At "**Check your mail status: Sign in**", click on the Sign in link. (*Yahoo could change its screen from time to time; it might just simply say "Mail".*)



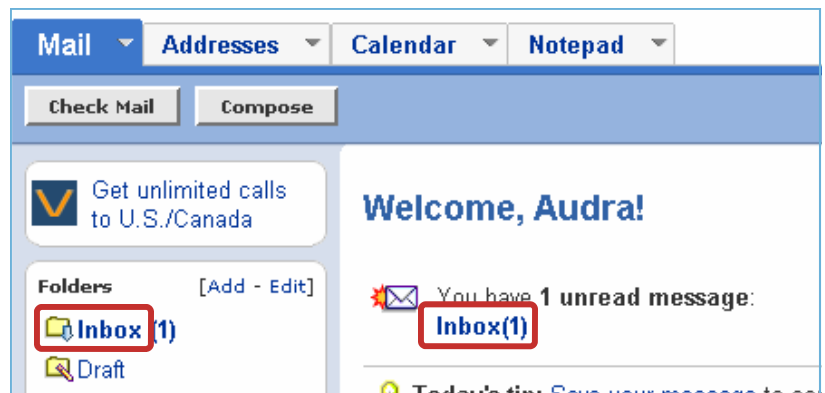
4. Enter your Yahoo ID: and Password.
5. Click Sign in.



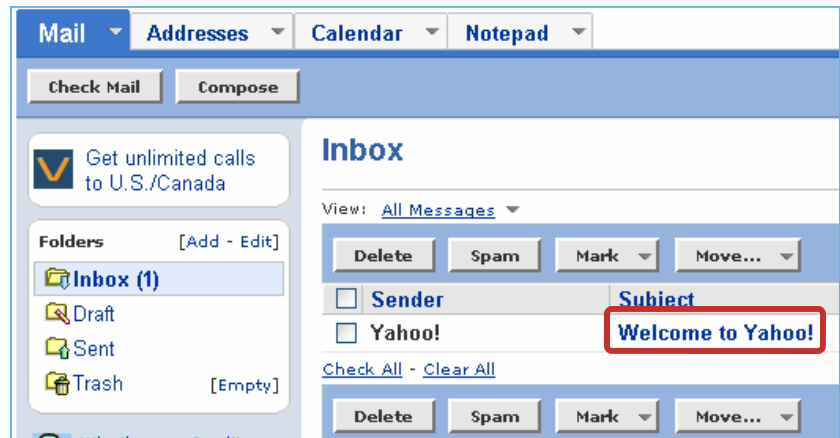
6. To read your mail, click on




7. Click on an Inbox link (either one). Current e-mail messages are in this folder.

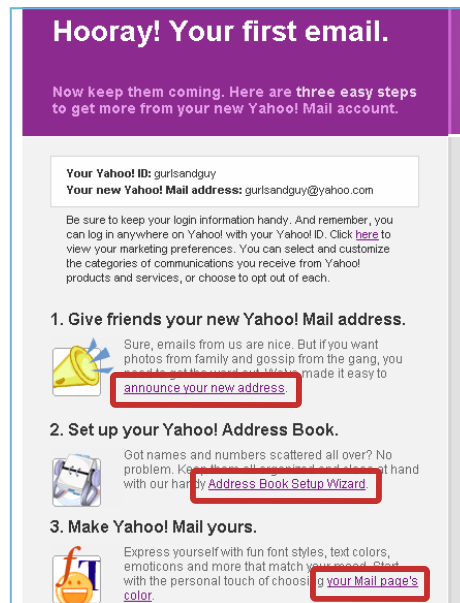


8. Your first message is from Yahoo. "Welcome to Yahoo!" is in blue. Click on it to open.



9. This first e-mail has helpful instructions. Click on the first link and read the information. Then click on the close  Button to exit back to this page so you can click on the next link until you are finished.

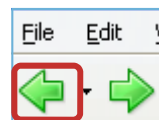
When you are back at this page, continue to the next instruction below.



**Note:** Links on the Internet and their names often change. Whatever the names of the links, the objective is to get more information about the subject.

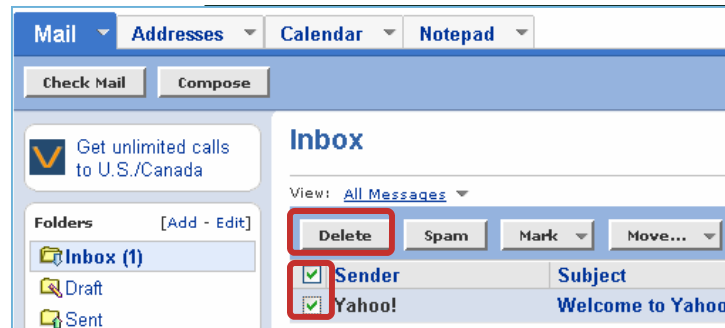
10. Click on the back arrow on your browser to back up to your "inbox". (You may have to click several times.)

*The next instruction tells you how to delete the e-mail you don't want.*

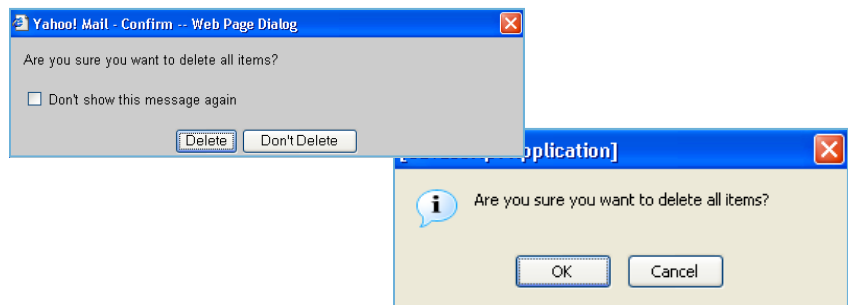


## To delete your E-mail

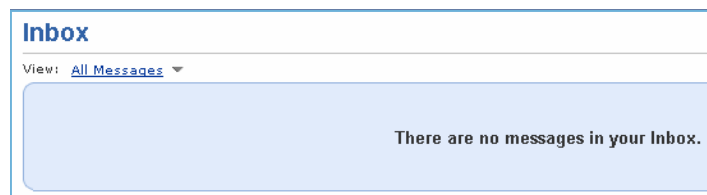
1. Click to check the mail you want to delete.
2. Click the Delete button.



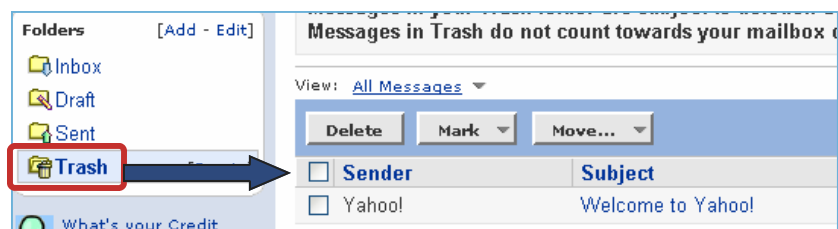
3. Click OK to verification question. (On some browsers the verification question may be phrased a little differently.)



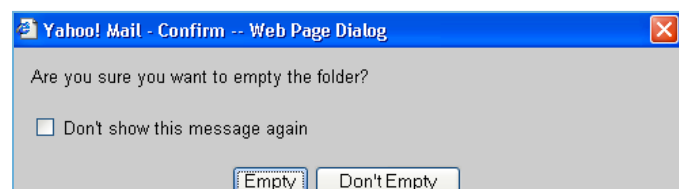
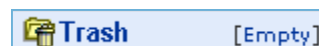
4. There are now no messages in your inbox.



5. Your deleted message has been sent to the Trash folder automatically.
6. Click on the Trash folder and you will see the Sender and Subject of the file you deleted.

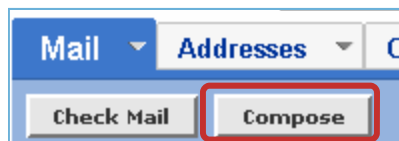


7. Periodically you should empty the Trash folder. To empty the Trash folder, click on "[Empty]". Verify that you want to Empty it by clicking the Empty button (or an OK button on some browsers).

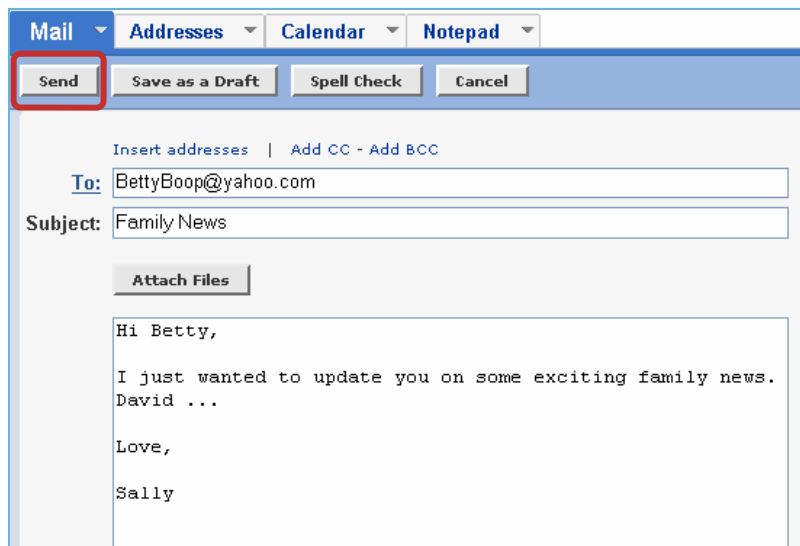


## To send e-mail to friends or relatives and Add Their Names to Your Address Book

1. Click on the compose button.

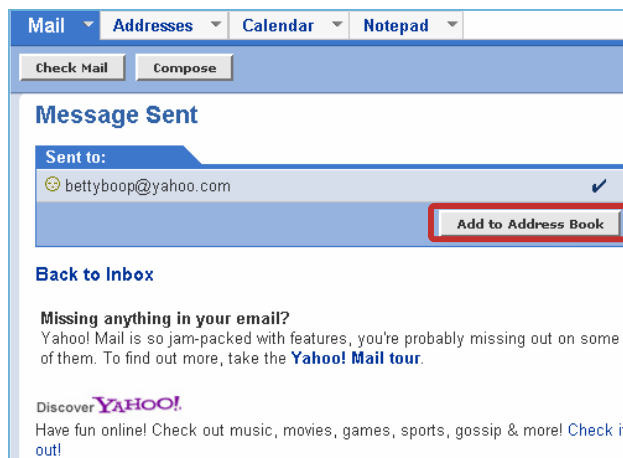


2. Enter the e-mail address of who your message is to, the subject, and the content of your message. (You could use your own e-mail address for this assignment, but you could also e-mail a friend or fellow student and it would be more fun.)



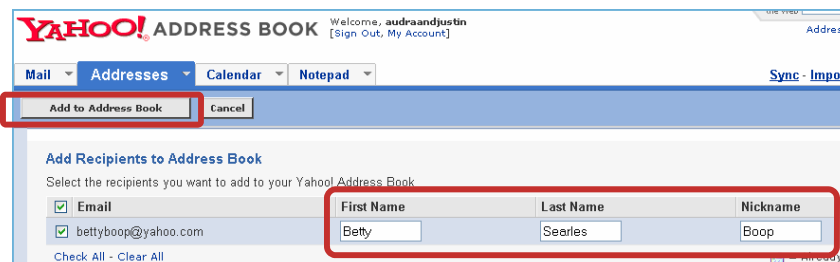
3. Click the send button.

4. After sending your message, Yahoo! gives you the option of adding the e-mail address to your address book.

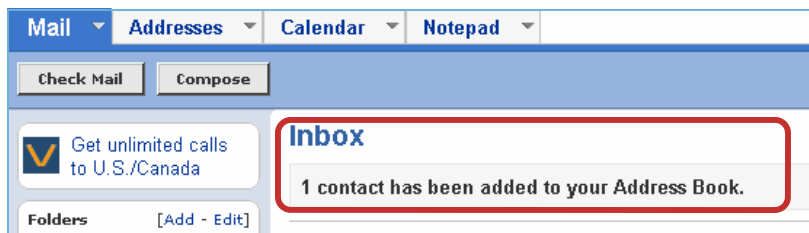


5. Click on the Add to Address Book button.

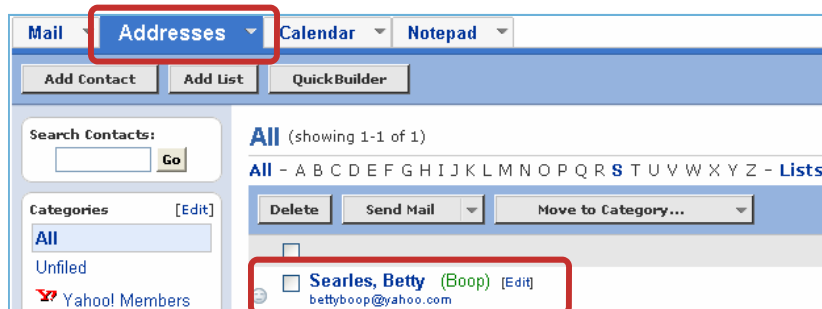
6. Enter the First Name, Last Name and Nickname (if any) of the person to whom you sent the message, and click on the **Add to Address Book** button.



7. You are notified that 1 contact has been added to your Address Book.



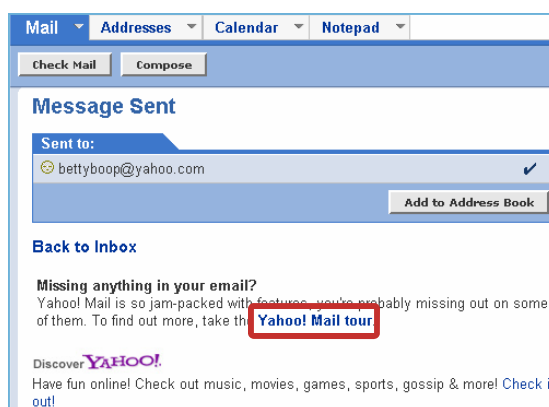
8. Click the Addresses button to see it. You can click "All" or the individual letters—for example, Click on the letter "S" if you want to see all the addresses where the last name begins with "S".



9. Click the Back arrow on your browser several times until you see the **Message Sent** screen below.

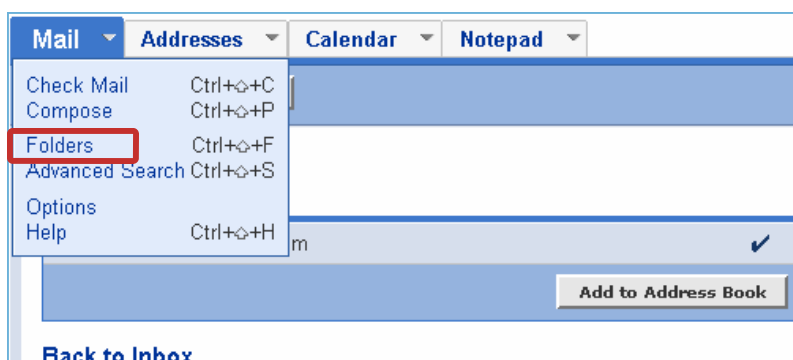


10. Click on the Yahoo! Mail tour to find out about more features you might want to use. (If the link has changed or is unavailable, go to instruction 12.)

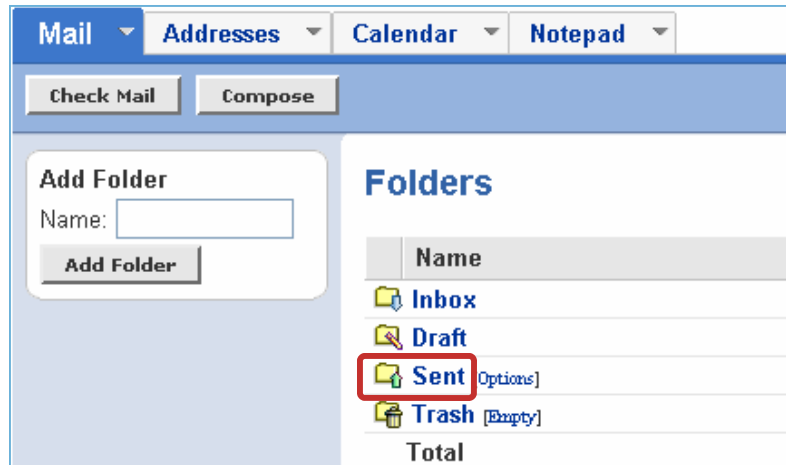


11. When finished, click the Back arrow on your browser again until you get back to the Message Sent screen

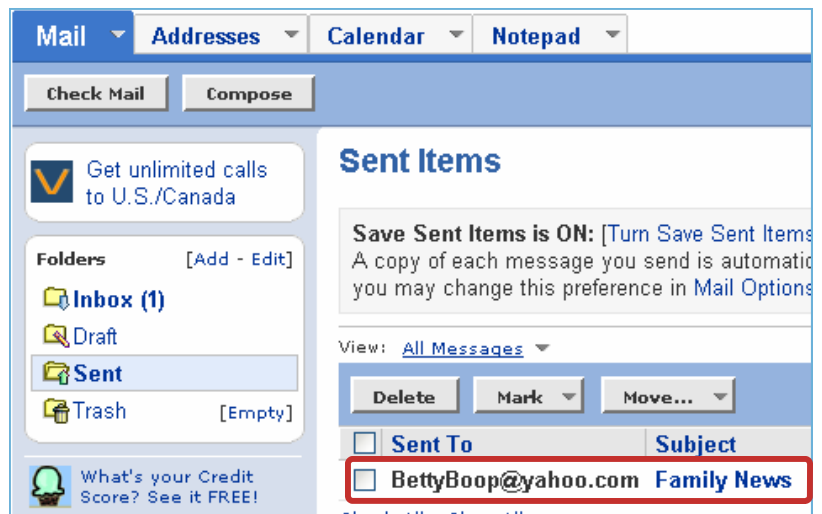
12. Click on the Mail **arrow** on the Mail tab. Click on Folders.



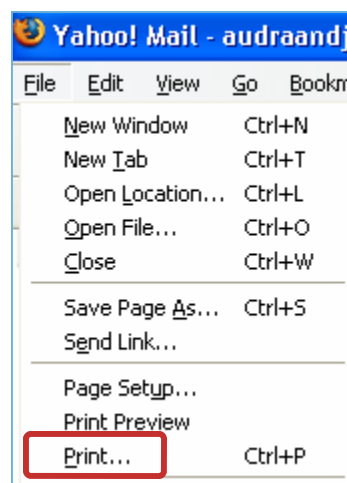
13. Click on the Sent folder so you can see a record of the e-mail you sent.



14. Your e-mail that you sent is recorded.



15. Click on File, Print.

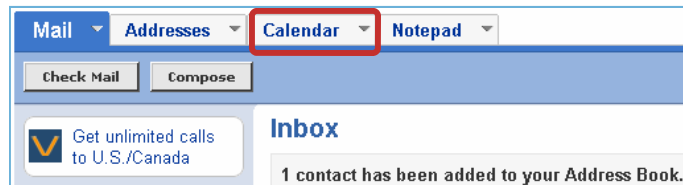


**Write your name and Assignment #EM-2 at the top of the paper and hand it in.**

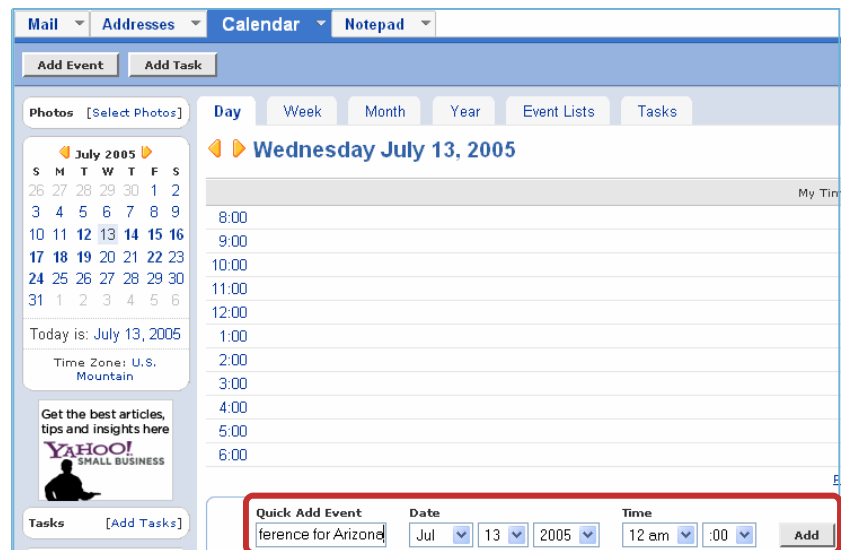


## Using the Calendar to Remind You of Appointments or Events, and Delete Unwanted Reminders.

1. Click on the Calendar button.



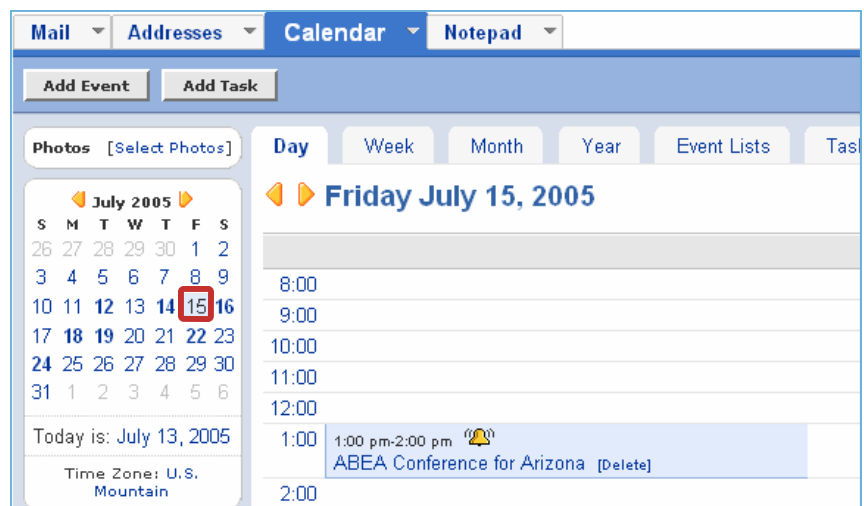
2. The Calendar opens to the current date, which happens to be July 13, 2005 in this illustration. At the "Quick Add Event" type: **ABEA Conference for Arizona** and enter the Date 2 days after your present date, and make up a Time. To enter this information, click the **Add** button.



3. Add a second conference. At the Quick Add Event, type your first and last name and then Conference (ex. Judy Smith Conference) , Enter a date 4 days from today's date, and enter a time.

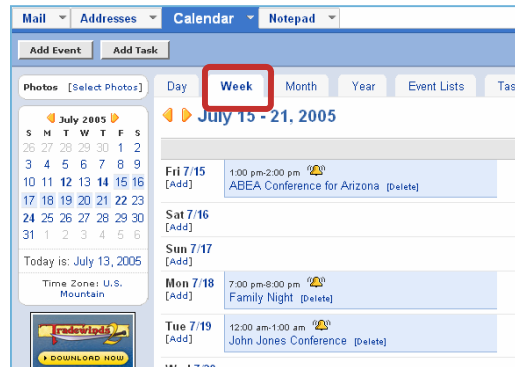
4. Now click on the date of your first appointment above on the small calendar on the left. You will see the first appointment that you entered.

*That alarm bell shows you that 15 minutes before the meeting an alarm will go off on the computer.*

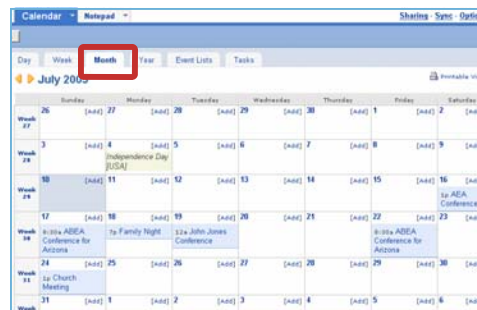


- Click on the Week button to see all your entries for that week.

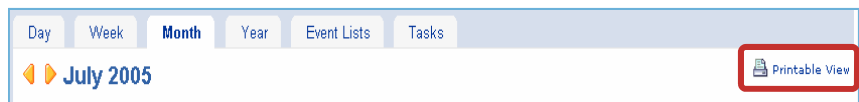
*The dates will be different, but you should have at least two entries on your weekly calendar—one of which is your name and the other is the ABEA Conference appointment.*



- Click on the Month button to see all your entries for that month.

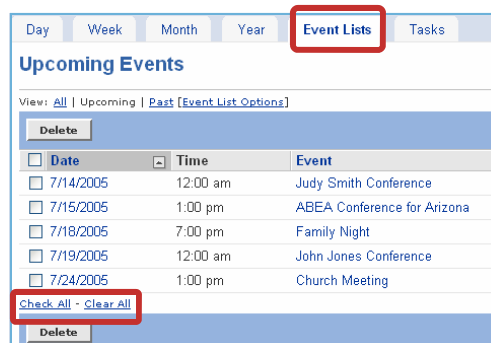


- You may print any of the views. Since you have the Monthly view on your screen, click on Printable View. The Month shows on your screen as it will be printed. Click File, Print, OK.



**Put your name and Assignment #EM-3 at the top of the paper and hand it in.**

- Click on the Event Lists tab to see your events/appointments.
- To delete individual events, click in the boxes and then click the Delete button. To clear all at once, click on the Check All and then click on Clear All.



**Note:** *There are other features to the Yahoo! mail program. This is where some exploring and discovery by you is needed. Only the most commonly used features were presented here. As you use Yahoo! mail, you may discover other features you want to use.*

## E-MAIL QUESTIONS FROM QUIZ BANK

Choose the most correct answer. These questions may appear on a test.

1. Yahoo is one of a few e-mail programs. \_\_\_\_\_ .  
a) True                      b) False
2. Current e-mail messages you received are read in which folder \_\_\_\_\_ .  
a) Inbox              b) Draft              c) Sent              c) Trash
3. Your deleted messages are automatically sent to the Trash folder \_\_\_\_\_ .  
a) True                      b) False
4. You should not empty the Trash folder because it is a file of your e-mails \_\_\_\_\_ .  
a) True                      b) False
5. To begin an e-mail message to a friend, click on: \_\_\_\_\_ .  
a) Begin                      b) Draft                      c) Compose
6. The Calendar opens to the current week. \_\_\_\_\_  
a) True                      b) False
7. To print the daily, weekly or monthly calendar, the path is \_\_\_\_\_ .  
a) Print Screen, Word, Print      b) Calendar, File, Print      c) Printable View, File, Print
8. To delete your events or appointments, click first on the tab \_\_\_\_\_ .  
a) Event Lists              b) Tasks              C) Clear All

**This is Assignment E-mail #4.**