

## Essential Skills – Lesson 17

Today we are going to start to look at the concept of Technical Writing. Writing is important in many types of jobs, and the IT industry is not exempt. The difference is the type of writing that you will be required to prepare. Check out the following sites. The first is a general overview on Technical Writing, and the second is more specific and deals with our first examples of technical writing - Writing Instructions.

<https://examples.yourdictionary.com/examples-of-technical-writing-assignments.html>

<https://www.prismnet.com/~hcexres/textbook/instrux.html>

Here is a partial example for making coffee – I have included some other topics – pick a couple and write a set of instructions for each – remember that pictures are good.

### How To Make Your Coffee

#### Get the Machine Ready

1. **Make sure there is enough water** in the water tank. Tank models: Refill with filtered water. Plumbed models: Ensure the isolation water tap for delivering water to your machine is open.
2. **Place coffee cups** on the cup warmer, open side up. (Warm cups are essential to good espresso.)
3. **Turn the unit on.** The pump will engage and automatically fills the boiler. (Non-commercial machines may make a bit of noise at this point.)
4. **Open the steam valve slightly** to equalise the pressure in the boiler, and to prevent an airlock.
5. **Close the steam valve** when steam starts to come out.
6. **Choose which filter handle you want to use.** For a double shot espresso, choose the

Select a couple of the following and write a set of instructions. We will take a bit of time in class this week and look at how we can use Word to format our instructions more professionally.

- Changing a flat tire.
- Exchanging an old set of faucets with a new one.
- Baking your favorite recipe – for Roy, Pizza is a recipe.
- Performing a function in a software application that you know.
- Doing the laundry – remember sorting is important.
- Tying your shoes – remember there are two of them.
- Wrapping a present – gift bags do not count.
- Giving a baby a bath.

Post your instructions to the group page so everyone can learn something.

# Word Primer – Part A – Entering and Editing a Document

**Prepare a new document. Enter the following text with blank lines as indicated.**

Ocean Vista Cruise Lines is The World's Most Popular Cruise Line with 25 ships operating 3 to 16-day voyages to The Bahamas, Caribbean, Europe, Mexican Riviera, Alaska, Hawaii, Canada, New England, Bermuda, Australia, New Zealand and the Pacific Islands. Our newest ship, Carnival Vista, debuted in spring 2016, and another vessel is scheduled to enter service in 2018.

We offer a wide array of quality cruises and pride ourselves on delivering memorable vacations to our guests. An Ocean Vista cruise offers not only outstanding value for the money, but most importantly, fun! A "Fun Ship" cruise features day and nighttime entertainment like stage shows, musical performances, casinos and more.

We make our guests feel right at home, too - think comfy stateroom accommodations, attentive service, delicious food and drink - and they enjoy the experience against the backdrop of some of the world's most beautiful ports.

Contact us at (123) 456-7890 for current specials offered until June 30, 2018.

**When deleting text, place the cursor to the left of the letter and press the Delete key, or place the cursor to the right of the text and press the Backspace key. Be careful to keep punctuation and spacing between words.**

In the first paragraph, delete the word "Hawaii" using the Delete key. In the second paragraph, delete the words "for the money" using the Backspace key. In the third paragraph, delete the words "attentive service".

**Inserting text is much the same as deleting text in that everything happens at the position of the cursor. To insert text, place the cursor where the first inserted character is to appear, and type in the text as required.**

Replace the text that was deleted in the previous exercise.

**Working with individual characters can be time consuming. Selecting text can be used to select and work with a group of characters ranging from words to phrases to sentences to the entire document. Once text is selected, any operation is taken on the selected text. Use the following methods for selecting text.**


- Click and Drag over the text that you need selected.
- Double click on a word selects the word.
- Ctrl + Click in a sentence selects the entire sentence.
- Triple click inside a paragraph selects the entire paragraph.
- Single click in the left margin selects the line adjacent to where you clicked.
- Double click in the left margin selects the paragraph adjacent to where you clicked.
- Triple click in the left margin selects the entire document.

Moving blocks of text can be as small as a word or include several paragraphs. Text can be copied – which creates a duplicate of the text, or it can be Cut – which removes the text. The text can then be placed where you want it. To complete this process, select the text, right click and select either Copy or Cut – this places the text in the clipboard – now position the cursor where you want the text to appear, right click and select Paste. Make sure that character and line spacing is kept at both the original and the new location.

Move the third paragraph before the second paragraph. In the second paragraph move the last sentence to the beginning of the paragraph. Move the text back to the original location.

Keeping words together is done by using non-breaking spaces and hyphens. This causes the program to treat the text as a single word when the word wrap feature is invoked. This is common for hyphenated words, dates and phone numbers. Remove the existing space or hyphen in the word, and use Ctrl + Shift + Space Bar or Ctrl + Shift + Hyphen to replace with a non-breaking space or hyphen.

Use a non-breaking hyphen for 16-day in the first paragraph, and place non-breaking spaces between each location in the first paragraph with two names. In the last paragraph use non-breaking spaces in the date, and both a non-breaking space and hyphen in the phone number.

The Show / Hide tool  is the icon in the top left of the Paragraph group. It is useful for indicating key strokes and checking for proper formatting. It is a toggle switch and can be turned on and off by clicking the icon. Note that the enter key is indicated by the paragraph symbol, spaces are indicated by the dot, non-breaking spaces by the circle, and later Tabs will be indicated by the arrow. Some users prefer to turn it on and keep it on – others prefer to turn it on to check, then turn it off.

Turn on Show / Hide and see how each keystroke is identified. Add to the document and notice how the symbols appear as you type. Turn off Show / Hide when complete.

You can fix Spelling and Grammar as you type in your document. If a red wavy line appears under a word there is a spelling error. If a blue wavy line appears under a word there is a grammar error. In either case you can position the cursor inside the word, right click, and select the appropriate action. This could be to select an alternative provided, ignore the error, or add the word to the dictionary if you know the spelling is correct. Also, if you type in a word you can right click and select Synonym – this will provide a list of other words with the same meaning. This is useful if you find yourself using the same word multiple times in close proximity.

It is also possible to wait until the document is complete and perform a Spelling and Grammar check on the entire document. To do this place the cursor at the beginning of the document (use Ctrl + Home as a shortcut), click on the Review Tab, and select Grammar and Spelling at the left side of the ribbon. This will check the entire document and provide a box with alternatives for each Spelling or Grammar error that it finds.

Perform a Spelling and Grammar check on the current document.

Use the two examples on the next page to enter and save a document. Type the documents starting each line from the left margin as shown. Save each document with the name specified.

- 1. Enter the following document. Left align all text but include proper spacing between lines. Save the document as Brick Rancher XX (where XX are your initials).**

For SALE

BRICK RANCHER  
400 Golf Road  
St. John's

Brick and stucco rancher in excellent condition located close to Clovelly Golf Course. This home offers 4 bedrooms, 2 baths, 2072 square feet, and an oversized 2 car garage. There is a separate entrance to the finished basement with a kitchenette. Also features in this home are wood floors, central air conditioning, built-in shelves in the living room, and a fully equipped kitchen.

Asking price: \$250,000  
Reduced to  
\$220,000

- 2. Enter the document below as shown - include blank lines as required. Save the document as Forsyth Flyer XX (where XX are your initials).**

Forsyth Landscaping

Forsyth Landscaping offers a wide range of services for both business and home owners alike.

Our teams of landscaping professionals are ready to help you with your landscaping needs.

Business Services

Lawn care  
Garden care  
Lawn and garden design  
Property cleaning (parking lots and outdoor areas)  
Snow removal

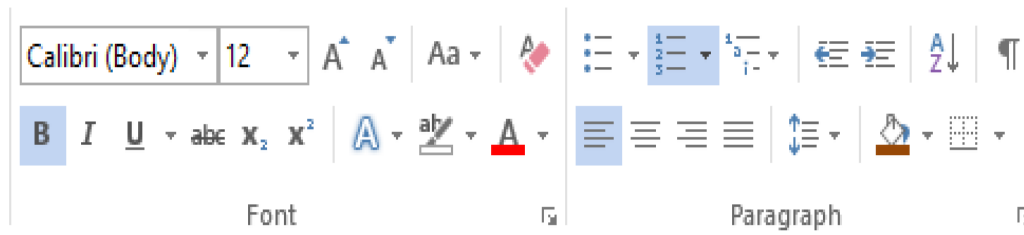
Home Services

Lawn Care  
Weed control  
Garden care  
Lawn and garden design  
Yard cleanup

Service consultants are available – call today!  
1-800-999-9999  
Forsyth Landscaping prides itself on its service delivery.

## Formatting a Document in Word

1. Most basic formatting is done using the Font and Paragraph Groups in the Home tab.



Enter each line with a blank line between each, then highlight the text and apply the required format as indicated.

This text has a font of Times New Roman.

This text has a font size of 14.

***This text is bold and italic.***

This text uses superscript like 2<sup>nd</sup> and subscript like H<sub>2</sub>O.

This text uses a Text Effect of Shadow.

This text has a green color.

This text is a yellow shading and red text.

This text is a dark brown shading and white text.

**This text is bold with a top and bottom border.**

This text is centered.

This text is right aligned.

The following is a couple of lines of text that is set up with alignment of fully justified. This means that the text is set up to align at both the left and right margins – much like the way text appears in books and novels.

This last line is blue text with a light gray shading, left border, font size of 14, and a text effect of Reflection.

Again, use the documents created to make the following changes based on the instructions below. Open each of the documents as indicated and make the changes as described.

**1. Open Brick Rancher XX and make the following changes.**

- The main heading is centered, bold, Arial, 26 pt, and red.
- The line BRICK RANCHER is 16 pt and bold.
- The font of the text after BRICK RANCHER to the end of the main paragraph is Calibri, 12 pt. Also change the alignment of the paragraph to fully justify.
- The “Asking price” and “Reduced to” lines are centered, bold, Arial, 12 pt.
- The new price is centered, bold, Arial, 48 pt and a green text color.
- Save the document as **Brick Rancher XX**.

**2. Open the document Forsyth Flyer XX and make the following changes**

- The main heading and the phone number (near the end) will be centered, 48pt, bold, font style of Impact. Apply a light green shading and an appropriate text color.
- Format the last line of the document for Award Winning Services so it stands out.
- Apply a font of 16pt Arial and bold to the headings “Business Services” and “Home Services”.
- Center the last 4 lines. Bold, italicize and set a font size of 18pt the last line of the document.
- Save the document as **Forsyth Flyer XX**.

See you at 10.