

# Correspondence

**LESSON 26**

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Correspondence Review



# Business Letters

# 26

## Goals

- Type at least 30wpm/3'/5e.
- Correctly format a business letter in block style with standard punctuation.

### A. WARMUP

alphabet	1	Six of the women quietly gave back the prizes to the judge.	
concentration	2	electrocardiography gastroenterologists interdenominational	
easy	3	A bushel of corn was thrown to the turkeys by Mr. McKenzie.	

### Skillbuilding

#### B. SUSTAINED PRACTICE: PUNCTUATION

Take a 1-minute timed writing on the boxed paragraph to establish your base speed. Then take a 1-minute timed writing on the following paragraph. As soon as you equal or exceed your base speed on this paragraph, move to the next, more difficult paragraph.

4	Anyone who is successful in business realizes that the	11
5	needs of the customer must always come first. A satisfied	23
6	consumer is one who will come back to buy again and again.	34
7	Consumers must learn to lodge a complaint in a manner	11
8	that is fair, effective, and efficient. Don't waste time	22
9	talking to the wrong person. Go to the person in charge.	34
10	State your case clearly; be prepared with facts and	11
11	figures to back up any claim. Warranties, receipts, bills,	22
12	and checks are all very effective. Don't be intimidated.	34
13	If the company agrees to work with you, you're on the	11
14	right track. Be specific: "I'll expect a check Tuesday,"	22
15	or "I'll expect a replacement in the mail by Saturday."	33
	1   2   3   4   5   6   7   8   9   10   11   12	

Take two 3-minute timed writings.



**Goal:** At least 30wpm/3'/5e

### C. 3-MINUTE TIMED WRITING

16	Holding a good business meeting may require a great	11
17	deal of thought and planning. Your meeting must be well	22
18	organized, and an agenda must be prepared. It may be hard	33
19	to judge how long a meeting will take or how many people	45
20	will discuss important issues.	51
21	A good leader is required to execute an agenda. He or	62
22	she must know when to move on to the next topic or when to	74
23	continue debate on a topic. After a productive meeting, a	85
24	leader will be pleased.	90

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

## Formatting

### D. BASIC PARTS OF A BUSINESS LETTER

**Office Supplies Express**  
4412 Express St., Los Angeles, CA 90029  
Tel: 555-523-4444 • Fax: 555-523-4343  
e-mail: customer\_service@officesuppliesexpress.com

↓5X  
October 25, 20-- ↓4X

Mr. Steve Zimmerly  
Executive Assistant  
Allied Insurance Company  
855 North Vermont Avenue  
Los Angeles, CA 90029

Dear Mr. Zimmerly: ↓2X

Thank you for your interest in our latest line of laser printers. You mentioned that you would be interested in a color printer if the price is in line with your budget. ↓2X

You will be receiving a catalog within the next week that will provide you with all the information you requested. I would like to arrange an appointment with you in your office so that we can go over any questions you might have. ↓2X

Office Supplies Express is committed to providing you with the highest-quality printer at the lowest price possible. I look forward to talking with you soon. ↓2X

Sincerely, ↓4X  
Sylvia Chavez

Sylvia Chavez  
Customer Support Representative ↓2X

jkb

**LETTERHEAD.** Printed name, address, and telephone number (and/or fax number and e-mail address) of the company.

**DATE LINE.** Month, day, and year of the letter; type 2 inches from the top of the page.

**INSIDE ADDRESS.** Name and address of the party to whom the letter is written; begin 4 lines below the date.

**SALUTATION.** Opening greeting; type 2 lines below the inside address.

**STANDARD PUNCTUATION.** A colon after the salutation and a comma after the complimentary closing.

**BODY.** Text or message of the letter; begin 2 lines below the salutation.

**COMPLIMENTARY CLOSING.** Closing farewell; type 2 lines below the body.

**SIGNATURE.** Handwritten signature of the writer.

**WRITER'S IDENTIFICATION.** Name, or title, or both of the writer; begin 4 lines below the complimentary closing.

**REFERENCE INITIALS.** Initials of the typist; type 2 lines below the writer's identification.

## E. BUSINESS LETTERS IN BLOCK STYLE

To format a business letter in block style:

1. Type all lines beginning at the left margin.
2. Press ENTER 5 times to begin the first line of the letter 2 inches from the top of the page.
3. Type the date, and press ENTER 4 times.
4. Type the inside address. Insert 1 space between the state and ZIP Code.
5. After the inside address, press ENTER 2 times, type the salutation, and type a colon after the salutation for standard punctuation.
6. Press ENTER 2 times after the salutation, and single-space the paragraphs in the body.
7. Press ENTER 2 times between paragraphs only—do *not* press ENTER when you see a line break in the text.
8. Do *not* indent paragraphs in a block-style letter.
9. Press ENTER 2 times after the last paragraph, type the complimentary closing, and type a comma after the complimentary closing for standard punctuation.
10. Press ENTER 4 times after the complimentary closing, and type the writer's identification.
11. Press ENTER 2 times after the writer's identification, and type your reference initials in lowercase letters without periods or spaces.
12. Spell-check, proofread, and preview your document for spelling and formatting errors.



### REFER TO Word Manual

Appendix B,  
Using GDP Features in  
Document Processing,  
Reference Initials

## Document Processing

↓5x

January 27, 20-- ↓4x

### Correspondence 26-3

Business Letter in  
Block Style



Type the  
current year  
whenever  
you see  
"20--."

Ms. Laura Green  
Account Executive  
TurboNet Express  
Two Pine Avenue  
Long Beach, CA 90802 ↓2x

Dear Ms. Green: ↓2x



When you  
type text  
followed by  
two hyphens  
(--), followed by more  
text and then a  
space, a formatted  
em dash (—) will  
automatically be  
inserted.

Our company is interested in hosting an educational seminar this spring—one that will focus on meeting the growing need for information industry professionals to keep abreast of emerging new technologies. This year we are specifically interested in information on high-speed Internet connections. ↓2x

I understand that TurboNet Express specializes in these seminars and that you also help businesses analyze their needs and choose an appropriate solution. I am in the process of contacting several companies similar to yours that might be interested in conducting these seminars. If you will contact me by Thursday or Friday, we can discuss this further.

*(continued on next page)*

I appreciate the fine service we have always received from you in the past, and I look forward to hearing from you very soon. ↓2x

Sincerely, ↓4x

 Type your own reference initials in lowercase (no periods or spaces) in black whenever you see **urs**.

Kathleen Franco  
Information Technology Specialist ↓2x

**urs**

**Correspondence 26-4**  
Business Letter in Block Style

 In steps 1 and 3 (and in all similar instances in future jobs) do *not* type the period at the end of text to be revised if that punctuation is not needed.

Open the file for Correspondence 26-3, and make the following changes:

1. Change the date to February 8.
2. Delete the last sentence in the first paragraph, and add these sentences:  
Advances in technology are nothing short of astonishing! This year, we would like to focus on models and procedures to save power in the workplace.
3. Change the writer's identification to Joon Soo Han and the job title to Technology Engineer.

**Correspondence 26-5**  
Business Letter in Block Style

*May 25, 20-- / Ms. Laura Green / Account Executive / TurboNet Express / Two Pine Avenue / Long Beach, CA 90802 / Dear Ms. Green:*

*¶ Thank you so much for hosting the educational seminar last Tuesday that focused on the topic of high-speed Internet connections. Our company and our employees are now well prepared to make a decision about the best type of Internet connection for their particular needs.*

*¶ Because this seminar was so successful, I have been authorized to contract with TurboNet Express for a continuing series of seminars on any topics related to emerging new technologies and trends as they apply to the needs of our company and our employees. I will call you on Monday so that we can arrange for a meeting to finalize some contractual issues.*

*¶ Once again, thank you for a very successful and productive seminar!*

*Sincerely, / Kathleen Franco / Information Technology Specialist / urs*

# Business Letters With Enclosure Notations

# 27

## Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable language arts skills in comma usage.
- Correctly format a business letter in block style with an enclosure notation.

## A. WARMUP

alphabet  
one hand  
easy

- 1 Please quickly pack my box with the five dozen modern jugs.
- 2 revert unhook act him access pumpkin gave lymph fever union
- 3 Hancock may work in the coalfield when he is not busy here.

## Skillbuilding



### B. MAP+: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking accuracy.

### C. PROGRESSIVE PRACTICE: ALPHABET

Follow the GDP software directions for this exercise to improve keystroking speed.

## Language Arts

Study the rules at the right.

### RULE

, independent clause



The underline calls attention to a point in the sentence where a comma might mistakenly be inserted.

## D. COMMAS AND SENTENCES

**Use a comma between independent clauses joined by a coordinate conjunction (unless both clauses are short).**

Ellen left her job with IBM, and she and her sister went to Paris.

**But:** Ellen left her job with IBMand went to Paris with her sister.

**But:** John droveand I navigated.

**Note:** An independent clause is one that can stand alone as a complete sentence. The most common coordinate conjunctions are *and*, *but*, *or*, and *nor*.

**RULE**  
introductions

### Use a comma after an introductory expression (unless it is a short prepositional phrase).

Before we can make a decision, we must have all the facts.

**But:** In 2008, our nation elected a new president.

**Note:** An introductory expression is a group of words that come before the subject and verb of the independent clause. Common prepositions are *to, in, on, of, at, by, for,* and *with*.

Edit each sentence to correct any errors.

4 If you agree I will let Mr. Hancock know.

5 On Friday we will meet to discuss the upcoming campaign.

6 Mr. Ray will lead the delegation and Ms. Guy will be the  
7 interpreter.

8 Ella dictated and I typed.

9 Melvin accepted a job in Miami that starts in July and then  
10 left for a two-week vacation.

11 Now that it is light outside we can begin moving the  
12 furniture.

13 It was a well-deserved victory and it didn't come any too  
14 soon.

## Formatting

### E. ENCLOSURE NOTATIONS

To indicate that an item is enclosed with a letter:

- Type the word *Enclosure* on the line below the reference initials to indicate that an item is enclosed with a letter.
- Type the word *Enclosures* if more than one item is being enclosed.

**Example:** urs  
Enclosure

## Document Processing

**Correspondence**  
**27-6**

Business Letter in  
Block Style

, independent clause

October 10, 20-- | Ms. Julie Mays | Travelwise International | 7301 East Gold Dust Avenue | Scottsdale, AZ 85258 | Dear Ms. Mays:

¶ Our company has decided to hold its regional sales meeting in Santa Fe during the second week of January, and I need information on a suitable conference site.

¶ We will need a meeting room with the following items: 30 computer workstations with wireless capability and a wireless Internet connection, copy stands, mouse pads, and adjustable chairs; a high-performance LCD projector with a large screen; and a wireless microphone and podium. The hotel should have a fax machine and an on-site business center. We might also need a messenger service.

*(continued on next page)*

, introductory expression

¶ A final decision on the conference site must be made within the next two weeks. If you have any information on a suitable location in Santa Fe, please send it immediately. I have enclosed a list of conference attendees and included their room preferences. Thank you for your help.

Sincerely yours, | Nick Limpett | Marketing Manager | *urs* | Enclosure

**Correspondence  
27-7**

Business Letter in  
Block Style

1. Open the file for Correspondence 27-6.
2. Change the inside address to 5421 North Scottsdale Road and the ZIP Code to 85250.
3. Change the first sentence as follows:

Our company has decided to hold its annual national

sales meeting during the first week of February in Santa Fe, and I need information on a suitable conference site.

4. Change the writer's name to William McDougal.

**Correspondence  
27-8**

Business Letter in  
Block Style

, introductory expression

*October 10, 20-- | Mr. Nick Limpett | Marketing Manager  
| Secure Investments Inc. | 398 East Wacker Drive |  
Chicago, IL 60601 | Dear Mr. Limpett:*

¶ *Are you searching for a suitable conference site for your next corporate meeting? If so, the Paradise Valley Resort in Scottsdale, Arizona, offers you every amenity imaginable.*

¶ *Our luxury resort accommodations and stunning Sonoran Desert views are minutes away from the largest mall in the Southwest and hundreds of shops, galleries, and Scottsdale eateries. We are conveniently located only 12 miles from Phoenix Sky Harbor International Airport. Paradise Valley Resort has 40,000 square feet of flexible meeting space, including stunning outdoor venues. Our in-house audiovisual staff will make sure that your event is flawless.*

¶ *I've enclosed several brochures for your convenience. Let me know if I can be of service in any way. Your success is our success, and I hope to hear from you soon.*

, independent clause

*Sincerely yours, | Ms. Julie Mays | Corporate Event Specialist | *urs* | Enclosures*

# Envelopes and Labels

# 28

## Goals

- Type at least 31wpm/3'/5e.
- Correctly use Word's envelope, view gridlines, and label features.
- Correctly format an envelope and label, and fold a letter.

## A. WARMUP

alphabet  
practice: a and s  
easy

- 1 Jack amazed a few girls by dropping the antique onyx vases.
- 2 ask has say sales bases areas scans seams sodas visas tasks
- 3 My neighbors may bid on the islands if the profit is there.

## Skillbuilding

### B. PACED PRACTICE

Follow the GDP software directions for this exercise to improve keystroking speed and accuracy.

### C. 3-MINUTE TIMED WRITING

- |    |  |    |
|----|--|----|
| 4  | Credit cards can make shopping very convenient, and        | 11 |
| 5  | they frequently help you record and track your spending.   | 22 |
| 6  | However, many card companies charge high fees for using    | 33 |
| 7  | their credit cards.  | 37 |
| 8  | You must realize that it may be better to pay in cash      | 48 |
| 9  | and not use a credit card. Look at all your options. Some  | 60 |
| 10 | card companies do not charge yearly fees. Some may give    | 71 |
| 11 | you extended warranties on goods you buy with their credit | 83 |
| 12 | cards. Judge all the details; you may be surprised.        | 93 |

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

Take two 3-minute timed writings.



**Goal:** At least  
31wpm/3'/5e

## Formatting

### D. ENVELOPES

Word's envelope feature simplifies your task of addressing a standard No. 10 envelope measuring 9½ by 4½ inches.

To format an envelope:

1. Use Word's envelope feature to create an envelope.
2. The inside address is automatically inserted in Word's delivery address box if you are adding an envelope to an existing letter. Or you can type the recipient's name and address in upper- and lowercase style in Word's delivery address box.
3. If a return address is not printed on the envelope, type the sender's name and address in upper- and lowercase style in Word's return address box.
4. Use Word's default placement and default font for the delivery address and the return address.
5. Print the envelope immediately after creating it, or add the envelope to the document, and print it later.

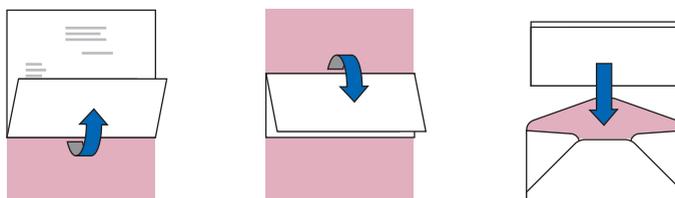


Standard large envelope, No. 10, is 9½ x 4⅛ inches.

## E. FOLDING LETTERS

To fold a letter for a No. 10 envelope:

1. Place the letter face up, and fold up the bottom third of the page.
2. Fold the top third of the page down to about 0.5 inch from the bottom edge of the page.
3. Insert the last crease into the envelope first with the flap facing up.



## F. LABELS

Word’s label feature simplifies the task of preparing various labels. You can use different label settings to print a full sheet of labels or to print a single label. You may want to use a mailing label as an alternative to printing an envelope.

To format a label:

1. Select the desired label, and note the label vendor and form number.
2. Use Word’s label feature to create a single label or to create a full page of labels for the desired label form.
3. Use Word’s default placement and default font for the labels.
4. After you prepare the labels, test the label position by printing your labels on a blank page before you print them on the actual label form. Make any necessary adjustments.

Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
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Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740	Ms. Irma Mayberry Garden Concepts Today 75-3982 Alii Drive Kailua-Kona, HI 96740
Ms. Irma Mayberry Garden Concepts Today	Ms. Irma Mayberry Garden Concepts Today	Ms. Irma Mayberry Garden Concepts Today

Full page of the same label, Avery standard, 5160, Address  
(Note: Label form shown with “View Gridlines” active.)

## G. WORD PROCESSING: ENVELOPES, VIEW GRIDLINES, AND LABELS



Study Lesson 28 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.

### Document Processing

**Correspondence**  
**28-9**  
Envelope

1. Prepare an envelope with the following mailing address:  
Mr. Brad Everett | Business Software Solutions | 1410 Monterey Road | San Jose, CA 95110
2. Insert the following return address:  
Marie Fletcher | ABV Systems Inc. | 7200 Cedar Street | Omaha, NE 68124
3. Add the envelope to a blank document.

**Correspondence**  
**28-10**  
Envelope

1. Open the file for Correspondence 27-8, and prepare an envelope for the letter.
2. Do not insert a return address.
3. Add the envelope to the letter.

**Correspondence**  
**28-11**  
Mailing Labels

1. Select an address label product about 1 inch deep, large enough to fit a 4-line address. Label choices will vary; however, Avery standard, 5160, Address is a good choice for laser and ink-jet printers.
2. Prepare address labels for the names and addresses that follow.
3. Type the addresses in order from left to right as you see them displayed next in the first row of labels.
4. Move to the second row of labels, and type them again from left to right.

Purchasing Department Abbott Laboratories 351 Abbott Park Chicago, IL 60064	Frank Zimmerly Cartridges, Etc. 1220 Charleston Road Oso Park, CA 90621	John Sanchez Adobe Systems 1585 Charleston Road Los Angeles, CA 90029
Mike Rashid Internet Services 901 Thompson Place Sunnyvale, CA 94088	Jennifer Reagan Aetna Life 151 Farmington Avenue Hartford, CT 06156	Bob Patterson Affiliated Publishing 135 Morrisey Blvd. Boston, MA 02107

**Correspondence**  
**28-12**  
Mailing Labels

1. Select an address label product about 1 inch deep, large enough to fit a 4-line address. Label choices will vary; however, Avery standard, 5160, Address is a good choice for laser and ink-jet printers.
2. Prepare a full page of the same label with the following address:  
Shipping and Receiving |  
E-Office Outlet | 1122 North  
Highland Street | Arlington,  
VA 22201

1. Open the file for Correspondence 27-6, and prepare an envelope for the letter.
2. Insert the following return address:
3. Add the envelope to the letter.

Nick Limpett | Viatech  
Communications | 9835 Harvard  
Road, NE | Albuquerque, NM  
87111

## Keyboarding Connection



### Decoding the E-Mail Address

With most e-mail software, a header at the top of each e-mail message contains the sender's address. What is the meaning of the strange configuration of an e-mail address?

An e-mail address contains three parts: `anyname@server.com`. First is the identity of the e-mail user, whether a person's name or a general name for the recipient, such as `helpdesk` or `customer service` (before the `@` symbol). Next is the name of the host computer or domain name the person uses (before the period). The third part is the zone, or domain, for the type of organization or institution or even the country indicator to which the host belongs (e.g., `.edu` = education; `.gov` = government; `.com` = company; or a country indicator such as `.de` for Germany, `.uk` for United Kingdom, `.fr` for France).

Be careful to include each part of an e-mail address, and check the spelling and punctuation completely. Even a small error will prevent your message from reaching the recipient. When creating an e-mail address for job searching, try to choose a user name close to your own and as professional as possible.

**Your Turn:** Have you ever sent an e-mail that did not reach its recipient because of an address error? What type of error did you make?

# Memos and E-Mail With Attachments

# 29

## Goals

- Demonstrate improved speed and accuracy while typing.
- Demonstrate acceptable language arts skills in spelling.
- Correctly use Word's e-mail attachment feature.
- Correctly format a memo and an e-mail message with an attachment notation.

## A. WARMUP

alphabet  
frequent digraphs  
easy

- 1 Five jumbo oxen graze quietly with the nearby pack of dogs.
- 2 an and ant any ban can fan man pan ran tan van wan nana Ana
- 3 Turn the handle to the right to dismantle the usual signal.

## Skillbuilding

### B. MAP+: SYMBOL

Follow the GDP software directions for this exercise to improve keystroking accuracy.

**PPP**

PRETEST » PRACTICE » POSTTEST

#### PRETEST

Take a 1-minute timed writing. Review your speed and errors.

#### PRACTICE

Speed Emphasis:

If you made 2 or fewer errors on the Pretest, type each *individual* line 2 times.

Accuracy Emphasis:

If you made 3 or more errors, type each *group* of lines (as though it were a paragraph) 2 times.

### C. PRETEST: Close Reaches

4 The growth in the volume of company assets is due to 11  
5 the astute group of twenty older employees. Their answers 22  
6 were undoubtedly the reason for the increase in net worth. 34  
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

### D. PRACTICE: Adjacent Keys

7 as ashes cases class asset astute passes chased creased ask  
8 we weave tweed towed weigh wealth twenty fewest answers wet  
9 rt worth alert party smart artist sorted charts turtles art

### E. PRACTICE: Consecutive Fingers

10 un undue bunch stung begun united punish outrun untie funny  
11 gr grand agree angry grade growth egress hungry group graph  
12 ol older solid tools spool volume evolve uphold olive scold

## POSTTEST

Repeat the Pretest timed writing and compare performance.

## F. POSTTEST: Close Reaches

### Language Arts

Type these frequently misspelled words, paying special attention to any spelling problems in each word.

Edit the sentences to correct any misspellings.

### G. SPELLING

13 personnel information its procedures their committee system  
14 receive employees which education services opportunity area  
15 financial appropriate interest received production contract  
16 important through necessary customer employee further there  
17 property account approximately general control division our

18 All company personel will receive important information.

19 Are division has some control over there financial account.

20 There comittee has received approximately three contracts.

21 The employe and the customer have an oportunity to attend.

22 We have no farther interest in the property or it's owner.

23 When it is necessary, follow aproprate procedures.

## Strategies for Career Success



### Preparing to Conduct a Meeting

Do you want to conduct a successful meeting? Meetings tend to fail because they last too long and attendees do not stay focused. First, determine the meeting's purpose (e.g., to make a decision or obtain/provide information).

Decide who needs to attend the meeting. Include those who can significantly contribute, as well as decision makers. Prepare an agenda, that is, a list of items to be discussed. Distribute it to attendees a few days before the meeting.

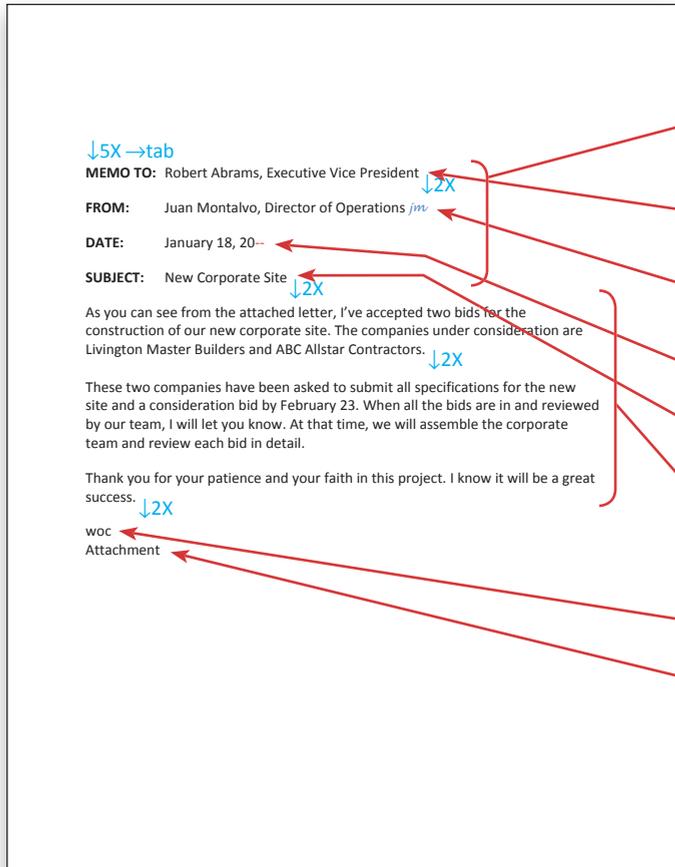
Choose where you will conduct the meeting, and schedule a room. Determine if you will be teleconferencing, videoconferencing, or needing audiovisual equipment. If appropriate, arrange for refreshments. Check the room temperature, acoustics, and lighting. Attention to these details will increase your chances for a successful outcome.

**Your Turn:** Think about a meeting you attended that was a failure. What could the meeting leader have done to better prepare for the meeting?

# Formatting

## H. BASIC PARTS OF A MEMO

A memo is usually sent from one person to another in the same organization. E-mail in recent years has replaced memos as an efficient means of interoffice communication in many offices. However, memos are better suited for detailed messages of a more formal nature.



**MEMO HEADINGS.** Printed guide words typed in bold (including the colon); press **TAB** after the colon as needed to align the heading entries at the same point; begin 2 inches from the top of the page.

**MEMO TO HEADING.** Name of recipient; if a title is included, separate the name and title with a comma.

**FROM HEADING.** Name of writer; if a title is included, separate the name and title with a comma; followed by handwritten initials of sender.

**DATE HEADING.** Month, day, and year the memo was typed.

**SUBJECT HEADING.** Subject of the memo; if the subject wraps to a second line, press **TAB** at the start of the second line as needed to align the second line at the same point as the first line.

**BODY.** Text or message of the memo; type 2 lines below the subject heading.

**REFERENCE INITIALS.** Initials of the typist; type 2 lines below the body.

**ATTACHMENT NOTATION.** Indicates that something is attached; if used, type directly below the reference initials.

## I. MEMOS

To format a memo on plain paper or on letterhead stationery:

1. Press ENTER 5 times to begin the first line of the memo 2 inches from the top of the page.
2. Type the headings (including the colons) in all-caps and bold: MEMO TO:, FROM:, DATE:, and SUBJECT:.
3. Press TAB as many times as needed to reach the point where each heading entry begins.
4. Press ENTER 2 times between each line of the heading and after the last line in the heading.
5. Type the body of the memo using blocked paragraphs, and press ENTER 2 times between paragraphs.
6. Press ENTER 2 times after the last paragraph in the body, and type your reference initials (not “urs”) in lowercase letters without periods or spaces.
7. Spell-check, proofread, and preview your document for spelling and formatting errors.

## J. MEMOS WITH ATTACHMENT NOTATIONS

To format a memo with an attachment, type the word *Attachment* (rather than *Enclosure*) on the line below the reference initials when material is physically attached (stapled or clipped) to a memo.

Example: urs

Attachment

## K. E-MAIL WITH ATTACHMENTS

Use the attachment feature in your e-mail software to attach one or more electronic files to an e-mail message.

To format an e-mail message with an attachment:

- Format the e-mail message as usual.
- No special formatting steps are needed when an attachment is sent. Do *not* type an attachment notation at the bottom of the e-mail message.
- Use the e-mail attachment feature to attach a file of some type to the message. A file attachment is automatically denoted by a special symbol (usually a paper clip).

## L. WORD PROCESSING: E-MAIL—ATTACHMENT NOTATIONS

Study Lesson 29 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



## Document Processing

### Correspondence 29-14

Memo



Highlighted words are spelling words from the language arts activities; do *not* highlight them when you type.

↓5X →tab

**MEMO TO:** All Company **Personnel** ↓2X

**FROM:** Jerry Mitchell, **Employee** Relations Division *jm*

**DATE:** October 15, 20--

**SUBJECT:** Holiday **Committee** ↓2X

**There** has been a great deal of **interest** regarding the **appropriate procedures** for planning **our** upcoming holiday event next month. ↓2X

I have **received** requests from **approximately** 80 percent of our **customers** to organize some type of annual charitable event. This event will include all interested **employees** and customers and will provide an **opportunity** for everyone to contribute **financially** to local families in need.

It will be **necessary** to gather **general information** regarding the cost of renting a facility in our **area**, **which** will be ready next week. When I am **through** with that process and a **contract** has been signed, I will contact all interested **personnel**. If you are interested in participating in this **important** event, please return the attached sign-up sheet. ↓2X

urs

Attachment

### Correspondence 29-15

Memo

**MEMO TO:** Amy Vigil, Human Resources | **FROM:** Dan Westphal | **DATE:** November 23, 20-- | **SUBJECT:** MedNet Benefit Plan

¶ Thank you for the brochure I **received** detailing the various options offered to **employees** **through** the MedNet plan. I need clarification on some of the **important services** included in the plan.

¶ Because both my wife and I are **employees** of Allied Aerospace Industries, do we have the choice of enrolling separately under different options? In **our** present plan, I know that this is **appropriate**.

¶ We have two dependents. Can we enroll each dependent under a different plan option, or is it **necessary** to choose either one option or the other for both? I know that in the past you have asked for evidence of **their** dependent status and dates of birth, **which** I have attached.

¶ If you need any **further** information, please let me know. Thank you very much for your help.

urs | Attachments

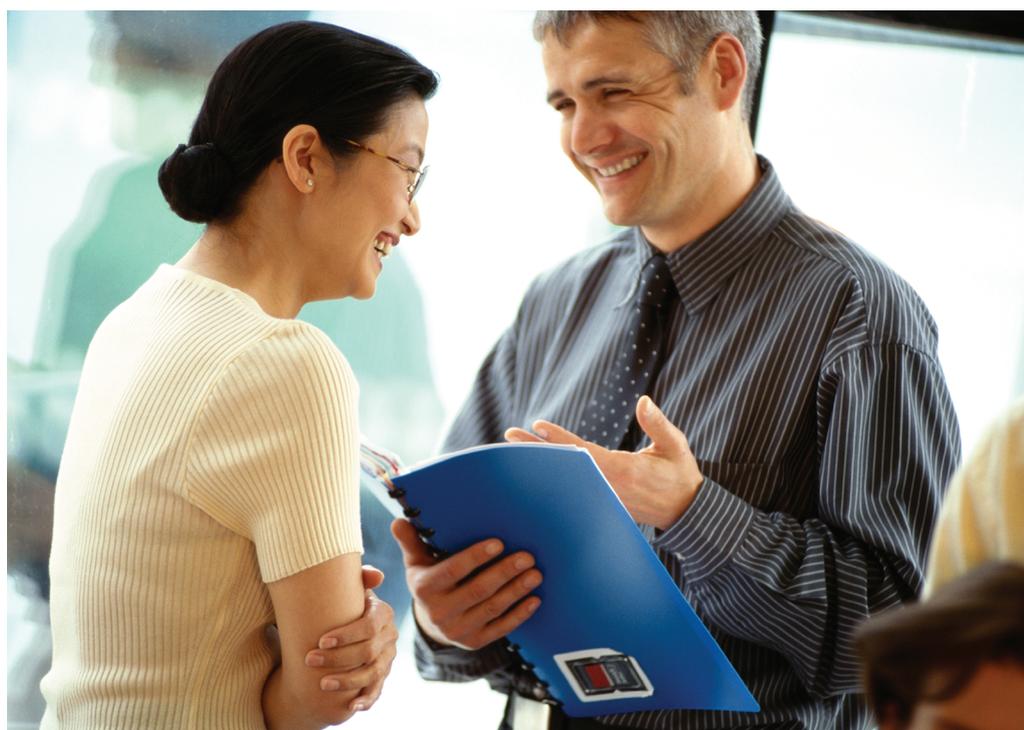
Correspondence  
**29-16**  
E-Mail Message

Hi, Doug:

I now have appropriate health insurance for my family. As a fellow employee, you might be very interested in obtaining further details. I have attached a file I received with a list of resources, procedures, services, and general information that I found useful.

Researching these important health insurance contracts is necessary so that you can make an informed choice for your own family. Feel free to contact me with any questions.

Elizabeth | Elizabeth Chavez | E-mail: [echavez@freeweb.net](mailto:echavez@freeweb.net) | Phone: 661-555-3623



# Correspondence Review

# 30

## Goals

- Type at least 32wpm/3'/5e.
- Correctly use Word's italic and underline features.
- Correctly format a memo and an e-mail message with an attachment notation.
- Successfully complete a Progress and Proofreading Check with zero errors on the first scored attempt.

## A. WARMUP

- |               |   |  |
|---------------|---|--|
| alphabet      | 1 | A dumpy kibitzer jingled coins as the exchequer overflowed.  |
| number/symbol | 2 | eck@hotmail.com 92% Cho & Orr 9/13 (Shh!) \$4.57 *2010 #86-3 |
| easy          | 3 | When they visit downtown, the auditors fight for their bid.  |

## Skillbuilding

Take three 12-second timed writings on each line.

## B. 12-SECOND SPEED SPRINTS

- 4 The giant wiry dog put half of the bones down on the chair.  
 5 Leo may visit the island by the giant oaks on his tan bike.  
 6 Do not blame my firm for the low level of fuel in the tank.  
 7 Jake may try to fix the leaks in the pipes in the city gym.  
 ' ' ' ' 5 ' ' ' ' 10 ' ' ' ' 15 ' ' ' ' 20 ' ' ' ' 25 ' ' ' ' 30 ' ' ' ' 35 ' ' ' ' 40 ' ' ' ' 45 ' ' ' ' 50 ' ' ' ' 55 ' ' ' ' 60

Press TAB 1 time between words where you see the → symbol. Type each line 2 times.

## C. TECHNIQUE PRACTICE: TAB KEY

- 8 ale→ and→ Poe→ aha→ Ian→ ape→ ask→ Jew→ Lin→ Mel→ amp  
 9 Kai→ Meg→ Mag→ Ira→ adz→ Kim→ Liz→ Hal→ Ivy→ aid→ all  
 10 ark→ Jeb→ arc→ arm→ Una→ air→ Mel→ Lew→ aim→ Peg→ Nan  
 11 Uzi→ Leo→ Uri→ awe→ ail→ May→ axe→ Max→ Kim→ Nat→ Liv

Take two 3-minute timed writings.



**Goal:** At least 32wpm/3'/5e

## D. 3-MINUTE TIMED WRITING

12            If you want to work in information processing, you            10  
13 may realize that there are steps that you must take to            21  
14 plan for such an exciting career. First, you must decide            33  
15 whether or not you have the right personality traits.            44  
16            Then you must be trained in the technical skills you            54  
17 need in such an important field. The technology is changing            66  
18 each day. You must stay focused on keeping up with these            78  
19 changes. Also, you must never quit wanting to learn new            89  
20 skills each day you are on the job.            96

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

## Formatting

### E. WORD PROCESSING: ITALIC AND UNDERLINE

Study Lesson 30 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



**GO TO**  
**Word Manual**

## Document Processing

**Correspondence**  
**30-17**  
Memo

Underline the text to be emphasized.

Italicize the book title.

**MEMO TO:** All Executive Assistants | **FROM:** Robbie Holt, Staff Development Coordinator | **DATE:** March 25, 20-- | **SUBJECT:** Standardizing Document Formats

¶ Last month we received our final shipment of new laser printers. The installation of these printers in your offices marked the final phaseout of all ink-jet printers.

¶ Because all of us can now use a variety of standardized fonts in our correspondence, please note the following change: From now on, all titles in tables, correspondence, and reports should be set in Calibri 14. This new formatting change will help us to standardize our communications.

¶ The latest edition of the book *Quick Reference for the Automated Office* has two pages of helpful information on laser printers. I have attached my comments. Please read these pages carefully, and we will discuss them at our next meeting.

urs | Attachment

**Correspondence**  
**30-18**

E-Mail Message

Hi, Louise:

¶ The League of Women Voters is looking for volunteers to work at the various polling places during the upcoming elections. If you think you will be able to volunteer your time, please fill out and mail the attached schedule of availability. After I receive your schedule, I will contact you to confirm a location, time, and date.

¶ We are sending you the best-selling book *Great American Presidents* as a small token of our appreciation. Concerned citizens like you make it possible for the public to have a convenient place to vote. Thank you for your interest in this very worthy cause!

Paige | Paige Jones | E-mail: [pjones@hotweb.net](mailto:pjones@hotweb.net) | Phone: 314-555-6972

**Correspondence**  
**30-19**

Business Letter in  
Block Style

**Progress and  
Proofreading  
Check**



Documents designated as Proofreading Checks serve as a check of your proofreading skill. Your goal is to have zero typographical errors when the GDP software first scores the document.

*April 3, 20-- / Ms. Robbie Holt / Staff Development  
Coordinator / Health Care Incorporated / 1129 Market Street  
/ Philadelphia, PA 19107 / Dear Ms. Holt:*

¶ *I understand that you were in charge of selecting some fabulous new laser printers for Health Care Incorporated in Philadelphia. I know you researched the needs of your branch and considered those needs in your choice. I certainly appreciate your effort.*

¶ *Several of us at Health Care Incorporated here in Los Angeles would be very interested in seeing the printers demonstrated as we are planning a major printer upgrade with training to follow as well. Would it be possible to schedule a demonstration soon? We are particularly interested in learning about any features that particularly influenced your printer choice.*

¶ *I have enclosed an article on laser printers from the latest issue of *Office Technology*. Please let me know your reaction to the article. If I can help you in any way to arrange the demonstration, I would be more than happy to do so.*

*Sincerely, / Jeffrey Keller / Staff Development Coordinator  
/ urs / Enclosure*

Italicize the magazine title.