

Business Letterhead 1

New Skills

1. Re-create a business letterhead.

Activity Overview

Letterhead is a sheet of stationery preprinted to include the name, address, logo, and other information of an organization. Businesses use letterhead stationery to send letters and other forms of correspondence. Regardless of the type of business, letterhead should always be professional and project an appropriate image of the company.

The information contained within the letterhead should not interfere with the body of a document, so the content is usually placed inside of a header, a footer, or a combination of both.

In this activity, you will re-create a letterhead for a seafood business.

Instructions

1. Open a NEW document in Word.
2. Set the page margins as follows: Top to 2.5", Left, Right, and Bottom to 1".
3. Save the document as LETHEAD1.
4. Open a header to begin re-creating the letterhead shown in Figure 21-1. Note that the top margin is set at 2.5" to allow enough space to create your letterhead.
5. As shown in Figure 21-1, type "Cole's Seafood Market" in one text box. Format this text box using 24 point Verdana, bold, then place it in the top-center of the header. In another text box, type "The Freshest Catch in Town." Format this text using 14 point Verdana, bold, then place it below the previous text box, as shown in Figure 21-1.
6. Insert a clipart image, similar to the one shown in Figure 21-1. Place the image to the left of the "Cole's Seafood Market" text box, as shown in Figure 21-1. This image represents the company logo.
7. In a separate text box, type the address, city, state, and zip code exactly as shown in Figure 21-1. Format this text box using 12 point Verdana, left aligned, then place it in the bottom left-hand corner of the header as shown.
8. In a separate text box, type the phone and fax numbers exactly as shown in Figure 21-1. Format this text box using 12 point Verdana, right aligned, then place it in the bottom right-hand corner of the header as shown.
9. Switch from the header to the footer and type the business e-mail and Web site addresses exactly as shown in Figure 21-2. Format this text using 12 point Verdana, center aligned.
10. Since you have created your letterhead in the header, type the activity number and title on the first line in the document and your name on line two. Format this text using 12 point Times New Roman, all caps.

NEW SKILL



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Business Letterhead 1

11. Carefully proofread the document for spelling, grammar, and accuracy.
12. Resave the document.
13. Print the document if required by your instructor.

FIGURE 21-1

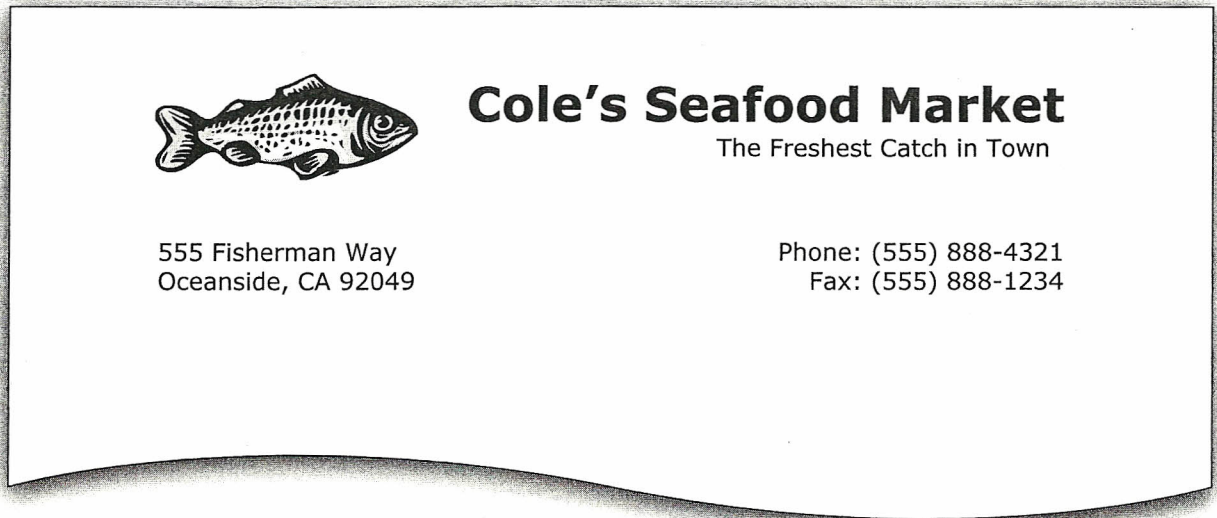


FIGURE 21-2



Business Letterhead 2

New Skills

1. Create an original business letterhead.

Activity Overview

In the previous activity, you created letterhead based on an existing business. In this activity, you will create letterhead for a business that you would like to own in the future.

Instructions

1. Before beginning any work on the computer, think of a business you would like to own in the future. Write down the following information about the business:
 - *Business name*
 - *Address, city, state, and zip code*
 - *Phone and fax numbers*
 - *E-mail and Web site addresses*
 - *Possible images to use as the business logo*
2. Open the file LETHEAD1 created in Activity 21. Save the file as LETHEAD2.
3. Delete the existing text boxes in the header and the text in the footer.
4. Create a letterhead for the business you selected in Step 1 by following the guidelines below:
 - a. In the header of the document, create a text box and type the business name. The placement, font, size, and style of the text are up to you. However, keep in mind that the design of the letterhead should be professional.
 - b. Using either the draw tools or clipart, create a logo for your business. Insert the logo near the company name.
 - c. In the header, create two separate text boxes. One text box should contain your business address, city, state, and zip code. The second should contain your business phone and fax numbers. The placement, font, size, and style of the text are up to you.
 - d. In the footer, include your business e-mail and Web site addresses.
5. Update the text containing the activity number and title appropriately.
6. Carefully proofread the document for spelling, grammar, and accuracy.
7. Resave the document.
8. Print the document if required by your instructor.

NEW SKILL



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Thank You Letter

New Skills

1. Format a modified block style letter.

Activity Overview

When writing a thank you letter, there are a few simple rules to follow. The objective is to keep the style casual yet sincere. Try to let your personality show through in your writing and choose words that demonstrate confidence and sincerity. In this activity, you will compose a thank you letter addressed to Double-Decker Café & Pastry Parlor and format it into a modified block style letter.

Instructions

1. Open a NEW document in Word.
- ★ *Unless otherwise stated, the font should be 12 point Times New Roman.*
2. Set the page margins as follows: Top to 2", Left, Right, and Bottom to 1".
3. Insert a header that includes the activity number and title left aligned, and your name right aligned. Type the header in all caps.
4. Set the left aligned tab at 3.25".
5. Review Figure 23-1 to reference the proper format and parts of a modified block style letter.
6. Type the handwritten thank you letter provided in Figure 23-2 and format it in a modified block style letter format. Type your home address as the return address, the current date for the date, and your full name as the sender's name.
7. Carefully proofread the document for spelling, grammar, and accuracy.
8. Save the document as THANKYOU.
9. Print the document if required by your instructor.
10. Using a blue or black pen, sign your name in the signature block of the letter.

NEW SKILL



Thank You Letter

FIGURE 23-1 Sample of a Properly Formatted Modified Block Style Letter

321 Sender Street
Sender City, SS 54321
Current Date¶

TAB → RETURN ADDRESS & DATE

¶
¶
¶
Recipient's Name
Recipient's Title
123 Recipient Street
Recipient City, RS 12345¶

INSIDE ADDRESS

¶
Dear Recipient:¶

SALUTATION

¶
Here is an example of a modified block style letter. Use a modified block style when you want to write a less formal letter. Start by setting a left tab at the center of your page at 3.25" so that you can easily position the return address and complimentary close. If you are not using a letterhead, be sure that your top margin is set to 2". All other margins should be set to 1".¶

¶
Just below the return address, type the current date, without abbreviations, and quadruple space to the inside address. Double space after the inside address and type the salutation. If you don't know the recipient's name, use "Ladies and Gentlemen" or "Good Morning" for the salutation. Next, double space to begin the body of the letter. The body of the letter is single spaced and has one blank line between paragraphs.¶

¶
Finally, after your last paragraph, double space to the complimentary close. Use an appropriate complimentary close such as "Thank you," "Sincerely," or "Very Truly Yours." Leave a quadruple space between the complimentary close and your typed name so that you may sign the letter with blue or black ink. Always be sure to proofread and spell check your letter before printing and mailing.¶

¶

COMPLIMENTARY CLOSE — TAB → Sincerely,¶

SIGNATURE BLOCK — ¶
¶

SENDER'S NAME/TITLE — Sender's Name¶
Sender's Title (if applicable)

BODY

23

Thank You Letter

FIGURE 23-2

Double-Decker Café and Pastry Parlor
999 South Main Place
Country Hills, MD 63921

Dear Mrs. Winowski:

As President of the Senior Class at Country Hills High School, I would like to personally thank you for your generous donation of catering our after-prom "All-Nighter." The sandwiches and salads were so delicious, but the huge hit of the night was the life sized bulldog cake in honor of our school mascot. You truly outdid yourself on that one!

The Senior Class had worked on this project for six months leading up to the prom. We felt we needed to do everything possible to provide a safe and memorable after-prom social. And, it was great for our parents, too. They got to get a good night's sleep knowing we were all safe.

The "All-Nighter" was an alcohol- and drug-free event and provided a place to just hang out and talk about our high school years. In addition, we put together a senior class slide show that showcased many humorous and memorable events of things done throughout the school year. Best of all, we all made it home safely the next day.

Thank you once again for your generosity, from the bottom of our hearts (and stomachs), too.

Sincerely,

Your Name
Senior Class President

Cover Letter

New Skills

1. Format a block style letter.

Activity Overview

A resume is almost always accompanied by a one-page cover letter. Job applicants use cover letters to introduce themselves to the prospective employer, state what job position he or she is applying for, and briefly elaborate on their job experience. The objective of a cover letter and resume is to obtain a job interview.

In this activity, you will create a cover letter.

Instructions

1. Open a NEW document in Word.
- * *Unless otherwise stated, the font should be 12 point Times New Roman.*
2. Set the page margins as follows: Top to 2", Left, Right, and Bottom to 1".
3. Insert a header that includes the activity number and title left aligned, and your name right aligned. Type the header in all caps.
4. Review Figure 24-1 to reference the proper format and parts of a block style letter.
5. Type the handwritten cover letter provided in Figure 24-2 and format it in a block style letter format. Type your home address as the return address, the current date for the date, and your full name as the sender's name. Use your phone number and e-mail address where noted in the last paragraph.
6. Carefully proofread the document for spelling, grammar, and accuracy.
7. Save the document as COVLETTER.
8. Print the document if required by your instructor.
9. Using a blue or black pen, sign your name in the signature block of the letter.

NEW SKILL



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Cover Letter

FIGURE 24-1 Sample of a Properly Formatted Block Style Letter

321 Sender Street
Sender City, SS 54321
Current Date¶

RETURN ADDRESS
& DATE

¶
¶
¶

Recipient's Name
Recipient's Title
123 Recipient Street
Recipient City, RS 12345¶

INSIDE ADDRESS

¶

Dear Recipient:¶

SALUTATION

¶

Here is an example of a block style letter. Use a block style when you want to write a formal letter. The entire letter is aligned, without any indentations. If you are not using a letterhead, be sure that your top margin is set to 2". All other margins should be set to 1".¶

¶

Just below the return address, type the current date, without abbreviations, and quadruple space to the inside address. Double space after the inside address and type the salutation. If you don't know the recipient's name, use "Ladies and Gentlemen" or "Good Morning" for the salutation. Next, double space to the start of the body of the letter. Paragraphs are single spaced, never indented, and should have one blank line between them. ¶

¶

Finally, after your last paragraph, double space to the complimentary close. Use an appropriate complimentary close such as "Thank you," "Sincerely," or "Very Truly Yours." Leave a quadruple space between the complimentary close and your typed name so that you may sign the letter with blue or black ink. Always be sure to proofread and spell check your letter before printing and mailing.¶

¶

Sincerely,¶

COMPLIMENTARY CLOSE

¶

¶

SIGNATURE BLOCK

¶

Sender's Name
Sender's Title (if applicable)

SENDER'S NAME/TITLE

BODY

Cover Letter

FIGURE 24-2

Current Date

Country Hills Zip Line Tours
999 South Main Place
Country Hills, MD 63921

Dear Mr. Winkowski:

Enclosed please find my resume in response to the ad for a zip-line instructor in *The Country Hills Spectator Times*. I have visited your establishment and your assistant was kind enough to show me around. I was absolutely amazed just touring your facility.

Although I'm only 18-years-old, I have had the opportunity to frequent many zip-line tours from here to Australia. I have been trained in basic first aid and CPR and have gone through the required 46-hour training course. I am upbeat, flexible, enjoy teaching, and have a good sense of humor.

I would enjoy the opportunity to stop by your facility and discuss my qualifications further at your convenience. I can be contacted by phone at [student's telephone number] or via email at [student's email address]. I look forward to speaking with you. I am sure I will be a valuable asset to the Country Hills Zip Line Tours team. I appreciate your consideration and look forward to meeting with you.

Sincerely,

Your Name

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Complaint Letter

New Skills

1. Write an effective letter of complaint in a modified block style format.

Activity Overview

Unfortunately, we will all receive poor service or encounter a bad product in our lives. Most businesses and manufacturers want to know when you are unhappy, and a letter of complaint is a great way to communicate your dissatisfaction.

In this activity, you will write and format a complaint letter after reading a case scenario.

Instructions

1. Before beginning any work on the computer, read the case study "The Never-Ending Flight/Fight" provided in Figure 25-1.
2. Open a NEW document in Word.
★ *Unless otherwise stated, the font should be 12 point Times New Roman.*
3. Set the page margins as follows: Top to 2", Left, Right, and Bottom to 1".
4. Set a left aligned tab at 3.25".
5. Insert a header that includes the activity number and title left aligned, and your name right aligned. Type the header in all caps.
6. Using a modified block style letter format, compose a complaint letter responding to the scenario presented in the case study in Figure 25-1. Follow the guidelines provided below when preparing the complaint letter.
 - a. Type your home address as the return address, the current date for the date, and your full name for the sender's name.
 - b. Paragraph 1 should state when and where you received the poor service.
 - c. Paragraph 2 should include why you are not satisfied with the service. Include what your expectations were and give details as to why those were not met.
 - d. Paragraph 3 should explain how you would like the matter resolved. State your expectations of whether you would like a refund or a new service to fix the problem.
 - e. Paragraph 4 should conclude by stating how you may be contacted and a time frame as to when you expect a response.★ *Note: Refer to Activity 23 if you need assistance with how to format a modified block style letter.*
7. Carefully proofread the document for spelling, grammar, and accuracy.
8. Save the document as COMPLAINT.
9. Print the document if required by your instructor.
10. Using a blue or black pen, sign your name in the signature block of the letter.

NEW SKILL



Complaint Letter

FIGURE 25-1 Read the case study below assuming that you are one of the persons that went on the trip.

The Never-Ending Flight/Fight

You and a few friends had been planning and saving for a vacation for quite some time. You'd been talking about it since your junior year of high school. When you graduate, you planned to take a once-in-a-lifetime, week-long trip to Europe. That day finally arrived. You packed, gathered your passports and necessary paperwork, and headed to the airport. As the new rules state, you need to arrive at the airport a minimum of two hours before departure. You all arrived early, checked in your luggage, went through security, and sat at the gate waiting for your flight.

That's when it all began. You were due to depart at 6 a.m. The first announcement came over the loud speaker saying there would be a short delay. The plane coming in from another airport had mechanical problems and the departure would be about an hour late. Well, one hour passed and you were still not in the air. You and your friends heard another announcement stating that the flight would now be delayed another four hours due to scheduling conflicts. So once again you waited.

Finally, the plane arrived. You boarded and departed six hours past your originally scheduled time. The flight was flawless and you arrived at your destination. Unfortunately, when you went to retrieve your luggage, you found that it had not arrived. You went to customer service only to find out that your luggage had been sent to Switzerland. Of course, they apologized and told you it would be delivered to your hotel as soon as possible, but that didn't help the situation. All of your clothes, shoes, and personal items were packed in your luggage. You all decided to grab a taxi cab and at least get to the hotel to try to unwind and figure out a plan. You arrived at the hotel and found out that your room had been given to someone else because you were late and, with all the confusion, no one remembered to call and confirm. Now, you had to wait until another room was cleaned. You finally all got into your room and called the airline and found out that your luggage would not be delivered until the next day. You decided you had no choice but to go out and purchase clothes and personal items to get you through to the next day.

The following day, you received your luggage late in the afternoon and your once-in-a-lifetime vacation finally began. After losing a full day of sightseeing due to poor management on the part of the airline, you and your friends anxiously set about enjoying the rest of this once-in-a-lifetime trip.

Now that you've returned home, you decide to write the airline a complaint letter.

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Fan Letter

New Skills

1. Write an effective letter of request in a block style format.

Activity Overview

In this activity, you will gain more practice in writing a letter using a block style format. Your task is to write a letter to a celebrity you admire. Some possibilities may be writing to a famous musician, an actor or actress, a professional athlete or a famous author. The purpose of this letter is to get a response via email with an autographed photo attached.

Instructions

1. Using a Search Engine such as Google, Bing, or Yahoo, obtain the mailing address of a celebrity you admire.
 2. Open a NEW document in Word.
★ *Unless otherwise stated, the font should be 12 point Times New Roman.*
 3. Set the page margins as follows: Top to 2", Left, Right, and Bottom to 1".
 4. Insert a header that includes the activity number and title left aligned, and your name right aligned. Type the header in all caps.
 5. Using a block style letter format, compose a letter of request to a celebrity you admire. Follow the guidelines provided below when preparing the letter. Keep the tone of the letter polite and courteous.
 - a. Type your home address as the return address, the current date for the date, and your full name for the sender's name.
 - b. Paragraph 1 should state the purpose of the letter, which is to obtain an autographed photo of the celebrity via e-mail.
 - c. Paragraph 2 should describe why you admire this celebrity and why you are such a big fan of him/her.
 - d. Paragraph 3 should conclude by thanking the recipient and include your contact information.
- ★ *Note: Refer to Activity 24 if you need assistance on how to format a block style letter.*
6. Carefully proofread the document for spelling, grammar, and accuracy.
 7. Save the document as FANLET.
 8. Print the document if required by your instructor.
 9. Using a blue or black pen, sign your name in the signature block of the letter.
- ★ *Note: In the next activity, you will be preparing an envelope addressed to your chosen celebrity.*

NEW SKILL ►



Fan Letter Envelope

New Skills

1. Create an envelope.

Activity Overview

One of Word's nifty features is its ability to easily create and print envelopes. In this activity, you will use the address information used to compose your fan letter in Activity 26 to print an envelope addressed to your chosen celebrity.

Instructions

NEW SKILL ►

1. Open a NEW document in Word.
 2. Use the envelope tool to create a #10 size envelope.
 3. In the delivery address box, type the recipient's address. Obtain the address from the fan letter you wrote in Activity 26.
 4. In the return address box, type your name and address.
 5. If your version of Word allows you to save envelopes, save the file as FANENVELOPE.
 6. Print the envelope if required by your instructor.
- ★ *Note: If printing on a real envelope, be sure to insert an envelope into your printer before sending the print job.*
7. If you are not mailing the envelope, write the activity number and title in the bottom left-hand corner of the envelope.
- ★ *Suggested: Mail the fan letter in the envelope to your chosen celebrity.*



Prom Invites

New Skills

1. Perform a mail merge.

Activity Overview

Word's mail merge feature is an easy way to send the same document to many people, while still personalizing it to each recipient. Mail Merge works by taking a form document and a data file (or list of recipients) and combining (merging) them together.

In this activity, you will assume the role of Chair of the Prom Committee. You are looking to invite favorite recording artists of the graduating class to perform at the prom. Using the mail merge feature, you will re-create a block style letter which is the same for each recording artist with only the inside address and salutation changing.

Instructions

1. Open a NEW document in Word.
★ *Unless otherwise stated, the font should be 12 point Times New Roman.*
2. Set the page margins as follows: Top to 2", Left, Right, and Bottom to 1".
3. Open Word's Mail Merge feature (depending on your version of Word, this may be referred to as the Mail Merge Helper/Wizard).
4. Create a Main Document using Letters as the document type. Using the current document, select recipients. Type a new list and enter the appropriate information into each field (Title, First_Name, Last_Name, Company_Name, Address_Line_1, City, State and Zip_Code) for ten recording artists you would like to invite to perform at the prom. (Choose names of your favorite ten artists along with their company name or record label and use fictitious addresses.)
5. Save the Data Source as NAMES.
 - a. Carefully proofread the list for spelling and accuracy.
6. Using a block style letter format, type the letter as shown in Figure 28-1. Use your home address for the return address and the current date for the date. (Do not type the text shown within the "<<>>.")
★ *Note: Refer to Activity 24 if you need assistance with how to format a block style letter.*
7. Insert the merge fields in the appropriate spaces as shown in Figure 28-1.
★ *Note: Insert the necessary spaces and punctuation between merge fields. Be sure to insert a colon after the salutation "Dear <<Title>> <<Last_Name>>:"*
 - a. Carefully proofread the document for spelling, grammar, and accuracy.
 - b. Save the document as MAIN.
 - c. Preview the letters.

NEW SKILL



Prom Invites

8. Insert a header in the merged document that includes the activity number and title left aligned, and your name right aligned. Type the header in all caps.
9. Save the document as MERGED.
10. Print the merged documents if required by your instructor.
11. Using a blue or black pen, sign your name in the signature block of the letters.

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Prom Invites

FIGURE 28-1

Student's Home Address
Student's City, State Zip Code
Current Date

«Title» «First_Name» «Last_Name»
«Company_Name»
«Address_Line_1»
«City», «State» «ZIP_Code»

— MERGE FIELD NAMES

Dear «Title» «Last_Name»:

My name is (use your name), and I am the Chair of the Prom Committee at San Antonio Regional High School in San Antonio, TX. The Prom Committee has decided to do something different for the Junior/Senior Prom this year, and we desperately need your help.

In the past, we have insisted on using high priced, luxurious restaurants as the venue for our prom. This year we decided to significantly reduce expenses and have the prom in our high school gymnasium. Various local vendors throughout the San Antonio area are donating the food, the centerpieces, the decorations, and even the favors. Tickets will be sold at \$100 per couple (\$50 per person) and 100% of the monies collected will be donated to the local food shelter to help those less fortunate. We are asking ten of our favorite recording artists to donate 30 minutes of their time to put on a performance during the prom.

I know that your schedule is extremely busy, but I'm hoping that you can spare 30 minutes of your time to help us help others. Please contact me at my home address above or on my cell phone at 888-555-4567.

Thank you in advance for considering this invitation. We sincerely believe that you can help make this year's prom a major success and help us to give to those in need. I look forward to your response.

Sincerely,

Student Signature

Student Name

Mailing Labels

New Skills

1. Create a sheet of labels with different addresses.

Activity Overview

Word's label feature allows you to print labels on a wide variety of label sizes. The feature can be used to print an entire sheet of identical labels, or to print a sheet of labels containing different information on each label.

In this activity, you will create a sheet of mailing labels that will be placed on envelopes to invite people to an upcoming school event.

Instructions

1. Open a NEW document in Word.
★ *Unless otherwise stated, the font should be 12 point Times New Roman.*
2. Using Word's label feature, create a new document of labels using the preset label type of "Avery 5160 Address Labels."
3. In each label block, type the names and addresses of the recording artists you invited to perform at the prom in Activity 28. Type the activity number and title and your name in the last label.
★ *Note: You will only be creating 11 labels; therefore you will not use the entire sheet of labels.*
4. Format all ten labels to 10 point Arial.
5. Bold the label that includes the activity number and your name.
6. Carefully proofread the document for spelling, grammar, and accuracy.
7. Save the document as LABELS.
8. Print the document if required by your instructor.

NEW SKILL



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Mailing Labels

FIGURE 29-1

Recording Artist's Name Recording Artist's Company Recording Artist's Street Address Recording Artist's City, State Zip Code	Recording Artist's Name Recording Artist's Company Recording Artist's Street Address Recording Artist's City, State Zip Code	Recording Artist's Name Recording Artist's Company Recording Artist's Street Address Recording Artist's City, State Zip Code
Recording Artist's Name Recording Artist's Company Recording Artist's Street Address Recording Artist's City, State Zip Code	Recording Artist's Name Recording Artist's Company Recording Artist's Street Address Recording Artist's City, State Zip Code	Recording Artist's Name Recording Artist's Company Recording Artist's Street Address Recording Artist's City, State Zip Code
Recording Artist's Name Recording Artist's Company Recording Artist's Street Address Recording Artist's City, State Zip Code	Recording Artist's Name Recording Artist's Company Recording Artist's Street Address Recording Artist's City, State Zip Code	Recording Artist's Name Recording Artist's Company Recording Artist's Street Address Recording Artist's City, State Zip Code
Recording Artist's Name Recording Artist's Company Recording Artist's Street Address Recording Artist's City, State Zip Code	Activity 29: Mailing Labels Student Name	

Top 5 Vacation Destinations

New Skills

1. Create a bulleted list.
2. Customize a bulleted list.
3. Create a numbered list.

Activity Overview

Whether you are creating a list for yourself or typing an outline for a school project, adding bullets or numbering to the list can be helpful. A list is much easier to read if each item is separated by a bullet or a number. Word allows you to easily add customized bullets and numbers so that you can enhance the look of any list in a document.

In this activity, you will insert bullets and numbers into a “Top 5 Vacation Destinations” list.

Instructions

1. Open a NEW document in Word.
2. Insert a header that includes the activity number and title left aligned, and your name right aligned. Type the header in all caps.
3. Starting on the first line of the document, type the title “Top 5 Vacation Destinations” as shown in Figure 30-1. Format the title as 16 point Arial, bold, then hit ENTER two times.
4. Type the remaining text as shown in Figure 30-1.
5. Format the remaining text as 12 point Arial.
6. Select all the text and copy and paste it three times on your page. This will give you a total of four duplicate “Top 5 Vacation Destinations” on your page.
7. Separate each of the lists with one blank line (hard return).
8. Select only the list portion of the second “Top 5 Vacation Destinations” and format it as a numbered list using the Bullets and Numbering feature.
9. Select only the list portion of the third “Top 5 Vacation Destinations” and format it as a bulleted list using the Bullets and Numbering feature. Use the standard bullet style (•).
10. Select only the list portion of the fourth “Top 5 Vacation Destinations” and format it as a bulleted list using the Bullets and Numbering feature. Use a bullet style of your choice.
11. Carefully proofread the document for spelling, grammar, and accuracy.
12. Save the document as VACATIONLIST.
13. Print the document if required by your instructor.

NEW SKILL

NEW SKILL

NEW SKILL



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Top 5 Vacation Destinations

FIGURE 30-1

Top 5 Vacation Destinations

Caribbean

France

Rome, Italy

Hawaii

Las Vegas, Nevada

Source: <http://ezinearticles.com>