Overview
Word processing skills are necessary in today's world. This event recognizes FBLA members who demonstrate that they have acquired entry-level skills for word processing positions in business.

This event consists of two parts: an objective test taken at the NLC and a skills production test taken prior to the NLC.

This event is only for grades 9 and 10.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/WORDPROCESSINGI.pdf

Web Site Resources
- Business Education Links
  http://lessonplans.btskinner.com/
- FGCU Word 2007 Tutorial
  http://www.facu.edu/support/office2007/Word/index.asp
- Microsoft Word XP/2003 Tutorial
  http://www.bavcongroup.com/wlessonO.htm

WORD PROCESSING I SAMPLE QUESTIONS

1. The toolbar that contains buttons that can quickly apply such things as bold, italics, bullets, and paragraph alignment is called the:
   a. Formatting toolbar
   b. Task Panel
   c. Menu Bar
   d. Standard toolbar

2. Which button on the Standard toolbar is used to copy character formatting already applied to text to different locations in the document?
   a. paste
   b. copy
   c. drawing
   d. format Painter

3. Which word is spelled incorrectly?
   a. acknowledgement
   b. appearance
   c. anilysis

4. Which word is spelled incorrectly?
   a. imediately
   b. management
   c. maintenance

5. Which word is spelled incorrectly?
   a. privelege
   b. passed
   c. paid

6. Which word is spelled incorrectly?
   a. cooperation
   b. coarse
   c. competible

7. To run a macro, use ail but one of the following methods:
   a. use an assigned keyboard shortcut
   b. Tools, Macros, and Run
   c. use an assigned toolbar button
   d. Tools, Macro, Macros, select macro desired, and click run

8. To move to a previous cell in a table press the:
   a. Shift+Tab
   b. Tab
   c. Backspace
   d. Control + Backspace

9. Select the number of punctuation, capitalization, and grammar errors in the following sentence:
   Jean arrived in San Francisco Caiifornia on Wednesday June 27.
   a. 1
   b. 3
   c. 2
   d. 0

10. On the horizontal ruler, an upside down T indicates a _____ tab stop.
    a. decimal-aligned
    b. right-aligned
    c. centered
    d. left-aligned

11. A(n)_____ is an example of an AutoShape.
    a. index
    b. callout
    c. canvas
    d. toolbar

12. A_____ on the first page of a newsletter may consist, for example, of the information about the multiple columns of the newsletter.
    a. table of contents
    b. headline
    c. nameplate
    d. subhead

13. Select the number of punctuation, capitalization, and number errors in the following sentence:
    Bin gave $300,000,000 to charity; our gift was only 75 cents.
    a. 2
    b. 1
    c. 0
    d. 3

14. To insert a document into an open Word document, click:
    a. Insert File on the Format menu
    b. File on the Insert menu
    c. the Insert File button on the Standard toolbar
    d. Insert on the File menu

15. When using the find and replace feature to replace text that is uppercase, you should choose which option?
    a. use wild cards
    b. find whole words only
    c. uppercase only
    d. match case

16. On the works cited page of an MLA style report, list works by each author's last name and _____ the title of the work.
    a. underline or boldface
    b. boldface or italicize
    c. enlarge or underline
    d. italicize or underline

17. The _____refers to the shape of the characters in a document.
    a. font
    b. font size
    c. design
    d. style

18._____ a word selects the entire paragraph, including the paragraph mark.
    a. Double-clicking
    b. Left-clicking
    c. Triple-clicking
    d. Right-clicking

19. Which word processing view is useful for formatting documents that will be viewed on a computer screen or a browser?
    a. Print Layout
    b. Normal
    c. Outline
    d. Web Layout

20. Which one of the following words is spelled incorrectly?
    a. ageism
    b. singeing
    c. sincerely
    d. mortgageor

21. Which one of the following is the correct way to type a date in the return address of a letter?
    a. 2/15/2010
    b. 2-15-10
    c. Feb. 15, 2010
    d. February 15, 2010

22. Which sentence is correct?
    a. Fewer receptionists are available now than before.
    b. Less engineer are unemployed today.
    c. Fewer receptionists is available now than before.
    d. Less engineers is unemployed today.

23. By default, pressing TAB indents the first line of a paragraph by how much?
    a. one-half inch
    b. three-quarters of an inch
    c. one-quarter inch
    d. one inch

24. Which one of the following is **not** true of shading?
    a. shading does not print
    b. shading can be applied to words or paragraphs
    c. shading can be a pattern
    d. shading can be a color

25. In mail merge terminology, all of the information about one person or object is called a:
    a. field
    b. source document
    c. main document
    d. record

26. When the insertion point is located in the last cell in a table, what happens when you press the Tab key?
    a. The insertion point moves to the beginning of the table.
    b. The insertion point moves to the end of the cell.
    c. A new row is created at the bottom of the table.
    d. The insertion point moves to the beginning of the row.

27. Text that appears at the top of every page in a document is called a:
    a. heading
    b. footer
    c. title
    d. header

28. Which feature would you use to close all open documents and exit the software program?
    a. close button on the document window
    b. close Window button in the File menu
    c. close button on the title bar
    d. exit command in the File menu

29. You are printing several copies of a letter on company letterhead, but the text is running on top of the letterhead. What should you do?
    a. adjust the top margin
    b. use plain paper instead of letterhead
    c. print on longer paper
    d. adjust the page width

30. What does a green wavy line under a word indicate?
    a. a possible spelling error
    b. an AutoCorrect adjustment
    c. an AutoComplete adjustment
    d. a possible grammar error

WORD PROCESSING I PRODUCTION TEST

JOB 1: Business Letter with Dot-leader Table

Key the following business letter with a dot-leader table according to the guidelines in the FBLA-PBL Format Guide. Use the current date. The letter is addressed to Mr. and Mrs. Jonathan Strong, 1519 South Fourth Avenue, Salem, OR 99023. The letter is from Frank Truman, Travel Agent. The subject line is TRAVEL RESERVATIONS. Additional instructions will be shown in parentheses. Do not type what is inside the parentheses. Supply all necessary letter parts.

Hotel reservations for your trip to the Hawaiian Islands have been finalized. As you requested, all hotel reservations have been made at Grand Palace Hotels. Reservations have been confirmed for the following dates: ¶

(Type the following as a 2 column, 4 row table using dot leaders between the columns. The table should be 1.5 inches in from the left and right margins.)

Maui Grand Palace	December 4-8
Grand Palace Resort	December 9-12
Grand Palace Seaside	December 13-15
Honolulu Grand Palace	December 16-18

¶Your airline reservations have not been confirmed. I am still waiting for a reduction in price. I have heard that airlines will be lowering their rates during the next two weeks. As soon as the airfare is reduced below $600,1 will make your flight reservations, ¶ Will you need a car while you are vacationing in Hawaii? Please let me know if you would like me to reserve a car for you at each island. I am enclosing a copy of your confirmation numbers for the hotel reservations.

Print Job 1   Print business letter with dot-leader table.

JOB 2: Unbound Report with Bulleted List and Header

Defining Newsletter Elements (Title/Main Heading)
Designing a Newsletter (Side Heading)

¶The demand for newsletters in the private and business sectors has helped to promote the desktop publishing revolution. Affordable word processing and desktop publishing software, along with laser printers, significantly reduced the cost of producing professional-quality newsletters. Now users with limited budgets can create multiple page documents in-house providing organizations, businesses, or individuals with a cost-effective means of communicating. ¶ Newsletters are one of the most common means of communicating information and ideas to other people. Newsletters may be published by individuals, associations, clubs, churches, schools, businesses, consultants, service organizations, political organizations, government offices, and other organizations all over the world. ¶ Designing a newsletter may appear to be a simple task, but newsletters are more complex than they appear. Newsletters may be the ultimate test of your desktop publishing skills. Remember that your goal is to get the message across. Design is important because it increases the overall appeal of your newsletters, but content is still the most important consideration. Whether your purpose for creating a newsletter is to develop better communication within your company or to develop awareness of a product or service, your newsletter must give the appearance of being well planned, orderly, and consistent. To establish consistency from one issue of a newsletter to the next, carefully plan your document. ¶
Defining Basic Newsletter Elements (Side Heading)
Successful newsletters contain consistent elements in every issue. Basic newsletter elements divide the newsletter into organized sections to help the reader understand the text, as well as entice the reader to continue reading. Basic newsletter elements include the following: ¶

(Double space between each bulleted item)
- Nameplate: The nameplate, or banner, consists of the newsletter's title and is usually located on the front page. Nameplates may include a logo, a unique typeface, or a graphics element to help create or reinforce a company identity.
- Logo: A graphic symbol of a company.
- Subtitle: A subtitle is a short phrase describing the purpose or audience of the newsletter. A subtitle also may be called a tag line. The information in the subtitle is usually located below the nameplate near the folio.
- Folio: A folio is the publication information including the volume, issue number, and current date of the newsletter.
- Headlines: Headlines are titles to articles that are frequently created to attract the reader's attention. The heading may be set in 36- to 72-point type or larger and is generally keyed in a sans serif typeface.
- Subheads: Subheads are secondary headings that provide the transition from headlines to body copy. Subheads break up the text into organized sections.
- Byline: The byline identifies the author of the article.
- Body Copy: The main part of the newsletter is the body copy or text.
- Graphics Images: Graphics images are added to newsletters to help stimulate ideas and add interest to the document. They provide visual clues and visual relief to text-intensive copy.

Print Job 2   Print unbound report with bulleted list and header.

JOB 3: Memo with Bulleted List (15 points)

Key the following memo according to the guidelines in the FBLA-PBL Format Guide. The names of the textbooks should be in italics. The items in parentheses are additional instructions. Use the current date. The memo is to All Teaching Staff, and is from Christy Edmonds, the subject is Business Communication Books.

The library has recently purchased several reference books on business communications. These books are now available at the library. The books that are available include: ¶
(Double space between each bulleted item)
- The ABC's of Business Communications written by Leonard T. Nicoletta and published by Sacramento Publishing House.
- Communications for the Business Office by Stacy Keating and published by Hubler & Tate.
- Basics of Business Communications by Darrell Talmadge and published by Fifth Avenue Publishers.
- Communicating with Style by Clara Blakely and published by Moon Bay Publishing. ¶

You may want to use these reference books for your business communications classes. Students may also want to use them for preparing documents or writing reports.

Print Job 3   Print memo with bulleted list.

JOB 4: Outline

Key the following outline according the FBLA-PBL Format Guide.

The Internet (Main Title)
    (Level 1)What is the Internet?
    (Level 1)The History of the Internet
        (Level 2) APRANet
        (Level 2) Design of APRANet
        (Level 2) Growth of the Internet
        (Level 2) Birth of the Web
    (Level 1) Connecting to the Internet
        (Level 2) Types of Internet Connections
        (Level 2) Using a Browser
        (Level 2) Plug-ins
    (Level 1) Finding Information on the Web
        (Level 2) Access Speed
        (Level 2) Domain Names and URLS
        (Level 2) Using Internet Directories and Search Engines
    (Level 1) Web Site Creation and Programming
        (Level 2) Creating a Web Site
        (Level 2) Programming for the Web

Print Job 4   Print outline.

JOB 5: Table without Gridlines

Key the following data into a three-column table without gridlines. Center the table horizontally and vertically on the page. Single space the body of the table.

MANORWOOD SCHOOL DISTRICT (Title of Table)
Enrollment Comparisons (Secondary Title)
School 2006   2007 (Column Headings, add a shaded fill to this row)

School	2006	2007
Meeker Senior High	1,160	1,033
Rollings Senior High	890	993
Lakeview Middle School	690	587
Oakridge Middle School	681	801
Cedar Middle School	702	745
Stewart Elementary	521	498
Overman Elementary	386	404
Grand Elementary	478	512
Curtiss Elementary	403	455

Print Job 5   Print table without gridlines.

Overview
A high level of word processing skill is a necessity for employees in productive offices. This event recognizes FBLA members who demonstrate that they have acquired word processing proficiency beyond entry level.

This event consists of two parts: an objective test taken at the NLC and a skills production test taken prior to the NLC.

Competencies and Task Lists
http://www.fbla-pbl.org/docs/ct/FBLA/WORDSPROCESSINGII.pdf

Web Site Resources
- Business Education Links
  http://lessonplans.btskinner.com/
- FGCU Word 2007 Tutorial
  http://www.fqcu.edu/support/office2007/Word/index.asp
- Microsoft Word XP/2003 Tutorial
  http://www.bavconaroup.com/wlessonO.htm

WORD PROCESSING II SAMPLE QUESTIONS

1. Text on the clipboard is_____ when you shut down your computer.
    a. erased
    b. stored in the Program folder
    c. stored in memory
    d. stored in the Word program

2. To insert a row at the bottom of a table, you can position the insertion point in the last cell and in the last row of the table and press the _____key.
    a. Tab
    b. Alt
    c. Home
    d. Insert

3. When a possible spelling or grammar error is flagged, it also changes the mark on the Spelling and Grammar Status icon to a:
    a. green X
    b. green check mark
    c. red check mark
    d. redX

4. The hide white space option allows you to:
    a. increase the size of each page in normal view
    b. increase the size of each page in print layout view
    c. decrease the size of each page in normal view
    d. decrease the size of each page in print layout view

5. A word processor feature that eliminates the need to hit the enter or return key when typing a paragraph is known as which one of the following?
   a. word wrap
   b. paragraph optimizer
   c. warp word
   d. paragraph maker

6. To go up one line in a table choose the:
   a. Arrow + Home
   b. Home
   c. Up arrow
   d. Ctrl + Up arrow

7. Select the word that is spelled correctly:
   a. hypotesas
   b. hypothesis
   c. hypothieses

8. Which one of the following is a predefined graphic?
   a. control
   b. clip art
   c. graphic unit
   d. banner

9. Which one of the following is used to predefine typing, spelling, capitalization, and grammar errors?
   a. AutoAdd
   b. AutoSpell
   c. AutoCorrect
   d. AutoEntry

10. Which one of the following is **not** an active window or does **not** indicate an active window?
    a. The window that is currently open.
    b. The information that displays on the task bar.
    c. The information that displays on the language bar.
    d. The window that you are using.

11. Use a _____ -inch top margin on second and succeeding pages of a letter.
    a. 2
    b. 3
    c. 1
    d. 1/2

12. Memo forms usually do **not** include:
    a. subject line
    b. to and from lines
    c. signature block
    d. date line

13. Where do footers display?
    a. at the top of a page
    b. at the right of a page
    c. at the left of a page
    d. at the end of a page

14. A document used primarily for individuals traveling or working away from the office is a(n):
    a. news release
    b. itinerary
    c. minutes
    d. agenda

15. This is used to determine the total amount of words typed regardless of errors made.
    a. GWAM
    b. WMP
    c. PWM
    d. MPG

16. References are:
    a. formatted in left indent style
    b. formatted in hanging indent style
    c. double-spaced
    d. centered vertically on the last page of the report

17. If you were to write the governor of our state, which form of address would you use for the salutation?
    a. Esteemed Honorable Sir:
    b. Dear Governor Heineman:
    c. Dear Governor:
    d. Dear Mr. Heineman:

18. In just three _____ time, he'll graduate from college.
    a. monthes
    b. months'
    c. months
    d. month's

19. Text that reads down one column and then flows to the top of the next column:
    a. is a table
    b. represents columns
    c. is a page break
    d. is a section break

20. If you were sending out a form letter in which you would like to insert names and addresses of people in each letter, which feature would you be using?
    a. mail manager
    b. mail merge
    c. document manager
    d. insert text

21. In the _____ letter style, all components of the letter begin flush with the left margin.
    a. modified block
    b. modified semi-block
    c. block
    d. modified paragraph

22. How many points does a one-inch letter have?
    a. 60 points
    b. 66 points
    c. 84 points
    d. 72 points

23. Which one of the following is the correct spelling?
    a. accommodate
    b. acorn modate
    c. acomodate
    d. accomodate

24. Which one of the following is the correct spelling?
    a. judgmant
    b. judgemant
    c. judgement
    d. judgment

25. Which one of the following should **not** be included in a resume?
    a. family history
    b. honors and activities
    c. experience
    d. education

26. Which one of the following is **true** for the top margin of a letter without letterhead?
    a. the date should start at the 2-inch top margin
    b. the salutation should start at the 2-inch top margin
    c. the letterhead should start at the 2-inch top margin
    d. the return address should start at the 2-inch top margin

27. Where should a semicolon always be placed?
    a. outside closing quotation marks, but inside parentheses
    b. outside closing quotation marks and parentheses
    c. inside closing quotation marks and parentheses
    d. inside closing quotation marks and out parentheses

28. Why are standard proofreaders' marks used?
    a. so anyone who reads the document will insert images the same
    b. so anyone who reads the document will interpret the corrections differently
    c. so anyone who reads the document will interpret the corrections the same
    d. so anyone who reads the document will be able to print the document

29. What is the correct way to divide the word called?
    a. ca-lled
    b. call-ed
    c. called
    d. cal-led

30. Which key is used to delete characters or spaces left of the cursor?
    a. backspace key
    b. delete key
    c. space bar
    d. left arrow key

WORD PROCESSING II PRODUCTION TEST

JOB 1: Memo

Key the following memo in accordance with the FBLA-PBL Format Guide. The memo is to **Southeast Chocolate Employees** from Ed **Shaw,** Manager. Use the current date, and the subject is **New Promotional Items.** Supply all necessary memo parts. Use the following paragraphs for the body of the memo.

¶Southeast Chocolate is proud to roll out its new line of confectionary products. This product line is named "Ones" and consists of eight new chocolate and chocolate-infused flavored candies.

The new promotion entitled, "One Bite and You're Hooked," will begin in Miami, Florida, on September 1, 2010, and will go nationwide on October 1, 2010. We are proud to announce that James Woodsville will be the front pitchman for our advertisement campaign. As you know, James has been with the company since the beginning and has made a name for himself by his philanthropy and community involvement. We are thrilled to have him on board!
¶The new product line features new flavors, such as cherry-chocolate, jalapeno-dark chocolate, and even an orange-chocolate blend. This new product line not only tastes great, but also is great for communities. In fact, five percent of every product sold will be donated to local communities for park renovations and other kid-friendly projects.
¶We are encouraging all employees to help Southeast Chocolate by thinking about new products that consumers may like. A bonus of $500 will be awarded to ideas that are approved.

Print Job 1   Print memo.

JOB 2: Table without Gridlines

Key the following information in a table without gridlines following the FBLA-PBL Format Guide. The title is Stock Portfolio Performance from the financial department.

Company	Exchange	Net Change	Current Price	52 Week Hi/Lo
ETRADE	NAS	$-0.32	$4.96	26.08 / 3.46
SPDR TR	ASE	$0.04	$147.17	157.52/136.75
CITIGROUP	NYS	$-0.36	$31.93	57.00/29.75
MICROSOFT	NAS	$-0.22	$33.48	37.50/26.60
E M C CORP	NYS	$0.43	$19.54	25.47/12.74

Print Job 2   Print table without gridlines.

JOB 3: Mail Merge Letter

Key the following letter in accordance with the FBLA-PBL Format Guide. The salutation of each letter should include "Dear" and be followed by the parent's name(s) of the student you are concerned with. The student's name should be included in the first sentence after the text 'Our records indicate that". The letter is from **Karen Brown, 4th grade teacher.** Supply all necessary letter parts; use the current date. New paragraphs are indicated with fl symbols.

Use the following names and addresses for the letters:

Parents:	Mr. & Mrs. Smith
Student:	Johnny Smith
Address:	14533 Lakeshore Avenue
	Omaha, NE 60018
Parents:	Mr. & Mrs. Brooks
Student:	Adrian Brooks
Address:	15643 Oceanview Drive
	Omaha, NE 60018
Parents:	Mr. & Mrs. Hernandez
Student:	Rosa Hernandez
Address:	123 Main
	Omaha, NE 60019
Parents:	Ms. Wong
Student:	Laura Wong
Address:	13942 Maple Street
	Omaha, NE 60020

Body:

Our records indicate that «Student» hasn't returned the permission slip for our class field trip to the zoo. The field trip is September 9, and we plan to leave school at 8 a.m. and return at 3 p.m. Please be sure to send the permission slip to school no later than September 2. You can call the school at 555-1212 or e-mail me at kbrown@thisschool.edu if you have any questions.

Print Job 3-A   Print one copy of the letter showing the merge fields.
Print Job 3-B   Print each of the merged letters.
Print Job 3-C   Print a copy of the data source.

JOB 4: Table of Contents

Format the following Table of Contents in accordance with the FBLA-PBL Format Guide. Include dot leaders, and be sure that the page numbers are right-aligned.

Introduction
      Web Page Design Basics   2
      What is HTML?   3
Creating Web Pages from Scratch
      Hardware and Software Needed 5
      Saving Web Pages   6
      Viewing Web Pages Locally   8
Browser Compatibility
      Current Browsers   10
      Browser Differences   12
      Web Page Compatibility   14
Troubleshooting
      FAQ   15
      Contact Information   19
Viewing Web Pages on the Internet
      Uploading Files   21
      Viewing the Web Site   25

Print Job 4   Print table of contents.

JOB 5: Itinerary

Create the following itinerary in accordance with the FBLA-PBL Format Guide. The itinerary is for Mr. Alan Perlman for the dates December 9-11, 2010.

Tuesday, December 9
3:20 p.m.   Depart OMA - Omaha Eppley Airfield, Midwest Flight 945, nonstop to DCA, Ronald Reagan Washington International Airport.
5:00 p.m.   Arrive DCA Airport, claim baggage, and take taxi outside baggage claim area for transport to Embassy Suites; reservation confirmed.
6:00 p.m.   Meet and greet with clients in the Embassy Suite lounge.
8:00 p.m.   Dinner reservations at Embassy hotel restaurant.

Wednesday, December 10
7:30 a.m.   Breakfast at hotel restaurant.
8:30 a.m.   New Product Demonstration in Room 115.
11:00 a.m.   Question and Answer Session in Room 118.
12:00 p.m.   Open Lunch.
1:00 p.m.   Taxi to Senate building to visit with state senators.
3:00 p. m.   Open for sightseeing.

Thursday, December 11
7:30 a.m.   Breakfast at hotel restaurant.
8:30 a.m.   Advertising Promotion Meeting in Room 120.
11:00 a.m.   Depart Convention Center for airport.
1:00 p.m.   Return Midwest Airlines Flight 45, nonstop to OMA.
4:35 p.m.   Arrive OMA- Omaha Eppley Airfield.

Print Job 5   Print itinerary.

JOB 6: Agenda

Key the following agenda in accordance with the FBLA-PBL Format Guide.

NORTH UNIVERSITY
Educational services committee
Vice President of Academic Affairs Agenda
September 29, 2010

1.   Call to order - Hammer, Vice President
2.   Roll Call - Ziemba
3.   Old Business - Smith
4.   Committee Report - Background Checks for Education Students - Jackson
5.   Committee Report - Statewide Student Services Meeting Summary - Brown
6.   Committee Report - Statewide Distance Learning Meeting Summary - Jones
7.   Special Topics - Dart
8.   Excellence in Learning - Jones
9.   New Business
10.   Next Meeting
11.   Adjournment

Print Job 6   Print agenda.

JOB 7: Personal Letter

Key the following letter in accordance with the FBLA-PBL Format Guide. The letter is to the Dinnerware Factory - Warranty Department from Craig Brooks.

Dinnerware Factory
24887 Dinnerware Road
Charleston, SC 29554

Craig Brooks
1665 West Jones Road
Denver, CO 68973

I am including 12 plates that we purchased from Dinnerware three years ago. We were told when we purchased them that the plates came with a lifetime guarantee. As you can see, the plates have not held up well under average usage. I am requesting that the plates be replaced.
¶We really enjoy Dinnerware and appreciate anything you can do to remedy the situation. Please e-mail at cbrooks@myhotmail.com or call me at 800-555-5555 with any questions you might have.

Sincerely
Craig Brooks

Print Job 7   Print personal letter.

Word Processing I Answer Key

1)	A	11)	B	21)	D
2)	D	12)	C	22)	A
3)	C	13)	B	23)	A
4)	A	14)	B	24)	A
5)	A	15)	D	25)	D
6)	C	16)	D	26)	C
7)	B	17)	A	27)	D
8)	A	18)	C	28)	D
9)	B	19)	D	29)	A
10)	C	20)	D	30)	D

Word Processing II Answer Key

1)	A	11)	C	21)	C
2)	A	12)	C	22)	D
3)	D	13)	D	23)	A
4)	B	14)	B	24)	D
5)	A	15)	A	25)	A
6)	C	16)	B	26)	A
7)	B	17)	B	27)	B
8)	B	18)	B	28)	C
9)	C	19)	B	29)	C
10)	C	20)	B	30)	A

JOB 1: Business Letter with Dot-leader Table
2" Top Margin

Current Date

Mr. and Mrs. Jonathan Strong
1519 South Fourth Avenue
Salem, OR 99023

Dear Mr. and Mrs. Strong

TRAVEL RESERVATIONS

Hotel reservations for your trip to the Hawaiian Islands have been finalized. As you requested, all hotel reservations have been made at Grand Palace Hotels. Reservations have been confirmed for the following dates:

Maui Grand Palace	December 4–8
Grand Palace Resort	December 9–12
Grand Palace Seaside	December 13–15
Honolulu Grand Palace	December 16–18

Your airline reservations have not been confirmed. I am still waiting for a reduction in price. I have heard that airlines will be lowering their rates during the next two weeks. As soon as the airfare is reduced below $600, I will make your flight reservations.

Will you need a car while you are vacationing in Hawaii? Please let me know if you would like me to reserve a car for you at each island. I am enclosing a copy of your confirmation numbers for the hotel reservations.

Sincerely yours

Frank Truman
Travel Agent

je

Enclosure

DEFINING NEWSLETTER ELEMENTS

Designing a Newsletter

The demand for newsletters in the private and business sectors has helped to promote the desktop publishing revolution. Affordable word processing and desktop publishing software, along with laser printers, significantly reduced the cost of producing professional-quality newsletters. Now users with limited budgets can create multiple page documents in-house, providing organizations, businesses, or individuals with a cost-effective means of communicating.

Newsletters are one of the most common means of communicating information and ideas to other people. Newsletters may be published by individuals, associations, clubs, churches, schools, businesses, consultants, service organizations, political organizations, government offices, and other organizations all over the world.

Designing a newsletter may appear to be a simple task, but newsletters are more complex than they appear. Newsletters may be the ultimate test of your desktop publishing skills. Remember that your goal is to get the message across. Design is important because it increases the overall appeal of your newsletters, but content is still the most important consideration. Whether your purpose for creating a newsletter is to develop better communication within your company or to develop awareness of a product or service, your newsletter must give the appearance of being well planned, orderly, and consistent. To establish consistency from one issue of a newsletter to the next, carefully plan your document.

Defining Basic Newsletter Elements

Successful newsletters contain consistent elements in every issue. Basic newsletter elements divide the newsletter into organized sections to help the reader understand the text, as well as entice the reader to continue reading. Basic newsletter elements include the following:

- Nameplate: The nameplate, or banner, consists of the newsletter's title and is usually located on the front page. Nameplates may include a logo, a unique typeface, or a graphics element to help create or reinforce a company identity.
- Logo: A graphic symbol of a company.
- Subtitle: A subtitle is a short phrase describing the purpose or audience of the newsletter. A subtitle also may be called a tag line. The information in the subtitle is usually located below the nameplate near the folio.
- Folio: A folio is the publication information including the volume, issue number, and current date of the newsletter.
- Headlines: Headlines are titles to articles that are frequently created to attract the reader's attention. The heading may be set in 36- to 72-point type or larger and is generally keyed in a sans serif typeface.
- Subheads: Subheads are secondary headings that provide the transition from headlines to body copy. Subheads break up the text into organized sections.
- Byline: The byline identifies the author of the article.
- Body Copy: The main part of the newsletter is the body copy or text.
- Graphic Images: Graphic images are added to newsletters to help stimulate ideas and add interest to the document. They provide visual clues and visual relief to text-intensive copy.

JOB 3: Memo
2" top margin

TO: All Teaching Staff

FROM: Christy Edmonds

DATE: Current Date

SUBJECT: Business Communication Books

The library has recently purchased several reference books on business communications. These books are now available at the library. The books that are available include:

- *The ABCs of Business Communications* written by Leonard T. Nicoletta and published by Sacramento Publishing House.

- *Communications for the Business Office* by Stacy Keating and published by Hubler & Tate.

- *Basics of Business Communications* by Darrell Talmadge and published by Fifth Avenue Publishers.

- *Communicating with Style* by Clara Blakely and published by Moon Bay Publishing.

You may want to use these reference books for your business communications classes. Students may also want to use them for preparing documents or writing reports.

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THE INTERNET

I.   WHAT IS THE INTERNET?

II.   THE HISTORY OF THE INTERNET

    A. APRANet
    B. Design of APRANet
    C. Growth of the Internet
    D. Birth of the Web

III.   CONNECTING TO THE INTERNET

    A. Types of Internet Connections
    B. Using a Browser
    C. Plug-ins

IV.   FINDING INFORMATION ON THE WEB

    A. Access Speed
    B. Domain Names and URLs
    C. Using Internet Directories and Search Engines

V.   WEB SITE CREATION AND PROGRAMMING

    A. Creating a Web Site
    B. Programming for the Web

MANORWOOD SCHOOL DISTRICT

Enrollment Comparisons

School	2006	2007
Meeker Senior High	1,160	1,033
Rollings Senior High	890	993
Lakeview Middle School	690	587
Oakridge Middle School	681	801
Cedar Middle School	702	745
Stewart Elementary	521	498
Overman Elementary	386	404
Grand Elementary	478	512
Curtiss Elementary	403	455

JOB 1: Memo
2" Top Margin

TO: Southeast Chocolate Employees

FROM: Ed Shaw, Manager

DATE: Current Date

SUBJECT: New Promotional Items

Southeast Chocolate is proud to roll out its new line of confectionary products. This product line is named, "Ones" and consists of eight new chocolate and chocolate-infused flavored candies.

The new promotion entitled, "One Bite and You're Hooked," will begin in Miami, Florida, on September 1, 2010 and will go nationwide on October 1, 2010. We are proud to announce that James Woodsville will be the front pitch-man for our advertisement campaign. As you know, James has been with the company since the beginning and has made a name for himself by his philanthropy and community involvement. We are thrilled to have him on board!

The new product line features new flavors, such as cherry-chocolate, jalapeño-dark chocolate, and even an orange-chocolate blend. This new product line not only tastes great, but it also is great for communities. In fact, five percent of every product sold will be donated to local communities for park renovations and other kid-friendly projects.

We are encouraging all employees to help Southeast Chocolate by thinking about new products that consumers may like. A bonus of $500 will be awarded to ideas that are approved.

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JOB 2: Table without Gridlines

STOCK PORTFOLIO PERFORMANCE

Financial Department

Company	Exchange	Net Change	Current Price	52 Week Hi/Lo
E TRADE	NAS	-0.32	4.96	26.08 / 3.46
SPDR TR	ASE	0.04	147.17	157.52 / 136.75
CITIGROUP	NYS	-0.36	31.93	57.00 / 29.75
MICROSOFT	NAS	-0.22	33.48	37.50 / 26.60
E M C CORP	NYS	0.43	19.54	25.47 / 12.74

JOB 3: Mail Merge

Job 3-A.: Master, field names may vary

Current Date

«AddressBlock» *may vary*

Dear «Parents»

Our records indicate that «Student» hasn't returned the permission slip for our class field trip to the zoo. The field trip is September 9, and we plan to leave school at 8 a.m. and return at 3 p.m. Please be sure to send the permission slip to school no later than September 2. You can call the school at 555-1212 or e-mail me at kbrown@thisschool.edu if you have any questions.

Sincerely

Karen Brown
4th Grade Teacher

Job 3-B: Merged Letters (4) *Sample of Letter 1*

Current Date

Mr. & Mrs. Smith
14533 Lakeshore Ave
Omaha, NE 60018

Dear Mr. & Mrs. Smith

Our records indicate that Johnny Smith hasn't returned the permission slip for our class field trip to the zoo. The field trip is September 9, and we plan to leave school at 8 a.m. and return at 3 p.m. Please be sure to send the permission slip to school no later than September 2. You can call the school at 555-1212 or e-mail me at kbrown@thisschool.edu if you have any questions.

Sincerely

Karen Brown
4th Grade Teacher

JOB 3-C: Data Source

4th Grade TeacherParents	Student	Address	City	State	Zip
Mr. & Mrs. Smith	Johnny Smith	14533 Lakeshore Ave	Omaha	NE	60018
Mr. & Mrs. Hernandez	Rosa Hernandez	123 Main	Omaha	NE	60019
Mr. & Mrs. Brooks	Adrian Brooks	15643 Oceanview Drive	Omaha	NE	68818
Mrs. Wong	Laura Wong	13942 Maple Street	Omaha	NE	68820

TABLE OF CONTENTS

ITINERARY

Alan Perlman

December 9-11, 2010

Tuesday, December 9

3:20 p.m.	Depart OMA—Omaha Eppley Airfield, Midwest Flight 945, nonstop to DCA, Ronald Reagan Washington International Airport.
5:00 p.m.	Arrive DCA Airport, claim baggage, and take taxi outside baggage claim area for transport to Embassy Suites, reservation confirmed.
6:00 p.m.	Meet and greet with clients in the Embassy Suite lounge.
8:00 p.m.	Dinner reservations at Embassy hotel restaurant.

Wednesday, December 10

7:30 a.m.	Breakfast at hotel restaurant.
8:30 a.m.	New Product Demonstration in Room 115.
11:00 a.m.	Question and Answer Session in Room 118.
12:00 p.m.	Open Lunch.
1:00 p.m.	Taxi to Senate building to visit with state senators.
3:00 p. m.	Open for sightseeing.

Thursday, December 11

7:30 a.m.	Breakfast at hotel restaurant.
8:30 a.m.	Advertising Promotion Meeting in Room 120.
11:00 a.m.	Depart Convention Center for airport.
1:00 p.m.	Return Midwest Airlines Flight 45, nonstop to OMA.
4:35 p.m.	Arrive OM—Omaha Eppley Airfield.

JOB 6: Agenda
May have the 2nd line of heading as a subtitle

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**NORTH UNIVERSITY
EDUCATIONAL SERVICES COMMITTEE**

Vice President of Academic Affairs Agenda

September 29, 2010

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1.   Call to order—Hammer, Vice President

2.   Roll Call—Ziemba

3.   Old Business—Smith

4.   Committee Report
     Background Checks for Education Students—Jackson
     State Wide Student Services Meeting Summary—Brown
     State Wide Distance Learning Meeting Summary—Jones

5.   Special Topics—Dart

6.   Excellence in Learning—Jones

7.   New Business

8.   Next Meeting

9.   Adjournment

JOB 7: Personal Letter

1665 W Jones Road
Denver, CO 68973
August 1, 2010

Dinnerware Factory
24887 Dinnerware Road
Charleston, SC 29554

Dear Warranty Department *or Dear Sir or Madam*

I am including 12 plates that we purchased from Dinnerware three years ago. We were told when we purchased them that the plates came with a lifetime guarantee. As you can see, the plates have not held up well under average usage. I am requesting that the plates be replaced.

We really enjoy Dinnerware and appreciate anything you can do to remedy the situation. Please e-mail at cbrooks@myhotmail.com or call me at 800-555-5555 with any questions you might have.

Sincerely

Craig Brooks